

Workforce Innovation and Opportunity Act (WIOA)

North Shore Workforce Investment Board and WIOA Partners

Memorandum of Understanding (MOU)

June 26, 2017

I. PURPOSE

This Memorandum of Understanding (MOU) communicates the agreement developed and executed between the **North Shore Workforce Investment Board**, with agreement of **Mayor Kimberley Driscoll, City Salem** and the North Shore Partners), relating to the operation of the one-stop delivery of service in the local workforce area.

The **North Shore Workforce Investment Board** will act as the convener of MOU negotiations and together with North Shore Partners will 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 Official of the **North Shore Workforce Area**), the **North Shore Workforce Investment Board** and the Workforce Innovation and Opportunity Act (WIOA) OSCC Required Partners as defined by WIOA in WIOA Regulations 20 CFR Part 678.400 as mandatory partners in the One-Stop Career Centers and include:

- 1. The Adult Program** (Title I), as part of the Department of Career Services (DCS), Executive Office of Labor and Workforce Development (EOLWD);
- 2. The Dislocated Worker Program** (Title I), as part of DCSEOLWD;
- 3. The Youth Program** (Title I), as part of DCSEOLWD;
- 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);

5. **The Wagner-Peyser Act Program** (Wagner-Peyser Act, as amended by Title III), as part of DCS, EOLWD;
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);
7. **Federal-state unemployment compensation program**, as part of the Department of Unemployment Assistance (DUA), EOLWD;
8. **Trade Adjustment Assistance for Workers Programs** (Activities authorized under chapter 2 of Title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.)), as part of DCS, EOLWD;
9. **Jobs for Veterans State Grants Program** (Programs authorized under 38, U.S.C. 4100 et. seq.) as part of DCS, EOLWD;
10. **Temporary Assistance for Needy Families Program** (42 U.S.C. 601 et seq.) and the **Supplemental Nutrition Assistance Program (SNAP)** as part of Department of Transitional Assistance (DTA), EOHHS;
11. **Employment and Training Programs under the Supplemental Nutrition Assistance Program**, (Programs authorized under section 6(d)(4) of the Food and Nutrition Act of 2008 (7 U.S.C.2015(d)(4)), as part of DTA, EOHHS;
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.))

Additional non-required Partners in the local MOU may be added at any time during the term of this MOU, as agreed by the existing partners.

III. DURATION OF THE MOU

This agreement shall commence on **June 26, 2017** and shall terminate on **June 30, 2020** unless otherwise terminated by agreement of all parties or superseded.

IV. ASSURANCES

The **North Shore Workforce Investment Board** and the Partners of the North Shore Workforce Partnership identified above agree to conduct the following activities at a local level:

1. Participate in the operation of the one-stop delivery system consistent with the terms of this MOU, the requirements of WIOA, and the requirements of Federal laws authorizing the programs and activities.
2. Serve the “shared” customer as defined by the Partners with a focus on providing high quality, result orientated programming and outcomes. (Please see Section V. #3.) (Please see Attachment 1.)

3. Implement the One-Stop Career Center customer flow and service practices across Partner agencies, including ensuring the accessibility and availability of services to “shared” customers. (Please see Attachment 2 and 3)
4. Continue to research and utilize robust technology tools to scale-up practices and provide more significant supports for individuals with barriers to employment, including basic skills assessment, remediation, and career development tools.
5. Track and evaluate the outcomes for individuals who face barriers to employment.
6. Use a portion of the funds available for programs and activities to maintain the one-stop delivery system, including infrastructure and shared costs of one-stop centers, through methods agreed upon by the local board, chief elected official, and Partners.
7. Provide representation on the local workforce boards (as defined by NSWIB policy) to the extent possible and/or participate in local board ad hoc activities/events or on standing committees.
8. The MOU will be reviewed, and if substantial changes have occurred, renewed, not less than once every 3-year period to ensure appropriate funding and delivery of services. The MOU must be updated to reflect any change in the one-stop partner infrastructure cost contributions.

V. MEMORANDUM OF UNDERSTANDING CONTENT

1. At a minimum, North Shore Workforce Partnership will support, financially and in-kind, the following services consistent with and coordinated with the One-Stop Career Center.

