



Workforce Innovation and Opportunity Act MassHire Metro North Workforce Board and WIOA Partners Umbrella Memorandum of Understanding (MOU)

I. PURPOSE

This Memorandum of Understanding (MOU) communicates the agreement developed and executed between the MassHire Metro North Workforce Board with agreement of City Manager Yi-An Huang, City of Cambridge and the One-Stop Career Center Required Partners, relating to the operation of the one-stop delivery of service in the local workforce area.

The MassHire Metro North Workforce Board (hereinafter referred to as the MNWB) will act as the convener of MOU negotiations and together with the One-Stop Career Center (OSCC) Required Partners will shape how local One-Stop Career Center Services are delivered.

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

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

II. OSCC REQUIRED PARTNERS

In accordance with the Workforce Innovation and Opportunity Act (WIOA) Section 121(c), this Local Memorandum of Understanding has been developed and executed with agreement of the Chief Elected Official of the Metro North Workforce Area, the Metro North Workforce Board, and the Workforce Innovation and Opportunity Act (WIOA) OSCC Required Partners as defined by WIOA in WIOA Regulations 20 CFR Part 678.400 as mandatory Partners in the One-Stop Career Centers and include:

- 1. The Adult Program** (Title I), as part of the MassHire Department of Career Services (MDCS), Executive Office of Labor and Workforce Development (EOLWD);
- 2. The Dislocated Worker Program** (Title I), as part of MDCS/EOLWD;
- 3. The Youth Program** (Title I), as part of MDCS/EOLWD authorized under Title I, including: Job Corps, YouthBuild, Native American programs, and Migrant and Seasonal Farmworkers programs
- 4. The Wagner-Peyser Act Program** (Wagner-Peyser Act, as amended by Title III), as part of MDCS, EOLWD;

5. **The Vocational Rehabilitation Program** (Title I of the Rehabilitation Act of 1973, as amended by Title IV), as part of the Massachusetts Rehabilitation Commission (MRC) and Massachusetts Commission for the Blind (MCB), Executive Office of Health and Human Services (EOHHS);
6. **Federal-state unemployment compensation program**, as part of the Department of Unemployment Assistance (DUA), EOLWD;
7. **Trade Adjustment Assistance for Workers Programs** (Activities authorized under chapter 2 of Title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.)), as part of MDCS, EOLWD;
8. **Jobs for Veterans State Grants Program** (Programs authorized under 38, U.S.C. 4100 et. seq.) as part of MDCS, EOLWD;
9. **Temporary Assistance for Needy Families Program** (42 U.S.C. 601 et seq.) as part of Department of Transitional Assistance (DTA), EOHHS;
10. **Employment and Training Programs under the Supplemental Nutrition Assistance Program**, (Programs authorized under section 6(d)(4) of the Food and Nutrition Act of 2008 (7 U.S.C.2015(d)(4)), as part of DTA, EOHHS;
11. **Senior Community Service Employment Program** (Programs authorized under Title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.))
12. **The Adult Education and Family Literacy Act Program** (Title II), as part of Adult and Community Learning Services (ACLS), Department of Elementary and Secondary Education (DESE), Executive Office of Education (EOE) and represented by community partners listed:
 - Cambridge Community Learning Center
 - Intergenerational Literacy Program/Chelsea Public Schools
 - The Immigrant Learning Center, Inc.
 - Somerville Center for Adult Learning Experiences (SCALE)
 - YMCA International Learning Center
 - Bunker Hill Community College – Adult Education & Transitions Program
13. **Programs authorized under sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532)**

III. DURATION OF THE MOU

WIOA Section 121(c) (g) requires that the MOU shall be reviewed not less than once every 3-year period to ensure appropriate funding and delivery of services, including effectiveness, physical and programmatic accessibility if substantial changes occur. WIOA Regulations Subpart C 20 CFR Part 678.500 further requires MOU renewal following the 3-year review if substantial changes have occurred

This agreement shall commence on **July 1st, 2024 and shall terminate on June 30th, 2027**, unless otherwise terminated by agreement of all parties or superseded.

