

CAREERCENTER

MEMORANDUM OF UNDERSTANDING

BETWEEN

THE TRI-COUNTY WORKFORCE INVESTMENT 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 MOU recognize the importance the common performance measures designed to cut across federal job training programs play on the integration of service delivery. As a result, 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 memorandum of understanding (MOU) is to define the manner in which Eastern Maine Development Corporation (EMDC)—the One-Stop operator for LWIB Area 2—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 within each of the three counties of the Tri County Workforce Region, Eastern Maine Development Corporation (EMDC)
- Maine DOL, Bureau of Employment Service Programs (BES), Wagner-Peyser
- Maine DOL, Bureau of Rehabilitation Services, Division of Vocational Rehabilitation;
- Maine DOL, Bureau of Rehabilitation Services, Division for the Blind and Visually Impaired.

- Maine DOL, Bureau of Unemployment Tax Division

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. Such Supplemental Agreements shall specify individual agreements and obligations that are applicable to two or more Organizations/Departments. Should any SA impact other signatories to the MOU the SA partner will notify all affected parties as soon as 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 2 the WIA service provider (EMDC) serves as the One-Stop Operator. The One-Stop Operator (OSO) has the responsibility and authority to work with the CareerCenter Managers 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 the Local Area’s Plan and CareerCenter MOU as operational documents.

Investing Partner: A CareerCenter partner that has a regular presence in the CareerCenter and financially contributes to the costs of the center.

Connecting Partner: A CareerCenter partner that may have a presence in the CareerCenter from time to time, and may or may not financially contribute to center costs

Core Group: Each CareerCenter will establish a group of management personnel designated to be actively engaged in developing and overseeing the Center’s protocols, design and implementation. Core Groups members are responsible for engaging partners in ongoing communications regarding CareerCenter processes. These groups are also designated specific responsibilities under this MOU. The Core Group will act in consultation with the LWIB Director. *(See Appendix D for a listing of our area’s Core Group members and contact information.)*

Meeting times, locations, frequency, and other administrative matters regarding the functions of the Core Group 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 (generally no less than quarterly unless needed).

III. Duration, Termination & Modification

The MOU establishes a dynamic framework by which all organizations may from time to time 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 ever 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. That having been said, amendments to this memorandum may be made by mutual 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 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 a dispute develops between the parties to this Agreement, the parties in dispute will first look to their respective supervisors 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 contract.

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

- At least one party must initiate negotiations by writing a letter to the other party setting forth the particulars of the dispute and a suggested resolution to the problem.
- The recipient of the letter 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 which is mutually agreeable to both parties.
- If this meeting does not produce a resolution the matter shall be taken before the Tri County Workforce Investment Board's Executive Committee 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 Department of Labor Commissioner. In the event that the dispute remains unresolved, it will be brought to the Maine Jobs Council by the LWIB Leadership and Department of Labor Commissioner.

V. Provision of Services

All investing and connecting partners are expected to participate in the One-Stop center to the extent allowed by law. For examples, the Division of Vocational Rehabilitation and Division for the Blind and Visually Impaired, 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 One-Stop Centers, 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.

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 for the One-Stop area who will process complaints of discrimination and attempt to address 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. Information about vacancies, career options, student financial aid, relevant employment trends, and instruction on how to conduct a job search, write a resume, or interview with an employer is available to any job seeker in the U.S., 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.
- One-Stop Career Centers 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. Core Groups have the responsibility of establishing appropriate referral processes between the partners established within the Tri County region.

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 practicable, involved in the referral process. Moreover, Core Group members agree that there will be a strong commitment to continued staff training and communications regarding the importance of the referral processes germane to each CareerCenter.

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

IX. Cost Allocation

Each 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 Tri County region relative to cost allocation formulas used by service providers i.e., CareerCenters. Cost allocations for the Tri-County area are defined in the document titled “Bangor, CAP, Accepted “5-31-11” which all partners signed and are in possession of a copy. In order to promote a One-Stop system where cost allocation formulas are both fair and consistent, at the end of existing contractual obligations and before entering into new cost allocation obligations, service providers are expected to follow the delineated existing cost allocation formulas (*see Appendix E*). At least annually, cost allocations will be reviewed and reconciled. Notwithstanding current lease obligations prior to changing formulas, if there is an impact to WIA programs/funding, the service provider must relay in writing any changes in method to TCWIB’s executive director for approval. In the event a change in formula does not affect WIA programs/funding, the party considering such a change must still provide written notice to all interested and/or potentially affected parties as soon as is practicable prior to signing any agreement.

