

Feb 2011

Coastal Counties Workforce Board  
&  
One-Stop Partners

MEMORANDUM OF UNDERSTANDING

I. Purpose

The Workforce Investment Act (WIA) (29 USCS § 2801 et seq.), which was passed in 1998 by the federal government in order to consolidate, coordinate, and improve employment, training, literacy, and vocational rehabilitation programs in the United States, “emphasizes full and effective partnerships” between Local Workforce Investment Boards (LWIB) and their One-Stop partners. Parties to this agreement will work as partners to ensure that all youth, jobseekers, workers, and employers will be served comprehensively, in a seamless system, which addresses their needs, merges common services across programs, and minimizes duplication. To this end, the signatories to this Memorandum of Understanding (MOU) recognize the importance the common performance measures designed to cut across federal job training programs play on the integration of service delivery. One-Stop partners will to the extent practicable, work together in achieving performance measures.

WIA’s partnership mandate also includes the requirement that good-faith negotiations take place between Local Boards, chief elected officials and their partners (20 CFR § 662.300 et seq.). It is the purpose of this Agreement to codify the cooperative working relationship between and among these parties. In addition, parties to this MOU will strive to meet and promote the One-Stop Values statement listed in Appendix A. This shall also mean One-Stop mission and values will be taken into consideration prior to accepting a potential partner as a co-located entity.

As a result, the purpose of this MOU is to define the manner in which the Coastal Counties Workforce, Inc. (CCWI)—the One-Stop Operator for LWIB Area 4—and its investing partners will participate in the One-Stop delivery system. For purposes of this MOU, these partners include:

- Title I WIA Service Provider in the six counties of CCWI: Goodwill Industries of Northern New England, Workforce Solutions (Goodwill Workforce Solutions);<sup>1</sup>
- Maine DOL, Bureau of Employment Services (BES);
- Maine DOL, Bureau of Rehabilitation Services, Division of Vocational Rehabilitation (BRS DVR);
- Maine DOL, Bureau of Rehabilitation Services, Division for the Blind and Visually Impaired (BRS DBVI).

To ensure the utmost flexibility for all partners within this cooperative MOU, it is understood and agreed that each may enter into organizational and/or department-specific Supplemental Agreements (SA) between and among the entities that are parties to this Agreement. Should any SA impact other signatories to the MOU, the SA partner will notify all affected parties as soon as

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<sup>1</sup> As of July 1, 2009, The Portland CareerCenter remains the One-Stop for the region and includes a co-located Workforce Solution Center. Other locations in the region will be known as Workforce Solutions Centers or Workforce Solution Sites.

is practicable prior to signing the SA. Parties will make themselves available as necessary for a meeting on point.

## II. Definitions

**One-Stop Operator:** In Local Area 4, the WIA grant recipient/board staff (CCWI) serves as the One-Stop Operator. The role of the One-Stop Operator (OSO) is to coordinate and plan service delivery strategies. The One-Stop Operator has the responsibility and authority to work with CareerCenter Management and parent organizations in guiding the delivery of program services. In addition, the OSO addresses problems arising in the delivery of such services and negotiates necessary corrective action. The One-Stop Operator works directly with the LWIB to ensure plan implementation using both the State's and Local Area's Plan and the One-Stop MOU as operational documents.

**One-Stop Center:** The only physical One-Stop Center (OSC) that meets the federal definition in the CCWI region is in Portland and houses Goodwill Workforce Solutions, BES and BRS (DVR and DBVI) who strive to provide seamless employment and training services to customers.

**Workforce Solution Center (WSC):** A Goodwill Workforce Solutions affiliated site that is not a comprehensive OSC (See Appendix H for listing of WSC locations). The WSC may be resident in an OSC, such as Portland. The WSC provides employment and training services primarily to WIA and NEG customers. A stand alone WSC in comparison to an OSC may have limited services, limited staffing and hours but may still be co-located with investing partners (i.e. BES or BRS).

**Workforce Solution Site (WSS):** A Goodwill Workforce Solutions affiliated site that offers initial or first tier employment services through an agreement with a community-based organization designed to establish a presence in a community that otherwise would not have easy access to the OSC or a WSC. Services are provided during designated drop-in hours. Depending on agreements, partners may provide staff support, facility space, computer equipment, internet access and financial contributions through in-kind donations.

**CareerCenter:** A Maine Department of Labor location that provides employment and training services primarily to WP, TAA, BRS DVR and BRS DBVI customers (See Appendix H for a listing of CareerCenters in the CCWI region). CareerCenters may or may not have WSC's present.

**Investing Partner:** An investing partner has a regular presence in the OSC and contributes financially to the costs of the center or regional delivery system.

**Connecting Partner:** An OSC or WSC partner may have a presence in a CareerCenter or WSC, and may or may not financially contribute to center or regional delivery system costs.

**Core Group:** The OSC will establish and maintain a Core Group consisting of management personnel designated to be actively engaged in developing and overseeing the center's policies, protocols, design and implementation. Core Groups' members are responsible for engaging partners in ongoing communications regarding CareerCenter and WSC processes. These groups are designated specific responsibilities under this MOU. In a CareerCenter, WSC or WSS in

which full services are not in house, the management team may choose to establish a Core Group to meet as necessary if it is feasible. Core Group membership consists of WSC Regional Directors, BES/Employment Services CareerCenter Managers, BRS/DBVI Regional Directors and BRS/DVR Regional Directors.

**Coastal Operator's Group (COG):** In order to promote positive communications, collaboration and involvement of the various CareerCenter managers, Workforce Solutions managers and CCWI management throughout the CCWI area, this group meets quarterly or as needed in order to effectuate successful performance outcomes by inclusive planning and coordination of the regional service delivery strategies.