IV. ASSURANCES

The Metro North Workforce Board and the *OSCC (Required and non-required) Partners* agree to conduct the following activities at a local level:

1. Enter into a local MOU with the MassHire Workforce Board relating to operation of the one-stop delivery system.
2. Participate in the operation of the one-stop delivery system consistent with the terms of this MOU, the requirements of WIOA, and the requirements of Federal laws authorizing the programs and activities.
3. Define “shared” customers between Partners to create a clear understanding of how multiple providers, services and resources should support youth, job seekers, and businesses.

4. Utilize the One-Stop Career Center customer flow and service practices across partner agencies, whether in person or virtual, including ensuring the accessibility and availability of services to “shared” customers.
5. Ensure the effective use of modern tools and technology that enable shared customers to access needed services to complete program participation and achieve training and employment goals.
6. Develop a process for partner communication, referrals, enrollment, and sharing outcome information on shared customers to staff.
7. Track and evaluate shared outcomes for individuals who face barriers to employment.
8. Use a portion of the funds available for programs and activities to maintain the one-stop delivery system, including infrastructure and shared costs of One-Stop Career Centers, through methods agreed upon by the Local Board, Chief Elected Official, and Partners. If no consensus on methods is reached, the Governor, after consultation with the Chief Elected Official, Local Board, and State Board shall determine the portion of funds to be provided (WIOA sec. 121(a) (h) (1) (C)).
9. Provide representation on the local workforce boards to the extent possible and/or participate in Local Board ad hoc activities/events or on standing committees.
10. Convene locally as an MOU Team at least quarterly and agree to the roles and responsibilities each Partner will have in the development of a diversity, equitable, and inclusive integrated service delivery strategy that meets the needs of customers and businesses.
11. The MOU will be reviewed, and if substantial changes have occurred, renewed, not less than once every 3-year period to ensure appropriate funding and delivery of services. The MOU must be updated to reflect any change in the One-Stop Partner infrastructure cost contributions.

V. MEMORANDUM OF UNDERSTANDING CONTENT

The Workforce Innovation and Opportunity Act (WIOA) Sec. 121 (c) and WIOA Regulations 20CFR Parts 678.500-510 require that a Memorandum of Understanding be executed between Local Workforce Development Boards (Metro North Workforce Board) and the One-Stop Career Center (OSCC) Required Partners, with the agreement of the chief elected official.

1. MOU Development Process

The MNWB will convene representatives of the OSCC Required Partners and non-required Partners and other stakeholders in the local workforce area to refine and implement shared service strategies for youth, job seekers and businesses and identify related shared customer flow. Local strategies will include but not be limited to operational and service workflows, related referral processes, coordinated staff development and training, marketing and community integration, colocations of staff (physical or virtual) and the nature and provision of related infrastructure and shared costs.

2. Infrastructure and Shared Program Costs

The MA Department of Career Services is negotiating agreements on the specific infrastructure and shared program costs at the state level, including the method by which revenue and costs will be supported by each partner. Infrastructure, shared services, and operating costs will be fully transparent and made available to Partners throughout the year. The Partners will annually evaluate both shared and infrastructure costs to make recommendations for adjustments in infrastructure cost allocation methodology, and evaluate whether the shared cost activities are working to support the customer service strategies and identify any changes that might improve services.

3. Shared Customers

The Partners have agreed that youth, job seekers, and businesses who receive services from more than one OSCC Required Partner are considered “shared” customers. Shared customers benefit from services and resources delivered across multiple OSCC Partners and other stakeholders that are aligned to meet an individual’s needs.

“Shared customers” have been further defined by the Partners as meeting the following criteria:

- Formally enrolled in services by more than once core program (at the same time or sequential)
- Want to take the first step toward employment and/or education, are able and willing to work, and want to work
- Are able to complete digital/paper assessments with modifications as needed
- Have a desire for services and are committed to training and /or retooling skills as necessary
- Are prepared to look for work including access to transportation and childcare
- Are willing to sign a release of information form which will allow agencies to share applicable information

4. Priority Populations

The partners determined will serve, at a minimum the following populations:

- Unemployment insurance claimants;
- Low-income adults (TANF, homeless across WIOA program);
- Adult Education participants (Title II);
- Individuals with disabilities (Vocational Rehabilitation Title IV);
- Veterans;
- Older workers;
- Re-entry populations;
- Youth, including youth with barriers to employment
- Migrant Seasonal Farmworkers

a) Unemployment Insurance (UI) Recipients

The Unemployment Insurance (UI) program provides temporary income assistance to Massachusetts workers who are unemployed through no fault of their own and who are able to work, available for work and looking for a job. Career Centers play a vital role ensuring UI claimants are successfully preparing for and securing re-employment.