X. Confidentiality

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

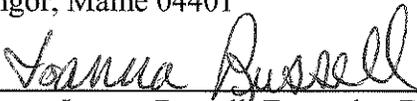
It is recognized that investing partner agencies may have different regulatory treatment of confidentiality with respect to program clients. However, parties to this agreement affirm that staff at the One-Stops will receive training and direction regarding confidentiality requirements both for individual agency and One-Stop 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 of each CareerCenter 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 D for minimum standards).

XII. Signatures

Tri County Workforce Investment Board
40 Harlow Street
Bangor, Maine 04401


Name: Joanna Russell, Executive Director

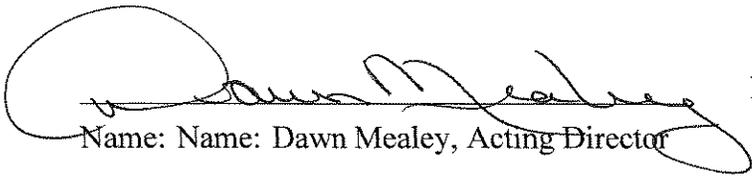
Date: 6/20/11

Eastern Maine Development Corporation (EMDC)
45 Oak Street, Suite 4
Bangor, ME 04401


Name: Jon Farley, Director of Economic and Workforce Development

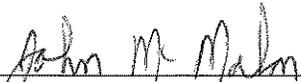
Date: 6/20/11

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


Name: Dawn Mealey, Acting Director

Date: 6/30/11

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: 6-29-11

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


Name: Elizabeth Hopkins, Director Date: 6/28/11

Maine Department of Labor, Bureau of Unemployment Tax Division
#47 State House Station
Augusta, ME 04330


Name: Laura Boyett, Director BUC Date: 6/30/11

Tri County
ONE-STOP 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. Our values are a PRISM, through which our collective “light” – the way in which we deliver service to our customers – is transformed and reflected outward across the spectrum of programs and services we offer.

CareerCenter Values:

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.

PROFESSIONALISM

STANDARD

A. Everyone entering the CareerCenter is treated courteously and respectfully.

*Customers at the front desk always come first.

*Customers calling on phone are consistently greeted pleasantly, questions answered promptly and when follow-up is necessary, it happens quickly.

*All staff have responsibility in creating a welcoming environment for all customers who are using the range of CareerCenter services.

B. CareerCenter staff are knowledgeable about available products and services

C. Customers will have access to staff who are knowledgeable about Level II (Intensive) and Level III (Training) Services

D. Facilities are welcoming, attractive, comfortable and safe.

RESPONSIVENESS

Standard

A. Customers are asked whether they received the services they needed.

B. Telephone interactions are responsive to both internal and external customers

C. Customers are greeted, assisted and guided immediately

D. Customer complaints are responded to in a timely manner

INCLUSIVENESS

Standard

A. Alliances with CareerCenter partners are continuously strengthened.

B. CareerCenter staff regularly seek input and feedback from the larger Community through business and community group alliances, to better meet Customer needs.