The COG membership consists of the One-Stop Operator, CCWI management, who will act as group leaders and staff to the Coastal Counties Workforce Board, and the key designees who represent each of the four functional service delivery areas co-located in the local CareerCenters/WSC: WIA Services, Employment Service Programs, the DVR and the DBVI. In the CCWI region, members include the workforce development leadership staff from the following organizations/departments:

- CCWI;
- Goodwill Workforce Solutions (Title I WIA provider);
- Maine DOL, BES (Employment Services);
- Maine DOL, BRS, DVR; and
- Maine DOL, BRS, DBVI.

Membership on the COG may expand to include other members as needed. Meeting times, locations, frequency, and other administrative matters regarding the functions of the COG shall be at such time as convenient as agreed to by mutual consent, but in compliance with the planning and leadership needs of the region.

To the extent possible, prior to initiating new initiatives, services or programs, partners are responsible for informing the COG and setting a meeting to discuss how the initiative, service or program may affect COG partners. It is the responsibility of each partner to make a timely request for such a meeting.

### III. Duration, Termination & Modification

The MOU establishes a dynamic framework by which all organizations may identify objectives, priorities and responsibilities for achieving mutual objectives. All parties will treat the MOU as a living document, reviewing and requesting amendments/revisions to reflect changing priorities and initiatives. Any partner may request modification of this MOU's terms. Agreement of the request by all other partners will constitute the modification in question which will be evidenced by a written agreement of all the parties. Parties will follow Section IV procedures for impasse resolution.

Review process details and appropriate forms may be developed to facilitate uniform and efficient exchanges of information (20 CFR 662.300(b)). This MOU shall be reviewed annually (optimally on or about January of each year) or as needed and shall remain in full force and effect until specifically terminated.

In order to terminate this MOU, all investing partners must agree in writing. However, any partner may withdraw from this MOU should extenuating circumstances exist by giving written notice of intent to withdraw at least sixty (60) calendar days in advance of the effective withdrawal date. The withdrawal of a partner shall not in any way alter or rescind other contractual obligations that may exist outside this MOU. Moreover, withdrawal will in no way nullify the MOU for the other remaining partners. Notice of such a withdrawal shall be provided to all partners.

#### IV. Impasse Resolution

**Initial Process:** If an MOU-related dispute develops between the parties to this Agreement that cannot be resolved within the Core Group or their immediate supervisors and/or the COG level (as appropriate), the parties in dispute will first look to their respective agency leadership to enter into negotiations in order to address any controversy or claim arising out of, or relating to, said agreement or relating to any changes or addendums to this MOU.

**Mediation:** Should this negotiation not produce a satisfactory result for all parties, the parties may then proceed into a mediation process. Any of the parties in dispute may suggest a mediator. All parties must agree to the mediator selected and equitably split any costs in order for mediation to begin. In addition, the follow shall also apply:

- At least one party must initiate negotiations in writing to the other party setting forth the particulars of the dispute and a suggested resolution to the problem.
- The recipient of the notice shall respond within ten (10) days to the proposed solution. The recipient shall either agree to the proposed solution or propose an alternative solution.
- If correspondence does not resolve the dispute, the parties or their representatives shall meet on at least one occasion and attempt to resolve the matter on their own. This shall occur within fourteen (14) days of the second party's response, or at a time that is mutually agreeable to both parties.

If this mediation does not produce a resolution, the matter shall be taken before the CCWI Board of Directors for final resolution. The Board shall review the matter and issue a determination within 45-days. In the event the dispute relates to matters considered outside the scope of this MOU, the issue shall be brought to the LWIB leadership and Maine Department of Labor Commissioner. In the event the dispute remains unresolved, it will be brought to the Maine Jobs Council by the LWIB leadership and Maine Department of Labor Commissioner.

#### V. Provision of Services

All investing and connecting partners are expected to participate in the OSC to the extent allowed by law. For examples, the DVR and DBVI, as well as the Local Veterans' Employment Specialist (LVER) and Disabled Veterans' Outreach Program Specialist (DVOP) representatives, are restricted by specific federal statutory law in the services to be delivered and clients to be served. The services that will be delivered through the OSC, along with those agencies responsible for delivering the services and the various funding sources that each will bring to the

operation, are found in Appendix B (Services described in Appendix B are subject to change due to both state and federal funding and policy changes).

#### VI. Nondiscrimination and Equal Opportunity Provisions

The partners of this agreement and respective staff assure that applicants, claimants, and participants of our One-Stop programs shall not be discriminated against on the basis of race, color, religion, sex, national origin, age, disability, political affiliation, or belief. Furthermore, if applicants are receiving WIA program benefits or are participating in any WIA Title I financially-assisted program or activity (Section 188 of WIA and 29 CFR Part 37.20 identifies civil rights laws) as a lawfully admitted immigrant authorized to work in the United States, they shall not be discriminated against in any way. The partners to this agreement will agree on a One-Stop Equal Opportunity Officer(s) for the OSC who will process complaints of discrimination and attempt to address the same as prescribed by 29 CFR Part 37, "Implementation of the Nondiscrimination and Equal Opportunity Provisions of WIA." The partners to this agreement will abide by 29 CFR Part: Section 188 of WIA, in addition to the requirements imposed by state laws e.g., the Maine Human Rights Act.

#### VII. Universal Access/Accessibility

The Workforce Investment Act requires that all individuals will have access to the One-Stop system and to core employment-related services. There are no eligibility requirements for universal access services. Information about vacancies, career options, student financial aid, relevant employment trends, and instruction on how to conduct a job search, write a resume, or how to interview with an employer is available to any job seeker or anyone who wants to advance his or her career (20 CFR Part 652 (see pg. 49294, I. Background A. WIA Principles).

The Nondiscrimination and Equal Opportunity Regulations for WIA also provide that:

- People with disabilities have a right to use the services of the One-Stop system.
- OSC must be readily accessible to people with disabilities.
- People with disabilities are entitled to reasonable accommodations and modifications when using One-Stop services.
- People with disabilities should not be automatically referred to the public Vocational Rehabilitation system for services.

Although local programs must be inclusive of all needs, interests and abilities, universal access does not mean that all people are entitled to all services.