Access to re-employment services will be made available through the one-stop career center and will include:

- UI eligibility services;
- UI Claimant registration for employment services;

- Assistance in finding employment;
- Placement services;

Department of Unemployment Assistance (DUA) staff will contribute to an integrated service delivery strategy at the OSCC in the following ways:

- DUA will ensure that OSCC staffs are trained in UI to allow staff to assist claimants in navigating the process.
- DUA staff will be co-located (either physically or virtually) at the OSCCs (attachment A)
- Ensure OSCC visitors have access to “meaningful assistance” from UI staff in order to resolve issues and questions related to their claim;

Any other provision in this agreement notwithstanding: DUA only will provide information under this agreement to another party to this agreement:

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

DUA will not be bound by any provision of this agreement that does not expressly mention DUA by name.

b) Low-income Adult including TANF and SNAP Recipients

Each Department of Transitional Assistance (DTA), Chelsea and Malden offices, will designate a lead staff person to provide co-case management to shared customers. DTA will refer customers to the MassHire career centers through our joint work participant program (WPP).

The Local Transitional Assistance Office (TAO) will:

- Establish virtual and in person options for staff Co-location and collaboration at the OSCC to provide consistent access to support, information, and resources for DTA clients and OSCC staff.
- Provide OSCC with a broad overview of eligibility requirements of the TAFDC and SNAP programs and any policy changes as they arise.
- Use the established referral mechanisms between DTA and the OSCC.
- Utilize monthly WPP dashboard for reconciliation of customers enrolled in WPP as a tool to support continued participation and/or re-engagement.
- Participate in case conferences on shared customers enrolled in WPP and supports needed.
- Collaborate with OSCC staff and other OSCC partners to ensure that TAFDC and SNAP clients receive the appropriate job readiness, job matching, and employment supports.

The OSCC will:

- Ensure OSCC staff are cross trained in services and eligibility for DTA and DTA WPP clients; trained and knowledgeable about DTA programs/requirements.
- WPP clients enrolled will be recorded in MOSES Special programs to appear on dashboard.
- WPP SNAP participation hours must be recorded on PATH monthly following guidance 02-2020A WPP SNAP enrollment instructions.
- WPP enrollees will receive comprehensive, individualized job search coaching/assistance and explore WIOA job training opportunities if needed.

- Make available information on TAFDC and SNAP programs, supportive services, and resources available.
- Ensure OSCC staff is trained to respond to /or make referrals for current or potentially eligible DTA clients.
- Attend DTA orientations, which may be held virtually or in person, and recruit DTA clients for WPP enrollment.
- Designate space (either physical or virtually) for DTA Full Engagement Worker (FEW) to co-locate at agreed upon scheduled times.
- Review, verify, and sign DTA client participation forms for OSCC-WPP registered DTA clients.

c) Adult Education Participants

Outstationing is the practice of assigning an adult education (AE) staff person to a One Stop Career Center for a set number of hours each week. The AE staff person, or outstationed coordinator, acts as a liaison between AE programs in the local area and the career center. The primary role of the outstationed coordinator is to help current and potential AE students access services by assisting career center staff with intake, assessments, and referrals to local AE programs. In addition, the outstationed coordinator is also responsible for connecting eligible AE students looking for employment and/or training opportunities with career centers.

Metro North has **six** Adult Basic Education (ABE) agencies providing a range of ABE and ELL programs. Adult and Community Learning Services (ACLS) ensures meaningful access to AE services by having staff out stationed at the one-stop career centers. Cambridge Community Learning Centers is responsible for the Outstationing Coordinators assigned to the Metro North Region.