C. Customers are actively involved in CareerCenter program and services design.

SIMPLICITY

Standard

A. Upon entering the CareerCenter, customers have clear visual, tactile and audio cues to help them navigate.

B. CareerCenter Materials and services are easy to understand and use.

C. Customer service guides CareerCenter processes.

D. Initial intake/application process is simple.

MEASURABLE QUALITY

Standard

A. Comprehensive, consistently applied customer feedback tools are used.

B. Feedback is used for continuous improvement.

APPENDIX B

Investing Partners	Services	Eligibility Criteria	Funding Sources
<p><u>WIA Service Provider:</u></p> <ul style="list-style-type: none"> ▪ Eastern Maine Development Corporation (EMDC) <p>Penobscot, Piscataquis & Hancock Counties</p>	<p>Workforce Investment Act (WIA)</p> <p>(NOTE: Delivery of Core A services are integrated between BES and WIA Service Providers, which vary depending on location.)</p> <p><u>Core A, Job Seeker Informational Center Services & Referral Services:</u> *</p> <ul style="list-style-type: none"> • Information Center has a wide range of information concerning Job Seeker and Business Services as well as Community & Support Services Resources • Job Search & Skill Match Registry • Maine Job Bank and DOL sanctioned national linkages • Computer Software for Resume Writing • Self-directed Career Change evaluation tools • Self- Directed Assessment & Search Tools such as Career Scope, O'Net & Choices • Internet Job Search Access • Labor Market Information • Resources such as Newspapers, Fax Machine, Telephone, TTY 	<p><u>Core A: Self Assisted:</u> Universal Access in the Information Center (IC) or Preliminary Assessments. No Eligibility criteria.</p>	<p>U.S. DOL – ETA Wagner-Peyser WIA/NEG Grants</p>

Investing Partners	Services	Eligibility Criteria	Funding Sources
	<p><u>Intensive and Training Services includes</u> <u>WIA Core B:</u></p> <ul style="list-style-type: none"> • Initial Intakes /Eligibility Determination • Orientation information • Individual Career Counseling & Goal planning • Career Skills Testing; O'Net/TABE/ SDS/Harrington O'Shea • Assessment of Knowledge/Skills/Abilities • Interpretation of Career Scope or Choices; O'Net Online • Job Readiness • Job search/Resume/Interview Support-workshops • Career Counseling & Support • Individualized Case Management • Retention; One year of follow up support after gaining employment • Linkages and Referrals to Training Providers & Support services • Job Development; Placement • On the Job Training /apprenticeships • Classroom /Occupational Skills Training; Individualized Paid Sponsorship with Approved Training Providers for Certified Occupational Skills and Educational Upgrades to address barriers to employment • Employability/Job workshops 	<p><i>WIA: Adults, Dislocated and Youth:</i></p> <p>Core B , Intensive and Training Levels of Services</p> <p>Intensive Level: <i>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 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.</i></p> <p><i>Must have at least one Core A service. Must have documentation to have received at least one Core Service Level A Service Activity:</i></p> <ul style="list-style-type: none"> ➤ Registration in Career Center IC; IC Core alone is Universal and has no eligibility requirements. ➤ Job Search ➤ Job Club ➤ Job Referrals <p>Training Level of Services</p> <ul style="list-style-type: none"> (i) who have met eligibility requirements for intensive services and who are unable to obtain or retain employment through such services; (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 	

Investing Partners	Services	Eligibility Criteria	Funding Sources
		<p>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</p> <p>(A) (i). has been terminated or laid off, or who has received a notice of termination or layoff from employment</p> <p>(ii)(1) 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)(1) 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</p>	

Investing Partners	Services	Eligibility Criteria	Funding Sources
	<p><u>WIA Special Youth Programs:</u> Includes Paid On the Job Experience, Mentoring, Workplace, Case Management, counseling and Classroom Training</p>	<p>employed at a facility at which the employer has made a general announcement that such facility will close; (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. (10) Displaced Homemaker: The term "displaced homemaker" means an individual who has been providing unpaid services to family members in the home and who— (a) has been dependent on the income of another family member but is no longer supported by that income; and (b) is unemployed or underemployed and is experiencing difficulty obtaining or upgrading employment Adults: Must be 18 of age or older. 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) <u>Youth Eligibility:</u> The term 'eligible youth' means an individual who— (A) is not less than age 14 and not more than age 21; (B) is a low-income individual; and (C) is an individual who is 1 or more of the following: (i.) Deficient in basic literacy skills (ii.) A school drop out (iii.) Homeless, a runaway, or a foster child (iv.) Pregnant or a parent (v.) An offender <u>WIA has a Veterans Preference Requirement. In addition:</u> " Priority shall be given to recipients of public assistance</p>	