#### VIII. Referral Methods

WIA regulations (see 20 CFR § 662.230 and WIA sec. 121(c)) mandate that required One-Stop partners establish methods for client referrals (see Appendix I). The partners have the responsibility of establishing appropriate referral processes between the partners established within the CCWI area.

Referral processes established will promote the "no wrong door" approach to client services on which our system is based. Clients/participants will be, to the extent practical, involved in the referral process. Moreover, partners agree that there will be a strong commitment to continued

staff training and communications regarding the importance of the referral processes germane to each center.

Partners that are outside the OSC that need to make referrals shall first determine if the client/participant is appropriate for self-directed services at the CareerCenter, WSC or WSS, and if so, provide a brochure giving operating hours and locations of the CareerCenters. If after the initial orientation session it is determined that the client/participant needs staff assisted services, an appointment should be made with CareerCenter staff or Workforce Solutions Center staff.

In a case where more than one local workforce investment board is involved, the parties shall consult the WIA reciprocity agreement as developed by the local workforce investment board directors (dated: 3-14-02) for guidance (See Appendix G for the Reciprocity Policy).

#### IX. Cost Allocation

Each OSC partner is only able to authorize expenditures allowable by their federal and state regulations. The goal of this MOU is to promote consistency and fairness within the CCWI area relative to cost allocation formulas used by system partners. As of the date of this writing, it is understood that a variety of formulas do exist (see Appendix D) resulting in inconsistency. At least annually, parties agree to review and reconcile cost allocations at which time formulas will be negotiated with the goal of equity and consistency. The CCWI executive director must approve cost allocation plans if they substantially impact or have the potential to adversely affect WIA services/allocations.

#### X. Confidentiality

In order to effectuate sound confidentiality practices required both under this MOU and law, it is contingent on the partners of each center to ensure that appropriate processes and communications are instituted (See Appendix E for minimum standards).

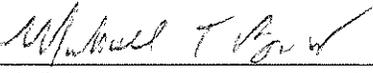
It is recognized that investing partner agencies may have different regulatory treatment of confidentiality with respect to program clients. However, parties to this agreement affirm that staff at the centers will receive training and direction regarding confidentiality requirements both for individual agency and partners as may be appropriate. In addition, staff will be provided contact information as to where to go for more information and/or guidance with respect to client confidentiality issues if concerns arise.

#### XI. Complaint Processes

Similar to the aforementioned confidentiality provisions, it is contingent on the Core Group or local managers of each center to ensure that appropriate processes and communications are instituted with regard to required complaint processes and that staff be kept informed and trained on such processes (See Appendix C for minimum standards).

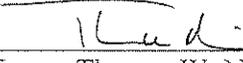
XII. Signatures

Coastal Counties Workforce, Inc.  
14 Maine Street, Box 2  
Brunswick, Maine 04011

  
Name: Michael T. Bourret, Executive Director

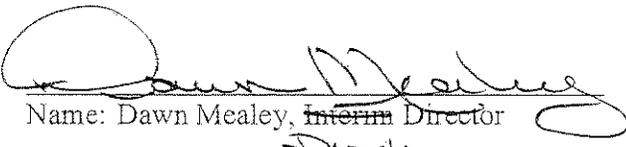
Date: 3.1.11

Goodwill Industries of Northern New England  
Workforce Solutions  
P.O. Box 8600  
Portland, ME 04104-8600

  
Name: Thomas W. Nickerson, ~~Vice President~~  
*Senior Director*

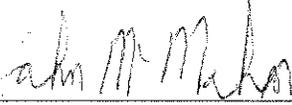
Date: 3/1/11

Maine Department of Labor, Bureau of Employment Services  
#55 State House Station  
Augusta, Maine 04330

  
Name: Dawn Mealey, ~~interim Director~~  
*Deputy*

Date: 2/24/11

Maine Department of Labor, Bureau of Rehabilitation Services  
Division for the Blind and Visually Impaired  
#150 State House Station  
Augusta, Maine 04330

  
Name: John McMahon, Director

Date: 2-24-11

Maine Department of Labor, Bureau of Rehabilitation Services  
Division of Vocational Rehabilitation  
#150 State House Station  
Augusta, Maine 04330

  
Name: Elizabeth Hopkins, Director

Date: 2/25/11

Center Values Statement

Values are our important beliefs and transform the way we work. They guide our actions and our decision-making. They help everyone to pull in the same direction. In our work with our customers, our communities and each other, we value and demonstrate:

- Professionalism:** We are knowledgeable, competent and courteous. Facilities are welcoming, attractive and comfortable.
- Responsiveness:** We listen to each customer and respond to his or her specific needs.
- Inclusiveness:** We work in partnership to make services available to everyone.
- Simplicity:** Services are easy to understand and easy to use.
- Measurable Quality:** We measure results to continuously improve our services.

**APPENDIX B**

Investing Partners	Services	Eligibility Criteria	Funding Sources
<p>Goodwill Workforce Solutions</p> <p>BES</p>	<p><u>WIA/WP Core, Job Seeker Information Center Services &amp; Referral services:</u></p> <ul style="list-style-type: none"> <li>• Self-service Information Center (IC) has a wide range of information concerning job seeker and business services as well as community &amp; support services resources; staff may assist</li> <li>• Job search &amp; skill match registry</li> <li>• Maine's Job Bank</li> <li>• Computer software for resume writing</li> <li>• Self-directed career change evaluation tools</li> <li>• Self-directed assessment &amp; search tools such as ONET</li> <li>• Internet job search access</li> <li>• Labor Market Information</li> <li>• Resources such as newspapers, fax machine, telephone, TTY</li> </ul> <p>NOTE: The delivery of core services is integrated between BES and WIA Service Providers, which vary depending on location.</p>	<p>Level one: Core or universal access; no eligibility requirements; information is voluntary and self-disclosed</p> <p>Universal access or self-assisted services: Universal access in the IC or attendance at a center's open job search workshops, such as the Unemployed Professionals group in the OSC</p> <p>These activities are counted in WP as registrants but not in Common Measures performance standards in WIA per TEGL 17-05</p>	<p>WIA Title I WP</p>