The out stationed staff will:

- Schedule and maintain posted hours at their assigned OSCC, either virtual or in person
- Follow the two way referral system with OSCC staff and act as the conduit between the OSCC staff and the AE providers in the region
- Connect eligible AE students, from each AE provider listed in this MOU, looking for employment and/or occupational skills training to OSCCs
- Provide OSCC staff information on the AE program intake, assessment, and referral procedures
- Disseminate information about OSCC services to the AE providers listed in this MOU
- Ensure that the AE providers listed in this MOU received updated information and understand the referral process
- Provide back up documentation to OSCC for co-enrollment, when needed, and will provide assessment results and other relevant information
- Will Share customer data/performance measures of shared customers including obtaining and sharing a current copy of the Release of Information which allows MNWB and OSCC to access shared customers information
- Complete outstationing reports and share with MOU team regular status updates on referrals sent and received

The AE providers listed in this MOU will:

- Follow the two-way referral system with the Outstationed Coordinators to refer individuals to the OSCC and to receive referrals from the OSCC

- Connect eligible AE students to the OSCC, through the Outstationing Coordinator, looking for employment and/or occupational skills training to OSCCs
- Provide updated information on programs to the Outstationing Coordinators

The OSCC will:

- Ensure staff connect with Outstationing Coordinators to become familiar with AE program intake, assessment and referral procedures
- Designate space for AE staff for co-location (either physically or virtually) at agreed upon scheduled times
- Ensure OSCC staff is trained to respond to/or make referrals for potentially eligible customers following the two way referral system
- Refer eligible customers to out stationed staff to then make connection with the appropriate AE provider in the Metro North region (from those listed in MOU)

Provide regular status updates on received referrals to ABE agencies

d) Individuals with Disabilities

Access to information on Massachusetts Rehabilitation Commission (MRC) and Massachusetts Commission for the Blind (MCB) programs, services, and resources will be made available at the OSCCs.

MRC will:

- Work collaboratively to identify consumers with disabilities who are appropriate for job driven training and employment opportunities offered by workforce development/career centers
- Work with OSCC to ensure individuals with disabilities can access career center physical space and services as appropriate
- Schedule and maintain posted hours (either virtually or in person) at the OSCC (attachment A)
- Will follow agreed upon two-way referral systems with OSCC staff
- Disseminate information about OSCC services to MRC consumers and provide assistance in accessing these services
- Provide annual input and feedback as part of the process of the required assessment of physical and programmatic access of One-Stop Career Centers for people with disabilities.
- Maintain regular communication and interaction via face to face and/or virtual meetings at the career centers and MRC, and via email and/or telephone to ensure collaboration in the development of strategies to support career pathways for individuals with disabilities, including students and youth with disabilities, to enter and retain employment and to support appropriate cross agency referrals.
- Provide backup documentation to the OSCC, including assessment results, when appropriate for co-enrollment
- Provide regular status updates on referrals sent and received

MCB will:

- Assist with training OSCC staff to use assistive technology with visually impaired or legally blind consumers who seek career center services
- Provide sensitivity training to OSCC staff
- Assist with accommodations related to workshops for legally blind and visually impaired consumers.
- Provide training to OSCC staff so that staff have basic knowledge of programs, services and resources available through MCB.
- Work with OSCC to ensure access to career center space for information sessions, meetings with potential or shared consumers and “job driven” training initiatives as appropriate

- Will follow agreed upon two-way referral systems with OSCC staff
- Schedule and maintain posted hours (either virtual or in person) at the OSCC (attachment A)
- Connect eligible MCB customers looking for employment or trainings to OSCCs.
- Follow agreed upon two-way referral systems with OSCC staff
- Provide annual input and feedback as part of the process of the required assessment of physical and programmatic access of One-Stop Career Centers for people with disabilities.
- Provide regular status updates on referrals sent and received

The OSCC will:

- Ensure OSCC staff are cross trained in services and eligibility for MRC and MCB clients; trained and knowledgeable about respective programs/requirements
- Make available information on MRC and MCB programs, services, and resources
- OSCC staff will be appropriately trained to provide information to legally blind and visually impaired customers about programs, services, and activities available through MCB
- Designate space for MRC and MCB to co-locate (either physically or virtually) at agreed upon scheduled times
- Provide status updates on received referrals

e) Veterans Services

Disabled Veterans' Outreach Program (DVOP) specialists develop job and training opportunities for veterans, with special emphasis on veterans with service-connected disabilities. DVOP Specialists provide direct services to veterans to help them compete in the job market. They offer assistance to disabled and other veterans by promoting community and employer support for job and training opportunities, including apprenticeship and on-the-job training.