Job Seeker Services		
<u>Basic Career Services</u>	<u>Individualized Career Services</u>	<u>Training</u>
Outreach, intake and orientation to the information, services, programs tools and resources available through the Local workforce system	Comprehensive and specialized assessments of skills levels and service needs	Occupational skills training through Individual Training Accounts (ITAs)
Initial assessments of skill level(s), aptitudes, abilities and supportive service needs	Development of an individual employability development plan to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals	Adult education and literacy activities, including English language acquisition (ELA), provided in combination with the training services described above
In and out of area job search and placement assistance (including provision of information on in-demand	Referral to training services	On-the-Job Training (OJT) and Apprenticeship

industry sectors and occupations and non-traditional employment)		
Access to employment opportunity and labor market information	Group Counseling	Incumbent Worker Training
Performance information and program costs for eligible providers of training, education, and workforce services	Literacy activities related to work readiness	Programs that combine workplace training with related instruction which may include cooperative education
Information on performance of the Local workforce system	Individual counseling and career planning	Training programs operated by the private sector
Information on the availability of supportive services and referral to such, as appropriate	Case management for customers seeking training services; individual in and out of area job search, referral and placement assistance	Skill upgrading and retraining
Information and meaningful assistance on Unemployment Insurance claim filing	Work experience, transitional jobs, registered apprenticeships, and internships	
Determination of potential eligibility for workforce Partner services, programs and referral(s)	Workforce preparation services (e.g., development of learning skills, punctuality, communication skills, interviewing skills, personal maintenance, literacy skills, financial literacy skills, and professional conduct) to prepare individuals for unsubsidized employment or training	Customized training conducted with a commitment by an employer or group of employers to employ and individual upon successful completion of the training
Information and assistance in applying for financial aid for training and education programs not provided under WIOA	Post-employment follow-up services and support	Other training services as determined by the workforce partner's governing rules

* Continuous attention to career pathway models for populations will be the focus of case management and services provided to all customers – in particular those in training.

<h2>Business Services Team</h2> <p>Including at least one rep from each Partner that will meet monthly to discuss employer outreach and status of work with companies.</p>		
Provide and follow established protocol with businesses, responding to all requests in a timely manner	Provide information and services related to Unemployment Insurance taxes and claims	Assis with disability and communication accommodations, including job coaches
Conduct outreach regarding Local workforce system's services and products	Conduct on-site Rapid Response activities regarding closures and downsizings	Develop On-the-Job Training (OJT) contracts, incumbent worker contracts, or pay-for-performance contract strategies
Provide access to labor market information	Provide customized recruitment and job applicant screening, assessment and referral services	Provide employer and industry cluster-driven Occupational Skills Training through Individual Training Accounts with eligible training providers

Assist with the interpretation of labor market information	Conduct job fairs	Develop customized training opportunities to meet specific employer and/or industry cluster needs
Use of one-stop center facilities for recruiting and interviewing job applicants	Consult on job description development and industry trends	Coordinate with employers to develop and implement layoff aversion strategies
Post job vacancies in the state labor exchange system and take and fill job orders	Provide information disability awareness issues	Provide incumbent worker upgrade training through various modalities
Provide information regarding workforce development initiatives and programs	Provide information regarding assistive technology and communication accommodations	Develop, convene, or implement industry or sector partnerships

2. Partners within the North Shore Workforce Partnership will serve, at a minimum the following populations:

- The long-term unemployed,
- UI Claimants,
- Veterans,
- Youth and Adults with Disabilities,
- Adult Basic Education/ESOL participants,
- Low-Income.(TANF, homeless across all WIOA programs),
- Reentry – offenders who are released from prisons and jails
- Older Workers, and
- Young adults with barriers to employment.

*In addition, Partners will work together on strategies and programs for employers and solving their employment needs. (Please see attachment 2)

3. The “shared customer” has been defined by the North Shore Workforce Partnership as - a job seeker/student or a business who is formally enrolled in services by more than one core program (at the same time or sequential.)
4. The North Shore Workforce Partnership agrees on a continuum of services available for each priority population in the local workforce area based on a customer-centered design or career pathway model. (Please see Attachment 4)
5. WIOA offers an opportunity to innovate and strengthen service to industries and business. The Partners commit to working with employers who have persistent and deep worker skills shortages, are in targeted industries, employ people in targeted occupations, and are committed to hiring people with disabilities. Partners will work together to identify employer needs in the current economy and share this labor market information. (Please see attachment 5)