Investing Partners	Services	Eligibility Criteria	Funding Sources
	<p><b>Intensive and Training Services</b> (can include WIA core type service):</p> <p>Core:</p> <ul style="list-style-type: none"> <li>• Initial intakes, eligibility determination</li> <li>• Orientation information</li> <li>• Individual career counseling &amp; goal planning</li> <li>• Career skills testing; O'NET, TABE</li> <li>• Transferability Skills Scale, etc.</li> <li>• Assessment of knowledge, skills and abilities</li> <li>• Interpretation of standardized assessment tools such as O'NET Online</li> <li>• Job readiness</li> <li>• Job search/resume/interview support-workshops</li> </ul> <p>Intensive:</p> <ul style="list-style-type: none"> <li>• Career counseling &amp; support</li> <li>• Individualized case management</li> <li>• Training</li> <li>• Retention; one year of follow up support after gaining employment</li> <li>• Linkages and referrals to training providers &amp; support services</li> <li>• Job development; placement</li> <li>• On the Job Training /apprenticeships</li> <li>• ITA classroom/occupational skills training</li> <li>• Individualized paid sponsorship with</li> </ul>	<p>WIA: Adults, Dislocated and Youth:</p> <p>Core B, Intensive and Training levels of services</p> <p>WIA eligibility is required for Core level of service and must have clear documentation as to need; at least one Core service is required prior to intensive</p> <p>Must register in CareerCenter IC and look for work</p> <p>Veterans Preference Requirement:</p> <p>Priority shall be given to recipients of public assistance and other low-income individuals for Intensive and Training level service.</p> <p>Certification &amp; verification documentation: All WIA applicants must provide:</p> <ul style="list-style-type: none"> <li>• Key documents (SSN &amp; card; identification such as drivers license or birth certificate; 1-9 for registered immigrants; Selective Service [if applicable], veterans DD214)</li> <li>• Family income information, which becomes a factor for training or supportive service funds. (Adults: income must be below LLSIL)</li> </ul> <p>Intensive: Adult or Dislocated workers who have met eligibility requirements, are unemployed and are unable to obtain employment through Core services and have been determined by a service provider to be in need of more intensive services in order to</p>	

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Investing Partners	Services	Eligibility Criteria	Funding Sources
	<p>approved training providers for certified occupational skills and educational upgrades to address barriers to employment</p> <ul style="list-style-type: none"> <li>• Employability/job workshops</li> </ul>	<p>obtain employment or who are employed, but who are determined to be in need of such intensive services in order to obtain or retain employment that allows for self-sufficiency.</p> <p>Training :</p> <p>(i) who have met eligibility requirements for intensive services and who are unable to obtain or retain employment through such services;</p> <p>(ii) who after an interview, evaluation or assessment and case management have been determined by a service provider or partner as appropriate to be in need of training services and to have the skills and qualifications to successfully participate in the selected program of training services;</p> <p>(iii) who select programs of training services that are directly linked to the employment opportunities in the local area or in another area in which the adults or dislocated workers receiving such services are willing to relocate;</p> <p>Such training services shall be limited to individuals who-</p> <p>(I) are unable to obtain other grant assistance for such services including Federal Pell grants</p> <p>(II) require assistance beyond the assistance made available under other grants programs</p> <p>Dislocated Worker is an individual who (A)(i) has been terminated or laid off, or who has received a notice of termination or layoff from employment</p>	

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Investing Partners	Services	Eligibility Criteria	Funding Sources
		<p>(ii)(I) is eligible for or has exhausted entitlement to unemployment compensation; or</p> <p>(II) has been employed for a duration sufficient to demonstrate to the appropriate entity at a one-stop center....attachment to the workforce but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a state unemployment law; and</p> <p>(iii) is unlikely to return to a previous industry or occupation;</p> <p>(b)(I) has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise;</p> <p>(ii) is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; or</p> <p>(iii) for purposes of eligibility to receive services other than training services .... Or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close;</p> <p>(C) was self employed (including employment as a farmer, a rancher or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters; or is a displaced homemaker.</p> <p>(10) Displaced Homemaker: The term "displaced homemaker" means an individual who has been</p>	

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Investing Partners	Services	Eligibility Criteria	Funding Sources
	<p><b>WIA Special Youth Programs:</b> includes paid on the job experience, mentoring, workplace, case management, counseling and classroom training</p>	<p>providing unpaid services to family members in the home and who-</p> <p>(a) has been dependent on the income of another family member but is no longer supported by that income; and</p> <p>(b) is unemployed or underemployed and is experiencing difficulty obtaining or upgrading employment</p> <p>Adults: Must be 18 of age or older</p> <p>B. If fired or quit or not employed due to other reasons (i.e. not dislocated) may have some serious barriers to employment, considered an Adult. Priority required low income (below LLSIL).</p> <p>Youth:</p> <p>(A) not less than age 14 and not more than age 21;</p> <p>(B) low-income individual; and</p> <p>(C) an individual who is 1 or more of the following:</p> <p>(i.) deficient in basic literacy skills</p> <p>(ii.) a school drop out</p> <p>(iii.) homeless, a runaway, or a foster child</p> <p>(iv.) pregnant or a parent</p> <p>(v.) an offender</p>	
<p><b>MDOL, BES</b> <b>Goodwill Workforce Solutions</b></p>	<p><b>Rapid Response Services</b></p> <ul style="list-style-type: none"> <li>• On site assistance to employers going through the process of downsizing or closure</li> <li>• Comprehensive informational and workshop assistance to quickly respond to wide range of needs for job seekers and assist with rapid reentry into the</li> </ul>	<p>Employer Notification to MDOL</p>	<p>USDOL ETA WIA funds to MDOL</p>