Veterans' Representatives from the Disabled Veterans' Outreach Program (DVOP) of the Department of Career Services are co-located (either physically or virtually) at the one-stop career centers to provide timely career services. Veterans receive priority of service status and will be provided immediate access to career center services. The Partners will refer Veterans to the one-stop career centers for services.

f) Older Workers

Senior Community Service Employment Program (SCSEP) goal is to maximize opportunities for older workers to obtain employment. They achieve this through, Operation ABLE, who's focus is to empower our community of job seekers, the underemployed, those in career transition and military veterans who need job support services to re-enter the workforce.

SCSEP will:

- Schedule and maintain posted hours at the OSCC and will also offer virtual services to eligible OSCC customers
- Follow the mutually agreed upon two-way referral systems process with OSCC staff
- Maintain accurate records of customer intakes, assessments, IEPs, community service assignments, referrals, and other services provided
- Will provide information sessions to OSCC customers on SCSEP services
- Refer SCSEP individuals looking for employment or training to the OSCCs
- Provide regular status updates on referrals sent and received

The OSCC will:

- Designate space for staff for co-location at agreed upon scheduled times (either physically or virtually)
- Make available information on SCSEP programs, services, and resources
- OSCC staff will be trained and knowledgeable about SCSEP programs/requirements
- Ensure OSCC staff is trained to respond to/or make referrals for potentially eligible customers
- Provide status updates on received referrals

g) Youth

Through WIOA Youth funding, the Metro North Workforce Board funds in-school and out-of-school youth programs throughout the Metro North region. The youth programs support youth, between the ages of 14-24, through an integrated service delivery system.

MassHire Metro North Workforce Board Youth Team

MNWB Youth Team will:

- MNWB Youth team shall refer youth participants aged 18 and over to OSCC for the WIOA Adult programs for assessments, referrals, access to Individual Training Accounts (ITAs), and other career training opportunities, as feasible or appropriate
- MNWB will provide back-up documentation to OSCC for co-enrollment and will provide information on customers' career interests, goals, employment status, and other relevant information needed to develop an individual service plan
- MNWB will share customer data/performance measures of shared customers including obtaining and sharing a current copy of the Release of Information which allows MNWB and OSCC to access shared customers information and customer information in the MOSES database
- MNWB will follow agreed upon two-way referral systems with OSCC staff
- MNWB will continue to share OSCC events and job listings with WIOA Youth providers and partners
- MNWB will work together with OSCC to create inclusive events for youth in the Metro North and ensure the creation of JobQuest ID for youth to utilize OSCC services

JAS/YouthBuild – Just-A-Start (JAS) is a community development corporation dedicated to promoting equity by creating access to stable housing and building pathways to economic opportunity. JAS builds and preserves affordable housing, offers education and workforce training, and provides housing resources and services to low- to moderate-income people in Cambridge and nearby communities.

JAS/YouthBuild will:

- JASYB shall refer YouthBuild participants aged 18 and over to OSCC for the WIOA Adult programs for assessments, referrals, access to Individual Training Accounts (ITAs), and other career training opportunities, as feasible or appropriate
- JASYB will provide back-up documentation to OSCC for co-enrollment and will provide information on customers' career interests, goals, employment status, and other relevant information needed to develop an individual service plan

- JASYB will share customer data/performance measures of shared customers including obtaining and sharing a current copy of the Release of Information which allows MNWB and OSCC to access shared customers information
- JASYB may maintain ongoing presence (either physical or virtual) at OSCC and may provide ongoing information sessions to interested customers
- JASYB will follow agreed upon two-way referral systems with OSCC staff

Job Corps– Job Corps' mission is to help young people ages 16 through 24 to improve the quality and satisfaction of their lives through vocational and academic training.