Investing Partners	Services	Eligibility Criteria	Funding Sources
		<p>and other low-income individuals for Intensive and Training level service.”</p> <p>Certification & Verification documentation: Brief summary: 100% Verification: All WIA Applicants: Must provide key documents: SSN & card; Identification such as Drivers License or Birth Cert.; I-9 for registered Immigrants; Selective Service (if applicable)Veterans DD214 <i>Family Income information, which becomes a factor for training or supportive service funds. (Adults: Income must be Below LLSIL)</i></p>	
<p>MDOL, Bureau of Employment Services (BES)</p> <p>WIA Service Provider (EMDC)</p>	<p><u>Rapid Response Services:</u></p> <ul style="list-style-type: none"> • On site assistance to employers going through the process of downsizing or closure. • Comprehensive informational and workshop assistance to quickly respond to wide range of needs for job seekers and assist with rapid reentry into the workforce. <p>Veterans receive preferred service in the areas of job matching and referral. Veteran job candidates are displayed to staff by our applicant matching system before non-veteran applicants. DVOP/LVER Services to Veteran’s include:</p> <ul style="list-style-type: none"> • Referral and information regarding Veteran benefits of information. • Referral and information including advocate information on how to apply for a disability rating with the Veterans Administration. 	<p><i>Employer Notification to MDOL</i></p>	<p>U.S.DOL-ETA WIA funds to MDOL</p>
<p>MDOL, Bureau of Employment Services (BES)</p> <p>Veterans’ Services: Veterans are served by Local Veteran Employment Representatives (LVER) or by a Disabled Veteran Outreach Specialist (DVOP).</p>		<p><i>Served more than 180 days or in combat Honorably Discharged Other Eligible Person (Spouse killed in action, totally disabled or currently MLA or Detained more than 90 days) Individuals that are Dishonorably Discharged are not eligible for Veterans Programs</i></p>	<p>U.S DOL-ETA Wagner Peyser as required by Title 38.</p>

Investing Partners	Services	Eligibility Criteria	Funding Sources
<p>MDOL, Bureau of Employment Services (BES)</p> <p>State of Maine Agency: Public Services to assist Job Seekers & Employers</p> <p>www.Maine.gov Employment Business CareerCenter</p>	<p>• Case-Management services to V.A-Vocational Rehabilitation graduates for job search, retention and follow-up services.</p> <p>• Employer outreach to raise awareness of the availability of veteran job seekers in their area.</p> <p>• 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 the Maine Job Bank and may not be cancelled by the employer without providing referral results on all veteran candidates.</p> <p>• Provide information and complaint referrals under the Uniformed Services Employment and Reemployment Rights Act (USERRA) to State Veterans Employment and Training (VETS) staff.</p>	<p><u>Universal Access Core A: No eligibility requirements</u> <u>Universal Access</u> <u>Job Seekers or Employers</u></p>	<p>U.S.DOL ETA Wagner Peyser USDOL REA Grant</p>
<p>MDOL, Bureau of Employment Services (BES)</p> <p>State of Maine Agency: Public Services to assist Job Seekers & Employers</p> <p>www.Maine.gov Employment Business CareerCenter</p>	<p><u>Core A, Informational Center Services & Referral Services; Employer Focused</u> <u>In Addition to I.C. core A section above for Job Seeker: *</u></p> <ul style="list-style-type: none"> • Unemployed Professionals Group: Weekly Support w. Key note speakers from community on work related topics • REAP: Structured Rapid Employment Asst. Program: Workshops for rapid re-entry to workforce. 	<p><u>Universal Access Core A: No eligibility requirements</u> <u>Universal Access</u> <u>Job Seekers or Employers</u></p>	<p>U.S.DOL ETA Wagner Peyser USDOL REA Grant</p>

Investing Partners	Services	Eligibility Criteria	Funding Sources
<p>EMDC WIA Service Provider</p>	<p><u>Apprenticeships & OJT & Incumbent OJT Contracts</u></p>	<p>Trade Adjustment Act (TAA), WIA, And other Eligible Program Groups</p>	<p>U.S.DOL ETA TAA, WIA General Fund Apprenticeship GTI General Fund Career Center Funding</p>
<p>EMDC WIA Service Provider</p>	<p><u>Business Informational Services:</u></p> <ul style="list-style-type: none"> • Registration for Maine Job Bank and DOL sanctioned national linkages • Job listing services and seeker match and referrals for Employers in Maine • Job Referrals for Job: Proactive contact on open jobs • CareerCenter Job Fairs for Businesses: Co-ordination Services/Sponsorship for Employers 	<p>Universal Access: Employers/Businesses in Maine Employers & Job Seekers</p>	<p>U.S. DOL –ETA Wagner Peyser</p>
<p>BES WIA Service Provider</p>	<p><u>Trade Adjustment Act (TAA) & Trade Readjustment Act (TRA):</u> Intensive and Training levels of Services, Case Management, support, and Occupational Skills Training</p>	<p>TAA/TRA eligible Unemployed Dislocated Workers of closed Companies closures due to foreign competition, or locating oversees. 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>U.S. DOL ETA TAA</p>