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Investing Partners	Services	Eligibility Criteria	Funding Sources
<p><b>MDOL, BES</b></p> <p>Local Veteran Employment Representatives (LYER), Disabled Veteran Outreach Specialist (DVOP) or WP staff</p>	<p>workforce</p> <p><u>Veterans Services:</u> Veterans receive preferred service in the areas of job matching and referral; veteran job candidates are notified by the applicant matching system before non-veteran applicants</p> <p>DVOP/LYER services to veterans include:</p> <ul style="list-style-type: none"> <li>• Referral and information regarding Veteran benefits of information</li> <li>• Referral and information including advocate information on how to apply for a disability rating with the Veterans Administration</li> <li>• Case management services to VA-Vocational Rehabilitation graduates for job search, retention and follow-up services</li> <li>• Employer outreach to raise awareness of the availability of veteran job seekers in their area</li> <li>• Provides veterans preference in hiring to employers who, because of an active contract with the Federal Government in excess of \$100,000 are mandated to list open jobs with their local CareerCenter. Federal Contractor Job Lister (FCJL) job orders are posted on Maine's Job Bank where qualified Veterans receive priority</li> <li>• Provide information and complaint referrals under the Uniformed Services</li> </ul>	<p>Served more than 180 days or in receipt of Campaign Badge</p> <p>DD214 mandatory documentation</p> <p>Honorably Discharged</p> <p>Other eligible person: Spouse killed in action, totally disabled or currently MIA or detained more than 90 days*</p> <p>Individuals that are Dishonorably Discharged are not eligible for veterans programs</p> <p>*Note: This definition is more restrictive than the definition used for WIA services</p> <p>WIA mandatory priority of service</p>	<p>USDOL ETA WP as required by Title 38.</p>

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<p>MDOL, BES CareerCenter and online at <a href="http://www.maine.gov">www.maine.gov</a></p>	<p>Employment and Reemployment Rights Act (USERRA) to State Veterans Employment and Training (VETS) staff</p> <p><b>Public Services for Job Seekers and Employers:</b>                      IC and referral services; employer focused in addition to IC; Core A section above for job seeker:</p> <ul style="list-style-type: none"> <li>• Unemployed Professionals Group*: weekly support with keynote speakers from the community on work related topics</li> <li>• Structured Rapid Employment Assistance Program (REAP): workshops for rapid re-entry to workforce</li> </ul>	<p>Universal access; no eligibility requirements</p> <p>Job seekers or employers</p>	<p>USDOL ETA WP USDOL REA Grant</p>
<p>MDOL, BES</p>	<p>*May not be offered in all centers</p> <p><b>Apprenticeships, OJT &amp; Incumbent OJT Contracts</b></p>	<p>Trade Adjustment Act (TAA), GTI and other eligible program groups</p>	<p>USDOL ETA TAA, WIA General Fund Apprenticeship GTI General Fund Career Center Funding</p>
<p>MDOL, BES</p>	<p><b>Business Informational Services:</b></p> <ul style="list-style-type: none"> <li>• Registration for Maine's Job Bank and DOL sanctioned national linkages</li> <li>• Job listing services and seeker match and referrals for employers in Maine</li> <li>• Job referrals: Proactive contact on open jobs</li> </ul>	<p>Universal Access</p> <p>Employers/businesses in Maine</p> <p>Employers and job seekers</p>	<p>USDOL ETA WP</p>

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<p><b>MDOL, BES</b></p>	<ul style="list-style-type: none"> <li>CareerCenter job fairs for businesses: coordination of services and sponsorships for employers</li> </ul> <p><b>Trade Adjustment Act (TAA) &amp; Trade Readjustment Act (TRA):</b> Intensive and training levels of services, case management, support and occupational skills training</p>	<p>TAA/TRA eligible Unemployed Dislocated Workers of companies closures due to foreign competition or locating overseas Certification of company as well as the worker is required Initial information usually done through Rapid Response system UI-certifies and coordinates with CareerCenter assigned staff</p>	<p>USDOL ETA TAA</p>
<p><b>MDOL, BES Goodwill Workforce Solutions</b></p>	<p><b>Work Opportunity Tax Credits (WOTC):</b> Reduces employer tax liability up to \$2400 if they hire from 8 targeted groups of job seekers</p>	<p>Employers receiving credits must hire from: TANF recipients; veteran food stamp recipients or recently discharged unemployed disabled veterans; ex-felons; youth (18-24 yr. olds); SSI recipients; 18-39 yr old food stamp recipients or residents of an Empowerment Zone, Renewal Community or Rural Renewal Community; 16-17 year old Empowerment Zone, Enterprise Community or Renewal Community residents; or Vocational Rehabilitation referrals.</p>	<p>USDOL ETA</p>
<p><b>MDOL, BES Goodwill Workforce Solutions</b></p>	<p><b>Federal Bonding Program:</b> Free of charge bonding service for employers who hire from a high risk group</p>	<p>Ex-offender Ex-addict Dishonorably discharged People with poor credit or bankruptcy Low income, poor Work history</p>	<p>USDOL ETA Federal Bonding</p>
<p><b>MDOL, BES</b></p>	<p><b>Maine Enterprise Option (MEO):</b> Entrepreneurial program for job seekers</p>	<p>Unemployment Insurance recipients who are profiled as likely to exhaust their UI benefits</p>	<p>USDOL ETA WP</p>

APPENDIX B

Investing Partners	Services	Eligibility Criteria	Funding Sources
MDOL, BES	<p><u>Outreach/Education: Employers Assistance Program:</u> Business Visitation Program (BVP)/ Governor's Training Initiative</p> <p>Reimbursement for incumbent workers training</p>	Businesses that are expanding, upgrading or seeking to improve retention	USDOL ETA WP & WIA funds General funds
MDOL, BES	<p><u>Maine Quality Centers</u> Assessment &amp; screening testing for employers &amp; <u>Maine Quality Centers</u> using specialized testing tools for screening (O'NET Profiler &amp; CASAS)</p>	MQC partner employers through the community colleges	Community Colleges, Title V; WP and WIA
MDOL, BES	<p><u>Health Care Tax Credit (HCIC):</u> Information and application assistance</p>	FAA eligible customers, unemployment recipients, dislocated workers	USDOL ETA
MDOL, BES	Information and referrals on numerous legal rights and labor laws as mandated by USDOL	All citizens with any labor concern	USDOL grants
MDOL, BES	<p><u>Life Long Learning Accounts (LILA):</u> LILAs are individual investment accounts matched by an employer to finance lifelong learning</p> <ul style="list-style-type: none"> <li>• Funds are invested in a LILA account (in the form of a NextGen R account) for the employee's higher education expenses</li> <li>• Outreach and informational sessions are provided by Maine CareerCenters</li> <li>• Free advising services to assist men and women in education and career planning are available through Maine Centers for Women, Work and Community.</li> </ul>	Referral to customers back to their employer or referral of employer to LILA Program Manager	DOL grants Ford Foundation