5. The North Shore Workforce Partnership has begun discussions around technology and a shared Career Center customer intake form, based on an on-going review of current intake forms being used by each Partner. 'Massachusetts JobQuest' will serve as entrance point for all customers shared between any WIOA Partner and the Career Center. Shared customers will have access to all resources (including computers, fax machines, copiers, workshops etc. available at the career center. (Please see attachment 6 for a listing of the North Shore Career Center locations, hours of operations and contact information)
6. The North Shore Workforce Partnership agrees that increased sharing of data will benefit the quality of service delivery to both the job seeker and business customer. Subject to applicable legal constraints, including but not necessarily limited to those contained in G. L. 151A and 20 C.F.R. Pt. 603, the parties of this MOU agree to seek increased sharing of data with a view to improving the quality of service-delivery to both job-seekers and business-customers. The Party whose data is requested to be shared shall be the judge, in its sole discretion, of the legal constraints governing whether and how its data may be shared. The parties of this MOU understand that a shared data system is being designed at the state level and will fully support the development and implementation of a state-level data system, subject to the foregoing limitations. In addition, the Partners agree to meet on a bi-monthly basis throughout the period of the MOU. (Please see Attachment 7)
7. The North Shore Workforce Partnership has established a preliminary training plan for management and the staff of partners. (Please see attachment 8)
8. The NSWIB will provide for various levels of participation by Partners in the One Stop Review Team, ranging from Advisory to Voting Members. Decisions will be based primarily on the NSWIB's policies to 1) have a majority of the Review Team representative of the Critical Industries in our region, and 2) to have a reasonably sized Voting Review Team. Decisions will be discussed and openly communicated to Partners prior to review beginning. All Review Activity will respect Section 30B of MGL, the legal structure around which the NSWIB performs procurement, and various levels of participation (either on full review team if a NSWIB Board Member or on the advisory committee if not) of the OSCC Required Partners in the competitive selection process for the One-Stop Career Center lead operator in the local workforce area.
9. The North Shore Workforce Partnership agree that all required partners have a joint funding responsibility to support and maintain an effective local integrated service delivery system. In addition all parties to the MOU recognize that shared and infrastructure costs are applicable to the all required Partners. To ensure that the Local Board and all the required local Partners can focus on the provision of quality services to our shared customers, the State Level Partners will issue allocations for shared and infrastructure cost to the Local Workforce Area. State Partners will establish a methodology that will ensure costs are allowable, reasonable, necessary and allocable. As appropriate, State Partners will enter into Inter-agency Service Agreements (ISAs) with the Department of Career Services (DCS), the designated State Workforce Agency (SWA) to

issue the local allocations. Local Boards will ensure all allocations are incorporated into the local integrated budget during the annual planning process.

The North Shore Workforce Partnership agrees to utilize the current NSWIB cost allocation plan to determine infrastructure costs of the various WIOA Partners who outstation staff at the Career Center or one of the Career Center Access Points. Shared services and operating costs will be negotiated with each Partner based on the types of services required for the each Partner constituency. Where appropriate, the NSWIB cost allocation plan will be utilized to make these calculations. However, the cost related to shared services related to assessment, customized workshops, training, and other services will be individually determined for each Partner. In any case, infrastructure, shared services, and operating costs will be fully transparent and made available to the Partners throughout the year.

10. The North Shore Workforce Partnership agrees that a MOU review will occur not less than every three years.
11. The MOU acknowledges other provisions agreed to by all parties that are consistent with all partner programs' services and activities, authorizing statutes and regulations.
12. The North Shore Workforce Partnership agrees to jointly review and commit to WIOA mandated performance metrics that are include in the NSWIB annual business plan, and in any related grant documents associated with each member Partner. The North Shore Workforce Partnership commits to assist all Partners in reaching these goals. In addition, the North Shore Workforce Partnership agrees to mutually develop and commit to metrics associated with infrastructure/shared services, and to proceed with a full commitment to meet these goals.

VII. 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. The North Shore Workforce Partnership also agrees 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. By signatures affixed below, the parties specify their agreement:

**Nancy Stager, Chair
North Shore Workforce Investment Board**



6/22/17

Signature:

Date:

**Kimberley Driscoll, Mayor
City of Salem**



6/22/17

Signature:

Date:

**Teury Marte, Area Director
Mass. Rehabilitation Commission**



6/22/17

Signature:

Date:

**Thelma Williams, Regional Director
Mass. Commission for the Blind**



6/22/17

Signature:

Date:

**Eveliz Arroyo-Barrows
Deputy Director of Field Operations
Department of Unemployment Assistance**



6/22/17

Signature:

Date:

**Joan Cirillo, President and CEO
Operation A.B.L.E.**



6/22/17

Signature:

Date:

**Paul Ventresca, Career Center Manager
North Shore Career Center (DCS)**



6/22/17

Signature:

Date:

**Gina Frey, Director of Adult Education
North Shore Community Action Programs**



6/22/17

Signature:

Date:

**Patricia Gentile, President
North Shore Community College**



6/22/17

Signature:

Date:

**Edward Tirrell, Executive Director
Pathways Inc.**



6/22/17

Signature:

Date:

**Amanda Warnock, Site Manager
Training Resources of America**



6/22/17

Signature:

Date:

**Sylvia Hosman
Department of Transitional Assistance**



6/22/17

Signature:

Date:

**Mark Whitmore, Executive Director
North Shore Career Center**



6/22/17

Signature:

Date:

**Mary Sarris, Executive Director
North Shore Workforce Investment Board**



6/22/17

Signature:

Date:

Attachment 1

WIOA Partners and Priority Populations

Partner	Priority Population	Educational and Services Needed	Benefit to customer/client from Career Center service
Division of Career Services	Any labor force member requiring job search assistance; Veterans; Migrant/Seasonal Farmworkers; Trade; Rapid Response	Workshops to prepare and carryout job search; job referrals; access to educational programming and/or to occupational training	Assessment/Customer Action Plan development, Job Quest Profile, Access to workshops, Career Pathways information – LMI, Assigned based on industry sector to a job specialist/case manager, Access to Occupational Skills Training when eligible, Access to resource room and adaptive technology
DTA	TANF and SNAP Recipients	Additional education and training; Career exploration, preparation, and information; Career Pathway development; counseling; transportation and day care assistance; Occupational training; Placement and job retention services	Intensive case management services, Career Pathways information – LMI and Assessment/ Customer Action Plan, Access to workshops, Access to Occupational Skills Training and also targeting group trainings in critical industries e.g. manufacturing. When eligible, referral to WIOA youth programming and intensive services.
DESE (4 ABE Providers)	Adults needing high school equivalency; Adults needing academic remediation; Adults needing English language instruction; programming is available for youth	Career exploration, preparation, and information; Career Pathway development; Occupational training; Placement and job retention services; High School Equivalency preparation and/or College preparation	Access to a variety of workshops, Career Pathways information – LMI to assist recent immigrant to understand world of work in USA, Access to Occupational Skills Training to augment current skills and degrees, Access to resource room
Operation ABLE/SCSEP	Unemployed individuals + 55 and older at 125% or less of federal poverty level	Gain work experience and training and secure unsubsidized employment	A variety of services (workshops targeting mature workers, LMI, case management) to assist customer over time move from subsidized to unsubsidized employment

DUA	Members of the labor force receiving unemployment insurance or recently exhausting their claim	Career exploration, preparation, and information (LMI); Career Pathway development; Access to Workshops and career resources; Occupational training; Placement and job retention services	Quick services to get customer back to work as soon as possible. Assessment/Customer Action Plan development, Job Quest Profile, Access to workshops, Career Pathways information – LMI, Assigned based on industry sector to a job specialist/case manager, Access to Occupational Skills Training when eligible, Access to resource room and adaptive technology
MCB	Labor force members who are legally blind	Assist individuals with legal blindness to obtain and maintain gainful employment; Aid consumers in overcoming barriers in the workplace; Provide worksite accommodations; provide post-employment supports to maintain and/or retain employment	Assist customers with targeted services to employment utilizing adaptive technology resources, training, and job counseling services. When eligible, referral to WIOA youth programming and intensive services.
MRC	Labor force members with a disability – in addition Youth with a disability	Job Exploration Counseling; Workplace Readiness Training; Work-Based Learning Experiences; Educational services, Work skills and Job placement services provided; and disability assessment	Assist customers with targeted services to employment utilizing adaptive technology resources and job counseling services. When eligible, referral to WIOA youth programming and intensive services.
North Shore Career Center/Lead Operator	All of the above, with emphasis on the most vulnerable customers; youth; re-entry customers	All of the above, with re-training, job placement, earnings, and retention support; for youth, first job attainment, career exploration and pathway development, high school equivalency attainment, job	Assist customers to overcome complex employment barriers through a variety of services at the career center as well as those available through the Partner organizations above