Job Corps Will:

- Job Corps shall refer JC participants aged 18 and over to OSCC for the WIOA Adult programs for assessments, referrals, access to Individual Training Accounts (ITAs), and other career training opportunities, as feasible or appropriate
- Job Corps will provide back-up documentation to OSCC for co-enrollment and will provide information on customers' career interests, goals, employment status, and other relevant information needed to develop an individual service plan
- Job Corps will share customer data/performance measures of shared customers including obtaining and sharing a current copy of the Release of Information which allows MNWB and OSCC to access shared customers information
- Job Corps may maintain ongoing presence (either physical or virtual) at OSCC and may provide ongoing information sessions to interested customers
- Job Corps will follow agreed upon two-way referral systems with OSCC staff

The OSCC will:

- Accept referrals and co-enroll eligible Metro North Workforce Board Youth customers, JASYB, and Job Corps customers aged 18 and over, in the appropriate Career Center Programs for assessments, referrals, access to Individual Training Accounts (ITAs), and other career training opportunities, as feasible or appropriate
- Host an orientation that includes introduction to OSCC services, virtual services and resources available
- Make available information on MNWB Youth Program, JASYB, and Job Corps programs, services, and resources
- Track referrals from MNWB Youth Programs, JASYB, and Job Corps utilizing the shared customer referral process
- Designate space (physical and/or virtual) for JASYB and Job Corps to co-locate at agreed upon scheduled times, if desired
- Invite and inform MNWB Youth Program staff, JASYB, and Job Corps staff of employment focused events, including but not limited to, workshops and job fairs (physical or virtual)

5. Continuum of Services – Job Seekers and Employers

Job Seekers

The partners agree on a continuum of services available for each priority population in the local workforce area based on a career pathway model. Please see Attachment B for a full list of the supports and services provided by the Partners. The menu of services available at the Metro North career centers is as follows:

Job Seeker Services

| Basic Career Services | Individualized Career Services | Training Services |
|---|---|---|
| Outreach, intake, and orientation to the information, services, program tools, and resources available through the local workforce system | Development of an individual employability development plan to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals | On-the-Job Training (OJT) and Apprenticeship |
| Initial assessment of skill level(s), aptitudes, abilities and supportive service needs | Referral to training services | Incumbent Worker Training |
| In and out of area job search and placement assistance | Comprehensive and specialized assessments of skill levels and service needs | Programs that combine workplace training with related instruction which may include cooperative education |
| Access to employment opportunity and labor market information | Individual and group counseling, career planning | Skills upgrading and retraining |
| Information and meaningful assistance on UI claim filing | Case management for customers seeking training services; individual in and out of area job search assistance | Occupational Skills Training |
| Determination of potential eligibility for workforce Partner services, programs and referral(s) | Workforce preparation services (e.g., development of learning skills, punctuality, communication skills, interviewing skills, financial literacy skills) to prepare individuals for unsubsidized employment or training | |
| Information and assistance in applying for financial aid for training and education programs not provided under WIOA | | |

Employer Services

| | | |
|--|--|--|
| Provide and follow established protocol with businesses, responding to all requests in a timely manner | Assist with disability and communications, including job coaches | Conduct outreach regarding local workforce system's services and products |
| Provide access to labor market information | Provide customized recruitment and job applicant screening, assessment and referral services | Develop customize training opportunities to meet specific employer and/or industry cluster needs |
| Conduct job fairs and recruitment events | Use of one-stop facilities for recruiting and interviewing job applicants | Post job vacancies in JobQuest |

| | | |
|---|---|--|
| Provide information disability awareness issues | Provide information regarding assistive technology and communication accommodations | Develop, convene, or implement industry or sector partnerships |
|---|---|--|

The Partners will refine and implement the Statewide Model for Business Services across Agency Partners that provides a strategic direction to employer service delivery. The Partners will utilize MassBizWorks as a starting place to develop a regional consultation process to coordinate partners, access statewide training for regional business services staff and share information.

The partners agree to collaborate on business services and will work to create an agreed upon process on how this collaboration will work over the next year. This may include but is not limited to employer presentations and business services resources sharing information at the partners meetings, and potential formation of employer services advisory group comprised of partners listed on this agreement.