**APPENDIX B**

Investing Partners	Services	Eligibility Criteria	Funding Sources
<p><b>BRS DBVI</b></p>	<p><u>Blind and Visually Impaired Services</u></p> <ul style="list-style-type: none"> <li>• Vocational rehabilitation counseling</li> <li>• Orientation and mobility instruction</li> <li>• Rehabilitation teaching</li> <li>• Adaptive technology assessments</li> <li>• Computer access training</li> <li>• Teacher of the visually impaired</li> <li>• Low vision evaluation</li> <li>• Personal adjustment counseling</li> </ul>	<p>An individual is eligible for DBVI Vocational Rehabilitation services if the individual:</p> <p>A. has a significant visual impairment, which for the individual constitutes or results in a substantial impediment to employment; and</p> <p>B. requires vocational rehabilitation services to prepare for, secure, retain or regain employment consistent with the applicant's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.</p> <p>An individual is eligible for DBVI Independent Living Services if the individual:</p> <p>A. has less than 20/70 vision in the better eye with best correction or less than 20-degree fields and/or a significant functional impairment directly related to the visual limitations; and</p> <p>B. Blindness services are reasonably expected to significantly assist the individual to improve his or her ability to function independently in family or community. Improvement in ability to function independently in family or community refers to a demonstration in functional or behavioral terms of an individual's greater independence or maintenance of independence in such areas as self-care, activities of daily living, leisure activities, communication, or orientation and mobility</p>	<p>WIA Title IV Rehabilitation Act Title VII 26 MRS Sec. 1418 WIA Title I SSA CFR 404.2101\$M</p>

**APPENDIX B**

Investing Partners	Services	Eligibility Criteria	Funding Sources
<p><b>BRS DVR</b></p>	<p><u>Vocational Rehabilitation Services</u>            Services are individualized and based upon the specific needs of the individual. Each individual's employment plan is unique and services listed below are those that might be considered for vocational rehabilitation.</p> <ul style="list-style-type: none"> <li>• Vocational guidance &amp; counseling</li> <li>• Comprehensive assessment of rehabilitation needs</li> <li>• Medical &amp; psychological evaluations</li> <li>• Vocational exploration</li> <li>• Vocational assessment</li> <li>• Job readiness assessment</li> <li>• Individual employment plan development</li> <li>• Trial work plan development</li> <li>• Placement assistance</li> <li>• Job development</li> <li>• Job coaching</li> <li>• Occupational skill training</li> <li>• Post secondary training</li> <li>• OJT</li> <li>• Assistive technology</li> <li>• Short term treatment</li> <li>• Referral to supportive service resources</li> <li>• Short term transportation assistance</li> <li>• Short term supportive services</li> <li>• Occupational tools &amp; equipment</li> <li>• Self-employment exploration &amp; planning</li> <li>• Ticket To Work services</li> </ul>	<p>An individual is eligible for DVR services if the individual:</p> <p>A. has a physical or mental impairment which, for the individual, constitutes or results in a substantial impediment to employment (Note: Substantial impediment to employment means that a physical or mental impairment that hinders an individual from preparing for, engaging in, or retaining employment consistent with the individual's abilities and capabilities) and,</p> <p>B. requires vocational rehabilitation services to prepare for, secure, retain, or regain employment consistent with the applicant's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.            Required VR services must be necessary to overcome disability related barriers. Lack of resources by itself does not constitute a disability related barrier.</p>	<p>WIA Title IV            Rehabilitation Act            Title VII</p> <p>WIA Title I            SSA CFR            404.2101\$M</p>

APPENDIX B

Investing Partners	Services	Eligibility Criteria	Funding Sources
<p><b>ANCILLARY PROGRAMS:</b></p> <p><b>Goodwill Workforce Solutions</b></p> <p><b>DVOP-LVER</b></p>	<ul style="list-style-type: none"> <li>• Benefits counseling</li> <li>• Work Opportunities Tax Credit</li> <li>• Post employment services</li> </ul>	<p>Homeless Veterans Statewide; qualified (Dishonorable Discharged not qualified); DD214 required</p> <p>Veteran who lacks a fixed, regular, and adequate night time residency and whose primary night time residence is in a public or privately supervised shelter, institutions or other not designed for regular sleeping accommodations</p>	<p>Veterans National Competitive grant: Title IVc</p> <p>USDOL VETS Grant</p> <p>HVRP &amp; Veterans Administration</p>
<p><b>Goodwill Workforce Solutions</b></p>	<p><u>Homeless Veterans Workforce Reintegration Program:</u></p> <p>Provides intensive assistance, case management, support, classroom &amp; workforce training; potential transitional housing for those who qualify; referral through CareerCenters, community and DVOP/LVERS</p>	<p>Required below LLSIL, low income; 55 + Older workers;</p> <p>If qualified, can co-enroll with WIA</p> <p>Preference given to 60+, those with barriers and Veterans</p>	<p>Elder Services/Maine DHHS, SCSEP nationally by USDOL ETA</p>
<p><b>Goodwill Workforce Solutions</b></p>	<p><u>Senior Community Services Employment Program (SCSEP):</u></p> <p>Intensive case management paid job work experience &amp; job development</p>		

### WIA Complaint Procedures

WIA regulations, at 20 CFR 667.600, provide for the establishment of local grievance procedures for handling complaints and grievances from participants and other interested parties affected by the local workforce investment system, including an opportunity for local level appeal to the State. (Refer to CCWI's appeal policy for more information).