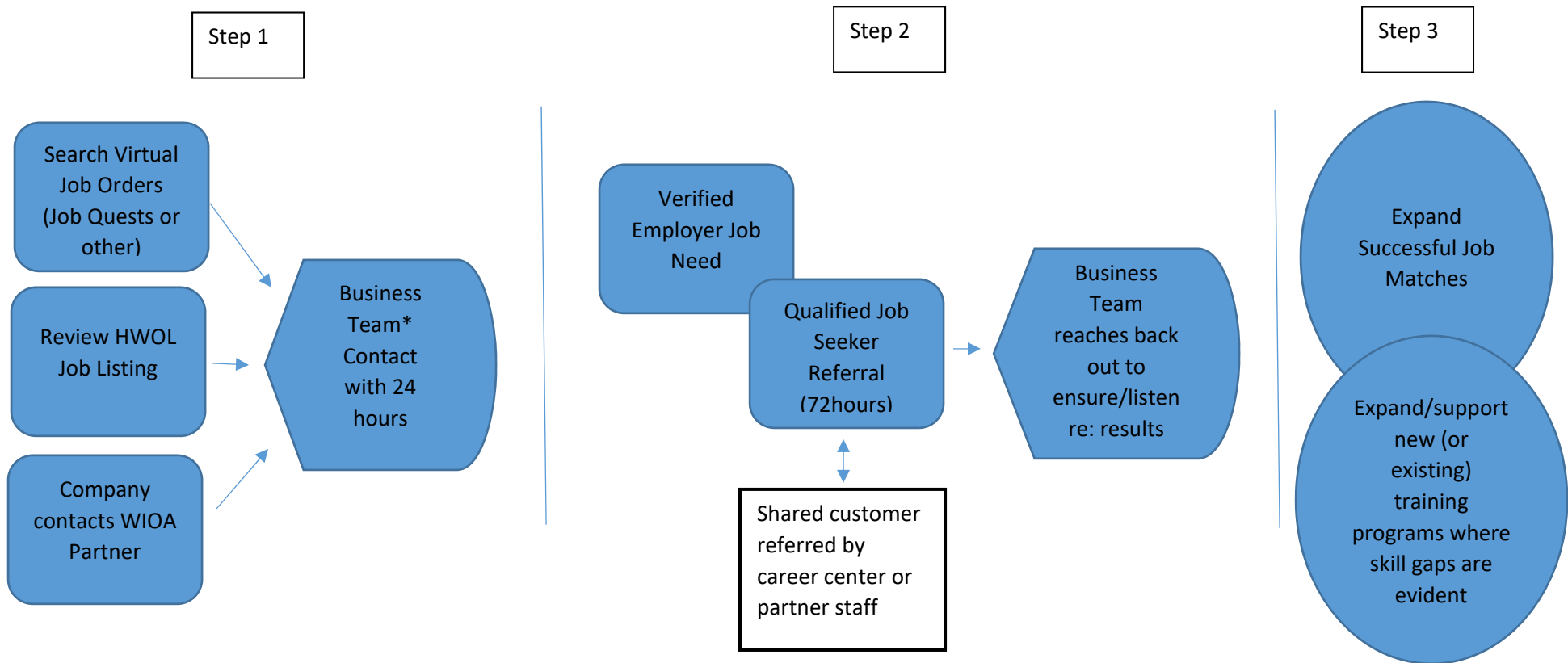
		placement and/or college preparation and enrollment; for re-entry customers, career exploration and pathway development, referral to adult education, training, job counseling around re-entry issues, placement	
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Estimations and Tracking Sheet – Shared Customers FY 2018

Partner	Data from MOSES/OSSCAR Reports/Other Please note - Not necessarily "shared Customers"	FY 2018 shared customer Goal Estimates	Actual Quarter 1 FY 2018	Actual Quarter 2 FY 2018	Actual Quarter 3 FY 2018	Actual Quarter 4 FY 2018
Division of Career Services	9029 total customers in FY 16 4500 total customers 6 months FY17	10250				
DTA	74 total CEIS customers in FY 16 40 total CEIS customers 6 months FY17	150				
DESE (4 ABE Providers)	1460 total customers in FY 16 with less than HS Diploma 600 total customers 6 months FY17 with less than HS Diploma	250				
Operation ABLE/SCSEP	2040 total customers in FY16 55 and over 1140 total customers 6 months FY17 55 and over	25 to 30				
DUA	5460 total customers in FY 16 2650 total customers 6 months FY17	5000				

MCB	780 total customers in FY 16 Self-Identified Person w Disability 465 total customers 6 months FY17 Self-Identified Person w Disability	10				
MRC	780 total customers in FY 16 Self-Identified Person w Disability 465total customers 6 months FY17 Self-Identified Person w Disability	50				
North Shore Career Center/Lead Operator	WIOA FY 2017 eligible Adult/DW and Youth as well as all customers listed above	Estimate based on FY 2017 goals Adult 111, DW 183, Youth 109				