Investing Partners	Services	Eligibility Criteria	Funding Sources
MDOL, Bureau of Employment Services (BES)	<u>Work Opportunity Tax Credits (WOTC)</u> : Reduces Employer Tax liability up to \$2400. If hire from 8 targeted groups of job seekers	WOTC: Employer Credits: must hire from: Welfare; Veterans; Ex – Felons; 18-24 yr. Old Food Stamps recipients or EX/EC recipients; 16-17 year old EZ/EC residents Social Security	U.S.DOL ETA WOTC
MDOL, Bureau of Employment Services (BES)	<u>Federal Bonding Program</u> : Free of charge bonding service for employers who hire from 'high risk' group	Ex offender Ex-addict Dishonorably discharged People with poor credit or bankruptcy Low Income/Poor Work History	U.S.DOL ETA Federal Bonding
MDOL, Bureau of Employment Services (BES)	<u>Maine Enterprise Option</u> : MEO Entrepreneurial Program for Job seekers	Unemployment Insurance Recipients	U.S. DOL - ETA Wagner Peyser
MDOL, Bureau of Employment Services (BES) And WIA Partner	<u>Outreach/Educational: Employers Assistance Program</u> : Business Visitation/ Governor's Training Initiative; Reimbursement for Incumbent Workers Training	Businesses that are expanding, upgrading or seeking to improve retention	U.S. DOL – ETA Wagner-Peyser & WIA funds General Funds
MDOL, Bureau of Employment Services (BES) And WIA Partner	Assessment & Screening testing for Employers & <u>Maine Quality Centers</u> using Specialized Tests tools for screening: O'Net Profiler (previously used GATB) & TABE.	MQC Partnered employers through the community colleges	Community Colleges, Title V; WP and WIA

Investing Partners	Services	Eligibility Criteria	Funding Sources
	<u>HCIC Health Care Tax Credit:</u> Information and application assistance	<i>Unemployment Recipients/ dislocated workers</i>	U.S. DOL – ETA
	Information and referrals on numerous legal rights , and labor laws as mandated by U.S.DOL	<i>All citizens with any labor concern</i>	U.S. DOL Grants
	<u>Life Long Learning Accounts (LiLA):</u> LiLAs are individual investment accounts, matched by the employer, to finance lifelong learning. <ul style="list-style-type: none"> • Funds are invested in a LiLA account (in the form of a NextGen R account) for the employee’s higher education expenses. • Outreach and informational sessions are provided by Maine CareerCenters. • Free advising services to assist men and women in education and career planning are available through Maine Centers for Women, Work and Community. 	<i>Referral to Women Work and Community via Career-Center Staff</i>	DOL grants Ford Foundation
Division for the Blind and Visually Impaired (DBVI), Bureau of Rehabilitation Services	<ul style="list-style-type: none"> • Vocational Rehabilitation Counseling • Orientation and Mobility Instruction • Rehabilitation Teaching • Adaptive Technology Assessments • Computer Access Training • Teacher of the Visually Impaired 	<i>An individual is eligible for DBVI Vocational Rehabilitation services if the individual:</i> <ul style="list-style-type: none"> <i>A. has a significant visual impairment, which for the individual constitutes or results in a substantial impediment to employment; and</i> <i>B. requires vocational rehabilitation services to prepare for, secure, retain or regain employment</i> 	WIA Title IV Rehabilitation Act Title VII 26 MRSA Sec. 1418