In effectuating WIA's legal requirements, centers will at a minimum ensure adherence to CCWI's policy, the "Career Center Complaint Manual" in addition to the following requirements:

- (1) Establish a process for dealing with grievances and complaints from participants and other interested parties affected by the local Workforce Investment System, including One-Stop partners and service providers;
- (2) Create and promote an opportunity for an informal resolution and a hearing to be completed within 60 days of the filing of the grievance or complaint;
- (3) Establish a process which allows an individual alleging a labor standards violation to submit the grievance to a binding arbitration procedure, if a collective bargaining agreement covering the parties to the grievance so provides; and
- (5) Establish an opportunity for a local level appeal to a State entity when:
  - (i) No decision is reached within 60 days; or
  - (ii) Either party is dissatisfied with the local hearing decision.
- (6) Provide information about the content of the grievance and complaint procedures required by this section to participants and other interested parties affected by the local Workforce Investment System, including One-Stop partners and service providers; and
- (7) Make reasonable efforts to assure that the information referred to in paragraph (1) of this section will be understood by affected participants and other individuals, including youth and those who are limited-English speaking individuals. Such efforts must comply with the language requirements of 29 CFR 37.35 regarding the provision of services and information in languages other than English.

### Cost Allocations

With respect to centers within the CCWI region, a partner can only pay for costs that are allowable by that partner's funding sources. Each partner will contribute services and pay for costs associated with those services. If the partners are sharing space, "fair share" will be charged according to a formula based on dedicated square footage as the basis for allocation. If there is agreement between partners, other factors may also be used in conjunction with the dedicated square footage.

According to the most recent CCWI WIA RFP in 2008, the designated WIA Service Provider (Goodwill Workforce Solutions) is only required to be a full partner and to share the cost of the Information Center at the designated One-Stop facility in Portland. Goodwill may share the cost of the Information Center in the other locations as funds permit; however, it is not required to do so. Likewise, MDOL is not required to share in the cost of the information center in Workforce Solutions Centers where Goodwill covers 100% of the costs; however, MDOL may contribute to those expenses as funds permit.

#### Belfast

Goodwill Workforce Solutions covers 100% of the cost.

#### Biddeford

Goodwill Workforce Solutions covers 100% of the cost.

#### Brunswick

##### **BRAC Location**

Goodwill Workforce Solutions covers 100% of the cost.

##### **Wing Farm Parkway Location**

Being vacated. BES covers 100% of the cost until closure.

##### **Bath Road Location**

Goodwill and MDOL will have separate leases for this location through 6/30/2011. Goodwill's portion will involve a footprint which can be removed from the service location i.e., mechanical rooms and restrooms will remain intact but a severable meeting room can be withdrawn from the footprint, in the event Workforce Solutions leaves the location due to funding constraints. After 6/30/2011, Goodwill and MDOL will use a cost allocation plan to share costs. Cost to partners is based on dedicated space usage. Common space cost is distributed by the same dedicated percentage.

#### Portland

Cost to partners is based on dedicated space usage. Common space cost is distributed by the same dedicated percentage. The information center costs are split equally between BES and Goodwill Workforce Solutions. Once again, this also includes a prorated share of common space. The reception area is paid for based on a formula, which considers partner share of customers.

**Rockland**

Cost to partners is based on dedicated space usage. Common space cost is distributed by the same dedicated percentage. The information center costs are split equally between BES and Goodwill Workforce Solutions. This also includes a prorated share of common space. In addition, BRS shares in reception based on usage tracking.

**Springvale**

Cost to partner programs (WIA-WP) is based on total space and staff FTE percentages. Additionally, BRS DVR has a dedicated office and costs are allocated solely on square footage.

**Windham**

Goodwill Workforce Solutions covers 100% of the cost.

**Equipment & Furniture**

Partners agree that all equipment and furniture purchased by any party for purposes described herein shall remain the property of the purchaser until such time the equipment is no longer used to deliver services under program for which it was purchased.

Confidentiality Procedures

Parties to this MOU agree to comply with the provisions of WIA and other federal and state laws concerning confidentiality including: Family Educational Rights and Privacy Act (FERPA), the Rehabilitation Act of 1973, the Americans With Disabilities Act (ADA), in addition to state and federal unemployment records (UI) laws and/or any other appropriate statute or requirement to assure that:

1. All applications and individual records related to services provided under this MOU, including eligibility for services, enrollment, and referral shall be confidential and shall not be open to examination for any purpose not directly connected with the delivery or evaluation of such services.
2. No person will publish, disclose, use, or permit to be published, disclosed or used, any confidential information pertaining to One Stop applicants, participants, or customers without signed releases of information from participants.
3. Additionally, each partner will agree to abide by the current confidentiality provisions of respective statutes and shall share information necessary for the administration of the program including accountability as may be appropriate.
4. To the extent allowable and in accordance with each partner's governing laws and regulations, parties therefore agree to share client information necessary for provision of services and accountability under the Act, i.e., assessment, universal intake, program or training referral, job development or placement activities, and other services as needed for employment or program support purposes.
5. In addition, the following Maine DOL Policy Statement must be disseminated to staff and new hires shall be made to sign the form upon commencing employment. Although the following policy refers to Maine DOL employees, it shall also apply to non-State employees that work in the centers defined in Section II.

STATE OF MAINE

Department of Labor Policy No. 011

**Policy Statement on Confidentiality**

As employees of the Maine Department of Labor we are vested by the people of the State of Maine with a trust and responsibility that requires the highest ethical standards. Employees of this Department must continually maintain the respect and confidence of the public. The following standards must be observed at all times. Failure to adhere to these standards may result in discipline up to and including discharge.

1. Except as necessary in the normal course of business, employees shall not divulge employer, claimant, customer, or co-worker information obtained in the performance of

their official duties to any person within the Department, or outside of the Department, unless authorized to do so by a Department manager.