Attachment 2. Business Service Flow Chart – North Shore WIOA Partners

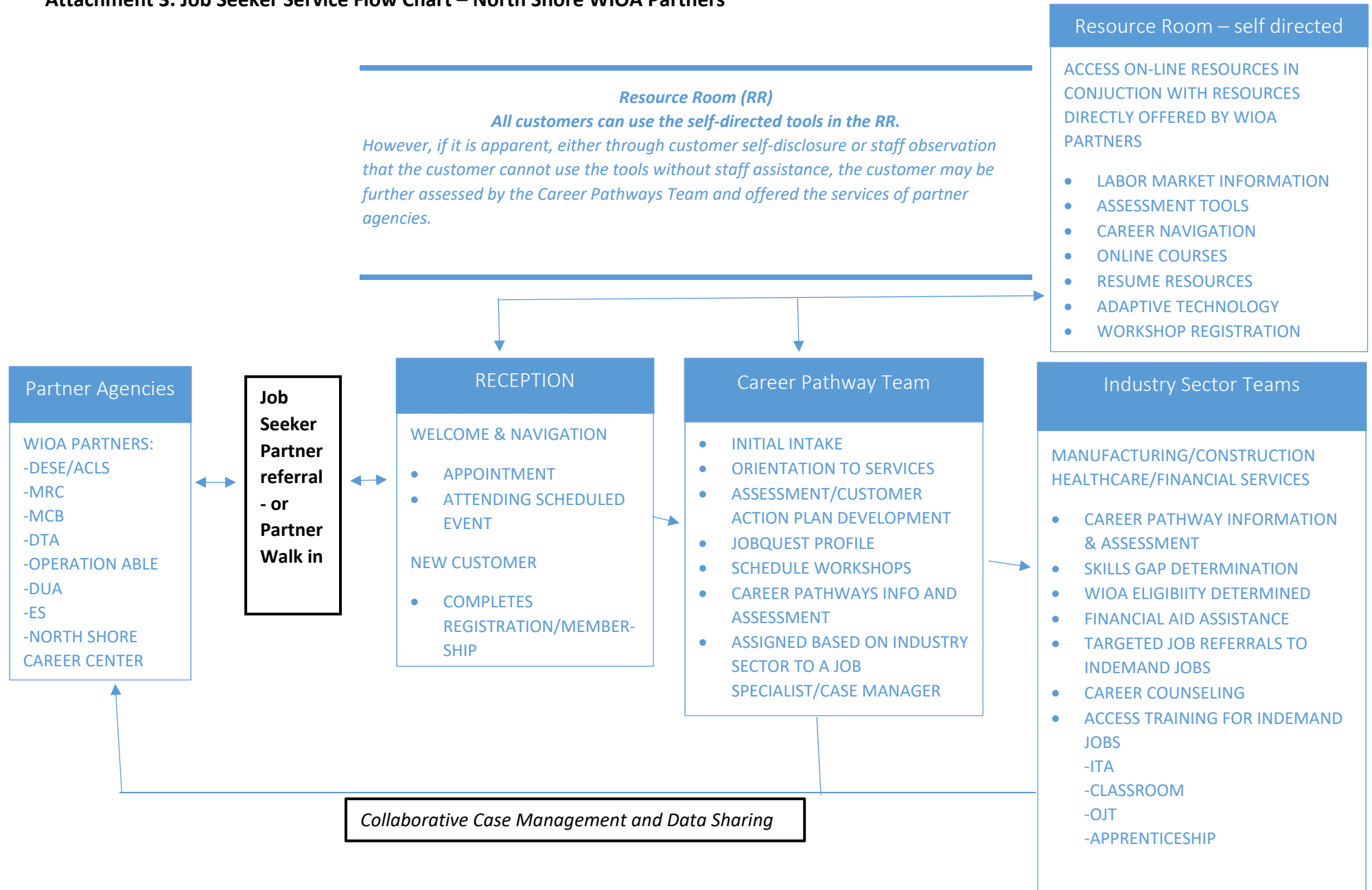


Partner Agencies
WIOA PARTNERS: -DESE/ACLS -MRC -MCB -DTA -OPERATION ABLE -DUA -ES -NORTH SHORE CAREER CENTER

*Business Team
COMPRISED OF 1 REPRESENTATIVE FROM EACH WIOA PARTNER AND LED BY CAREER CENTER BUSINESS SERVICES UNIT

Activities
<ul style="list-style-type: none"> • JOB PLACEMENT/LABOR EXCHANGE • TRAINING AND PATHWAY DEVELOPMENT <ul style="list-style-type: none"> ○ ITA ○ OJT ○ GROUP TRAINING ○ SECTOR SPECIFIC TRAINING • INFORMATION DISSEMINATION/BUSINESS DEVELOPMENT