6. Staff Development and Training

The Partners commit to continuous cross-training across the organizations throughout the length of the MOU. The Career Centers will ensure in partnership with the MOU Partners to commit to the following staff development components:

- *Trainings* – The Partners will conduct cross-training to staff on key aspects of work offered by partner agencies so that aligned and integrated services are provided to produce positive outcomes for customers.
- *Staff Presentations* – The Partners will conduct presentations on their programs, services available, and activities available through the partner program at the meetings of other partners.
- *MOU Partner Process and Services Recording* – The Partners agree to include as part of staff onboarding process, sharing the recordings of the MOU partner process and MOU partner services presentations. These will be shared with any new staff who may work within the MOU partnership. The Partner resource page will be shared with new staff upon hire.

7. MOU Oversight Committee

- *Quarterly Meetings* – meetings will be held at least four times a year. The MNWB will convene the meetings. The Partners agree to assign at least one staff person in a management and/or programmatic role to attend the meetings regularly. If the assigned person changes, the partner is responsible to notify MNWB staff as soon as possible. The meetings will give the Partners an opportunity to discuss and evaluate the MOU implementation process. The representatives from each partner are responsible to ensure the information is shared among their customer facing staff in a timely manner.

8. Utilizing Technology

At this time, “Massachusetts Job Quest” will serve as the entrance point for all shared customers. Shared customers will have access to all the resources available at the Partners Partners have all agreed to follow the Partner Referral process using the forms created and the Shared Customer Release Form. While referral updates will be communicated to each partner on regular basis, OSCC will provide an annual update on all referrals received during each fiscal year. Partners will provide information on referrals sent and received to OSCC to be included in the annual report.

An online directory has been established on the MNWB’s website. The website has consolidated the Partner’s contact information, key services, and upcoming events. Each agency commits to continue providing consistent programmatic updates to ensure the directory remains current. The MNWB will store presentations and information from meetings electronically so information from partners is accessible.

The one-stop career centers will have a mobile friendly website designed to engage employers and jobseekers. Technological services available include virtual trainings through webinars and video conferencing along with an active YouTube channel. The centers have an active presence on multiple social media platforms including LinkedIn, Twitter, and Facebook. Employers have the ability to enter job orders through an online portal. In addition, the following adaptive technology allows the one-stop career centers’ to serve individuals with disabilities: ZoomText Magnifier, JAWS screen reader, Dragon Naturally Speaking, Video Relay Service

The following [link](#) outlines the full list of adaptive technology available at the Metro North OSCCs.

VI. COMPETITIVE SELECTION OF MASSHIRE CAREER CENTERS

The WIOA Required Partners agree to participate in the selection process of One-Stop Operators as required by WIOA, at least once every 4 years. The Metro North Workforce Board will provide various levels of participation by Partners, ranging from Advisory to Voting Members. Decisions will be discussed and openly communicated to Partners prior to review beginning.

VII. PERFORMANCE MEASURES

The Metro North Workforce Board in agreement with the OSCC Required Partners agree to jointly review the WIOA mandated performance metrics for the workforce areas or metrics as negotiated as part of any shared and infrastructure contract costs between a Local Board and the mandated One- Stop Career Center partner, including incentives and penalties. The WIOA performance measures are as follows:

| Adults | Measures |
|------------------------------------|---|
| Employment | Employed in the 2nd quarter after exit |
| Employment Retention | Employed in the 4th quarter after exit |
| Median Earnings | Median earnings in the 2nd quarter after exit |
| Credential Attainment Rate | Obtain recognized postsecondary credential by 4th quarter after exit |
| Measurable Skill Gains | During program year achieve documented skill gain from education/training |
| Youth | Measures |
| Employment | Employed or in education or training in the 2nd quarter after exit |
| Employment Retention | Employed or in education or training in the 4th quarter after exit |
| Median Earnings | Median earnings in the 2nd quarter after exit |
| Credential Attainment Rate | Obtain recognized postsecondary credential by 4th quarter after exit |
| Measurable Skill Gains | During program year achieve documented skill gain from education/training |
| Employers | Measures |
| Effectiveness in Serving Employers | Increase in new employers |