Investing Partners	Services	Eligibility Criteria	Funding Sources
	<ul style="list-style-type: none"> • Low Vision Evaluation • Personal Adjustment Counseling 	<p><i>consistent with the applicant's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.</i></p> <p><i>An individual is eligible for DBVI Independent Living Services if the individual:</i></p> <p><i>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</i></p> <p><i>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</i></p>	
<p>Division of Vocational Rehabilitation (DVR), Bureau of Rehabilitation Services</p>	<p><i>VR 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.</i></p> <ul style="list-style-type: none"> • Vocational Guidance & Counseling • Comprehensive Assessment of Rehabilitation Needs • Medical & Psychological Evaluations • Vocational Exploration • Vocational Assessment 	<p><i>An individual is eligible for DVR services if the individual:</i></p> <p><i>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</i></p>	<p>WIA Title IV Rehabilitation Act Title VII</p> <p>Social Security Administration</p>

Investing Partners	Services	Eligibility Criteria	Funding Sources
	<ul style="list-style-type: none"> • Job Readiness Assessment • Individual Employment Plan Development • Trial Work Plan Development • Placement Assistance • Job Development • Job Coaching • Occupational Skill Training • Post Secondary Training • On the Job Training • Assistive Technology • Short Term Treatment • Referral to Supportive Service Resources • Short Term Transportation Assistance • Short Term Supportive Services • Occupational Tools & Equipment • Self-Employment Exploration & Planning • Ticket To Work Services • Benefits Counseling • Work Opportunities Tax Credit • Post Employment Services 	<p><i>preparing for, engaging in, or retaining employment consistent with the individual's abilities and capabilities) and,</i></p> <p><i>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.</i></p>	

Tri County Region
October 2008

Core Group Membership

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Joanna Russell, Executive Director
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Dale Ruopp/Regional Director
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Division of Vocational Rehabilitation
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Maine Department of Labor, Bureau of Unemployment Tax Division
Paul Secord/Field Advisor & Examiner
45 Oak Street, Suite 2
Bangor, ME 04401

One-Stop
Complaints 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. In effectuating WIA's legal requirements, the Core Group will adhere to the "CareerCenter Complaint Manual".

Cost Allocations

Cost allocations for the Tri-County area are defined in the document titled “Bangor, CAP, Accepted 5/31/11” which all partners signed and are in possession of a copy.

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.

One-Stop
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.
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 Maine DOL Policy Statement must be routinely disseminated to staff and new hires shall be made to sign the form upon commencing employment. (See Example) Although the following policy refers to Maine DOL employees, it shall also apply to non-State employees that work in CareerCenters/One-Stop Centers.

EXAMPLE

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.

Robert J. Winglass, 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: A CareerCenter that is in the same Local Area and the same sub-region as the customer's residence.

Preferred Local CareerCenter: A CareerCenter that is in the same Local Area as the customer's residence, but is in a different sub-region involving more than one service provider.

Preferred Non-Local CareerCenter: A CareerCenter that is in a different Local Area as the customer's residence, involving more than one service provider.

Sub-region: A county or counties within a Local Area, which align with one service provider's geographic jurisdiction.

Local Area: The geographic jurisdiction of a Local Workforce Investment Board under WIA, usually made up of one or more counties.

Service Reciprocity within a Single Local Area

If proximity is an issue and a customer prefers to access services from a Preferred Local CareerCenter, this Center will provide necessary and appropriate Core, Intensive, and Training Services. In these cases, appropriate case managers/managers of the centers involved will work together to support and serve the customer. In some cases, this may require one service provider invoicing another to reconcile different sub-regional jurisdictions.

Service Reciprocity Involving Two or More Local Areas

If proximity is an issue and a customer prefers universal access or intensive services at a CareerCenter in a different Local Area from that in which he/she resides, staff at this Preferred Non-Local CareerCenter will assess, identify interests, assist the customer in developing an employment plan, and communicate this information to the Resident CareerCenter.

Should training services be needed as determined by the Preferred Non-Local CareerCenter, staff will communicate such to the Resident CareerCenter and check on the availability of training funds. If training funds are available, the Preferred Non-Local CareerCenter will follow through on the provision of training and the invoicing of the Resident CareerCenter 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, the Preferred Non-Local CareerCenter may underwrite the costs of training.

If the customer has already enrolled at a Preferred Non-Local CareerCenter, enrollment in OSOS is transferred to the CareerCenter 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. CareerCenter staff should make a note of any issues that arise that this document does not address and report such to respective LAD.