Attachment 3. Job Seeker Service Flow Chart – North Shore WIOA Partners



Attachment 5 - Building Employer Relations Matrix

Organization	Staff Dedicated to Employer Relations	Tools use to track/document services	Referral methods for job-seeker to Business	Resources that can be shared with businesses	OJT Resources for Employers/Partners
North Shore Career Center	- 1 Career Center Manager - 3 Business Service Reps - .5 Rapid Response Rep	-MOSES -Internal Databases (1) tracking events/results (2) weekly reports for job postings /interviews (3) virtual job order report	-sector team employment counselor and BSR make referral -sector team employment counselor or BSR follow-up with business within 3 to 4 days	LMI – for sector or general for region, WTF, OJT’s, Apprenticeships	
North Shore WIB	- 1 Executive Director - 1 Director of Program - 1 Project Coordinator .5 Youth Services Coordinator	-MOSES -Comm Corp -Connecting Activities -F1rstJobs -Internal tracking tools	-Wholesale side, we refer to the career center for the business linkage with job seekers	LMI- Labor Market Blue Print for both Youth and adults. Employers have access to occupational and industry data.	
Department of Transitional Assistance	2 Full Engagement Workers (FEW) 2- Employment Service Program (ESP) Staff representatives	-BEACON Agency Database (1) Employment Development Plan (EDP) (2) Two weekly orientations to market available training programs and job recruitments (3) EIM/ESM CIES placement data	-ESP unit coordinates on site recruitment -Jobquest link provided	Tri fold of services provided -WOTC -Demographics and number of clients by region by education level	
Mass Rehab Commission	1 District Supervisor 1 Job Placement Specialist 1 Employment Service Specialist	RESUMate MRCIS -Referral to Job Placement Team -Referral to business Account Managers		OJE/OJT, Employer Conference, Sector Based Trainings.	
North Shore	No dedicated staff -within	-SMARTT	-On-site, curated job	-Demographic info	-Vendor for workplace

Community Action Programs	responsibilities of: 1 Dir of Adult Ed/Wkfc Dvlp 1 Executive Director 1 Development Coord	-Internal database -IECP - Individual Education & Career Plan	postings -Dir of Adult Ed.makes contact/establishes employer relationship to support and refer qualified candidates as needed	-Language assessments/needs assessment capabilities -Periodic job fairs	education/training (provide training needs assessment, curriculum development & delivery, reporting, ROI)
MCB	<ul style="list-style-type: none"> • 1 Regional Director • Voc Rehab Supervisor • 3 Voc Rehab Counselors • 2 Employment Service Reps • 3 PRE-ETS Counselors (Pre-Employment Transitional Services) 	<ul style="list-style-type: none"> • System 7 (MCB database) • Project Impact • MCB annual Report 	<ul style="list-style-type: none"> • MCB Staff • 3 Regional One-Stops • ICI (Institute for Community Inclusion) • Project Search • WOU (Work Opportunities Unlimited) • TAP (Talent Acquisition Portal) • Perkins Business Partnership (PBP) 	<ul style="list-style-type: none"> • Overview of MCB Employment Services; demographical data • MCB Summer Internship Program • WOTC 	<ul style="list-style-type: none"> • MCB Summer Internship Program
Pathways, Inc.	Executive Director; Director of Workforce Development	Internal data base, SMARTT	Direct contact with HR; hiring manager	Contextualized curriculum development; workplace education	
Training Res. of America, Inc.	1 Director/Advisor 1 YPP Instructor/Case Mgr. 6 teachers – ABE/ESOL	Weekly postings from career center as rec'd, Internal tracking/monitoring of: # postings students apply for, # of resumes done, # of interviews, and follow-up on jobs, SMARTT	Career Center postings, jobs discovered via various search methods online, word of mouth	Various client/program services provided, i.e., computer skills as needed, interviewing skills, career readiness training via CR 101, etc.	