2. Employees shall not obtain information through department telephones, computer terminals, departmental documents, or other official means for any purpose other than official Department business. Any information obtained through authorized access to federal, state, or Department documents cannot be duplicated, altered, used or disclosed without proper authorization from a Department manager.
3. Except as necessary in the normal course of business, employees shall not remove documents, property or equipment from the workplace under any circumstances, unless authorized to do so by a Department manager.
4. Employees shall not take part in any activity of the Department that involves relatives or friends to the extent feasible. Relatives would include spouse, child, parent, grandparent, sister, brother, aunt, uncle, niece, nephew, first cousin, in-law and step-relative related to the employee by blood, marriage or adoption.
5. Employees shall not disclose computer security codes, voice mail codes, safe combinations, or entry combinations/passwords to the public, friends, relatives or co-workers.
6. Employees shall not trace, attempt to duplicate, or otherwise forge a claimant's, employer's, customer's, vendor's, or co-worker's signature on any document.

\_\_\_\_\_  
John Dorrer, Acting Commissioner

Issued 3/04

Employee's Name \_\_\_\_\_

Work Location \_\_\_\_\_

I certify that I have read and fully understand the standards set forth in the Department of Labor Policy Statement on Confidentiality, Policy No. 011. I further understand that violation of these standards may result in discipline up to and including discharge.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

## Reciprocity of Services

### Definitions

**Resident CareerCenter/Workforce Solutions Center:** A CareerCenter (or Workforce Solutions Center) that is in the same Local Area and/or the same county as the customer's residence.

**Non-Local CareerCenter/Workforce Solutions Center:** A CareerCenter (or Workforce Solutions Center) that is in a different Local Area than the customer's residence. Utilization of a non-local CareerCenter (or Workforce Solutions Center) indicates the utilization of two Local Areas' service providers.

**Local Area:** The geographic jurisdiction of a Local Workforce Investment Board (LWIB) (in Maine there are four) under WIA, usually made up of one or more counties.

Service Reciprocity within Local Area 4:

If proximity is an issue (i.e., creates a hardship for a client) and a customer prefers to access services from a Workforce Solutions Center within Local Area 4 but, outside the county or service area in which the client resides, case managers/managers of the Centers involved will work together to support and serve the customer.

Service Reciprocity Involving Two or More Local Areas

If proximity is an issue (i.e., creates a hardship for a client) and a customer prefers universal access, core or intensive services at a CareerCenter in a different Local Area from that in which he/she resides, Area 4 staff will communicate with staff in the other Local Area (i.e., the Non-Local CareerCenter). The Non-Local CareerCenter will be asked to assess, identify interests, assist the customer in developing an employment plan, and communicate this information to the Resident Workforce Solutions Center —Local Area 4.

Should training services be needed as determined by the Non-Local CareerCenter/Workforce Solutions Center, staff will communicate such to the Resident CareerCenter/Workforce Solutions Center and check on the availability of training funds. If training funds are available, the Non-Local CareerCenter will be directed to follow through on the provision of training and invoicing of the Resident Workforce Solutions Center for the customer's direct training and support costs. No staff costs may be assessed at anytime. If no training funds are available from the Resident CareerCenter/Workforce Solutions Center, the Non-Local CareerCenter/Workforce Solutions Center may select to underwrite the costs of training.

If the customer has already enrolled at a Non-Local CareerCenter/Workforce Solutions Center, enrollment in OSOS is transferred to the Center providing these services. (The customer's record will stay active in both locations until termination.)

Staff will work closely together to ensure that seamless and easily accessible services are offered with the customary high level of customer service. In all cases, the case manager who sees the customer first should immediately notify other potentially involved center of customer arrival.

The implementation of this agreement is on a trial basis. Workforce Solutions staff should make a note of any issues that arise that this document does not address and report such matters to CCWI.

Goodwill Workforce Solutions Center Locations

**York County**

407 Alfred Street, Biddeford, ME (207) 571-3301

Springvale CareerCenter, 9 Bodwell Court, Springvale, ME (207) 324-5460

**Cumberland County**

Portland CareerCenter\*, 185 Lancaster Street, Portland, ME (207) 775-5891

57 Tandberg Trail, North Windham, ME (207) 892-2653)

**Sagadahoc County & Brunswick**

BRAC Transition Center Naval Air Station Brunswick (207) 373-0754

**Lincoln County**

Under development – services provided in Bath or Rockland or other customer choice

**Knox County**

Rockland CareerCenter, 91 Camden Street, Rockland, ME (207) 596-2600

**Waldo County**

Wentworth Building, 147 Waldo Avenue, Suite 101A, Belfast, ME (207) 930-7047

MDOL BES CareerCenter & BRS Locations

Springvale CareerCenter, 9 Bodwell Court, Springvale, ME (207) 324-5460

Portland CareerCenter\*, 185 Lancaster Street, Portland, ME (207) 775-5891

Bath CareerCenter, 34 Wing Farm Parkway, Bath, ME (207) 442-0300

Rockland CareerCenter, 91 Camden Street, Rockland, ME (207) 596-2600

\*Area 4 One-Stop Center

Hours of Operation by Agency

LOCATION	WP	WIA	BRS	Co-located
Bath	M-F 8-5	Not on site; refer to Brunswick	M-F 8-5 by appointment	N
Belfast	M-Th 8 - 4	M-Th 8 - 4	Not on site; refer to Rockland	N
Biddeford	M-Th 8-4	M-F 8-4	Not on site; refer to Springvale or Portland	N
Brunswick	Not on site; refer to Bath	M-F 8-4	Not on site; refer to Bath	N
Portland	M-F 8-5	M-F 8-4; orientations once a week	M-F 8-5	Y
Rockland	M-F 8-5	M-F 8-4	M-F 8-5	Y
Springvale	M-F 8-5	M-Th by appointment; orientations once a week	M-F 8-5 by appointment	N
Windham	M-Th 8-4	M-Th 8-4	Not on site; refer to Portland	N