<p>North Shore Community College: Corporate & Professional Education Division</p>	<p>(1)Dean (2) Sales Staff (1) Fulfillment Specialist (1) Programmer</p>	<ul style="list-style-type: none"> • Training Pro • ACT data base • Internal Tracking • NSCC Banner • SMARTT 	<ul style="list-style-type: none"> • Collaboration with Career Center • Site Visits • Internships • Clinicals • Job Fairs - CNA 	<ul style="list-style-type: none"> • Training for incumbent and pipeline workers • Advisory Boards • Grant-writing for Workforce Training Fund • Awareness of other grant opportunities • Free Training, i.e. Supervisors 	<p>Training for staff and/or employees</p>
<p>North Shore Community College: Adult Learning Center</p>	<p>ALC Director ACP & IET Coordinator/Advisor ALC Advisor</p>	<p>Quarterly follow up survey by advisors via phone calls, text or mailing</p>	<p>Assistance with goal-setting, MA CIS “reality check”, resume & cover letter assistance, sharing of job postings, classroom visits (1) employer review/suggestions for curriculum, (2) classroom visits to discuss career ladders and realistic work responsibilities, (3) resume review & feedback, and (4) mock interviews</p> <p>All students register with the Career Center via Job Quest</p>	<p>As part of the North Shore Adult Education Partnership, we have organized Job & Training Fairs with employer panels and student panels.</p> <p>Referral of quality job candidates with references</p> <p>Career Ready 101 completion certificates</p>	<p>Would love to create job shadow opportunities; could provide referrals and support assistance</p>

Attachment 6.

North Shore Career Center

Career Center Name	Address	Phone Number	Fax Number	Hours of Operation	Full Service
North Shore Career Center - Salem	70 Washington Street Salem, Massachusetts, 10970	(978) 825.7200	(617) 727.5989	M, T, W (8:30 to 5PM) TH (8:30 to 7PM) F (9:30 to 5PM)	yes

Attachment 7

WIOA Partnership Development, Process and Meeting Schedule

WIOA Partners have jointly developed this MOU through a series of 9 monthly meetings held between September and May, with the June meeting planned to finalize and begin the signing process. Each meeting included one Partner presentation by Powerpoint, describing this Partner's mission, goals, services, and related information. Through this process, the MOU team became knowledgeable of how Partner WIOA programs operate and how they relate to their own programs and customer needs

The WIB developed an agenda for each meeting, and the group moved toward closure on several items such as the overall format and details included in a draft MOU, shared customer definition and goals for FY2018, customer flow, staff training, data challenges and issues, and service models for job seekers and businesses. Part of this process called for the development of subcommittees for many of these topics. Each subcommittee presented ideas and draft documents for discussion, with final products included as attachments to the MOU.

The WIOA Partners anticipate continuing this meeting process at least bi-monthly and then eventually quarterly during the terms of this MOU.

The following schedule is in place for the duration of the MOU but is subject to change:

2017

- July 11, 2017
- September 12, 2017
- November 14, 2017

2018

- January 9, 2018
- March 13, 2018
- May 8, 2018
- July 10, 2018
- September 11, 2018
- November 12, 2018

2019

- January 8, 2019
- March 12, 2019
- May 14, 2019
- July 9, 2019
- September 10, 2019
- November 12, 2019

2020

- January 14, 2020
- March 10, 2020
- May 12, 2020
- June 9, 2020

Attachment 8.

Ongoing Cross-Training with WIOA Partners

- Career Center and North Shore Workforce Partners will host quarterly meetings of ABE, DTA, CC, MRC, etc. to work in small groups to share insights, concerns, key offerings, new programs, etc. This would be modeled after the successful CC/ABE partners meeting that was held last year initiated by the North Shore Adult Education Partnership. Create the annual calendar each January so agencies can plan ahead for staff coverage as needed.
- At this event, coordinate a cross-agency staff pair up so that each person can shadow the other for a day (or half a day). After the shadowing, staff person does an in-service at her own agency as a mini “Train the Trainer” model. Agency staff could rotate, or one designated person per year so she has the opportunity to shadow at four distinct sites. Training will be done in such a way as to protect confidentiality issues with customers.
- Implement one-hour quarterly webinars featuring the power points that were shared over the past several months with updates, opportunities for questions, etc. Archive the webinars so any agency staff/shared customers can access them throughout the year.
- Create an online directory of partners with key services and links to power points from the webinars. Each agency would commit to update its piece of the directory at least once per year.
- At large agencies like DTA or MRC, designate two staff people as “point people” that can help answer questions or problem-solve when customer/student issues arise. Revise and include this responsibility in job descriptions so if staff leave, new staff person understands this is part of her role.