VIII. AMENDMENTS TO THE MOU

1. The MOU may be modified by mutual agreement of the WIOA Required Partners and the Local Workforce Board (example: funding changes). Any such modification will be preceded by a 30-day written notice to all partners of the intent to modify this agreement, the purpose of such modification, and the Workforce Board meeting at which the modification will be discussed.
2. Any individual party to the umbrella MOU may request a modification to the agreement by making such request in writing to the Board Chair. If such a request affects any other party to the agreement, the Board will provide notification to the other parties.
3. The MOU may be modified at any time to include additional One-Stop Career Center partners (mandatory or non-required) who will sign the agreement and appropriate attachments at the time they are being added. All parties to the umbrella MOU will be notified in writing of the intention to add parties to the agreement.
4. If a Required WIOA Partner appeal to the State regarding infrastructure costs results in a change to the One-Stop partners infrastructure cost contributions, the MOU must be updated to reflect the final One-Stop partner infrastructure contributions [WIOA §678.500(e)].

X. SIGNATORIES

By signing the MOU, all Parties agree to reviewing and modifying the local MOU on an a- needed basis to ensure further development and alignment with local area priorities, Federal, State, and local laws, regulations and/or guidelines relating to nondiscrimination, equal opportunity, displacement, privacy rights of participants, and maintenance of data and other confidential information relating to One-Stop Career Center customers, and strategies to serve shared customers as well as to update the MOU to satisfy all requirements as identified by WIOA.

Funding for Shared and Infrastructure Costs of the OSCC:

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

infrastructure funds allocated. The utilization of infrastructure funds will be reviewed on a quarterly basis. Staff time and in-kind resources attributed to shared costs will be reviewed annually for necessary adjustments

Data Sharing for Integrated Service Delivery for Shared Customers:

Subject to applicable legal constraints, including but not necessarily limited to those contained in G. L. 151A and 20 C.F.R. Pt. 603, the parties of this MOU agree to seek increased sharing of data with a view to improving the quality of service-delivery to both job-seekers and business-customers. The Party whose data is requested to be shared shall be the judge, in its sole discretion, of the legal constraints governing whether and how its data may be shared. The parties of this MOU understand that a shared data system is being designed at the state level and will fully support the development and implementation of a state-level data system, subject to the foregoing limitations.




Yi-An Huang, City Manager
City of Cambridge
Chief Elected Official

07/29/2024
Date

Colleen M. Moran

Colleen Moran,
MassHire Metro North Workforce Board Chair

7/29/24
Date



Chris Albrizio-Lee, CEO
Metro North Workforce Board
Workforce Development Board Executive Director

07/24/2024
Date

Julie Whitmore

7/29/2024

Julie Whitmore, Systems Director
MassHire Metro North Career Center

Date

Colleen Lanza

Colleen Lanza (Jul 30, 2024 19:03 EDT)

07/30/2024

Colleen Lanza,
Job Corps
Job Corps Representative

Date

Jason Rufo

Jason Rufo (Jul 24, 2024 13:01 EDT)

07/24/2024

Jason J. Rufo
MetroWest Regional Director, (Region IV) Massachusetts
Commission for the Blind

Date

Mark Gyurina

7-24-2024

Mark Gyurina, Chief Program Officer
Operation ABLE
Senior Community Service Employment Program Representative

Date

Dennis Pellegrino

7/24/2024

Dennis Pellegrino, Veterans Employment Representative
MDCS Representative

Date



08/28/2024

David Shapiro, Chief Executive Officer
~~Chief Financial Officer~~
YMCA of Greater Boston
DESE Adult and Community Learning Services

Date

Maria Kefallinou

Maria Kefallinou (Jul 25, 2024 16:01 EDT)

07/25/2024

Maria Kefallinou, Director
Cambridge Community Learning Center
DESE Adult and Community Learning Services

Date

Jeffrey L. Ginsberg for John K Pitcher

Jeffrey L. Ginsberg for John K Pitcher (Jul 31, 2024 10:57 EDT)

07/31/2024

John K Pitcher, Vice President of Administration and Finance
Bunker Hill Community College
DESE Adult and Community Learning Services

Date

Falon Eke

Falon Eke (Jul 29, 2024 12:37 EDT)

07/29/2024

Falon Eke, Director
Intergenerational Literacy Program/Chelsea Public Schools
DESE Adult and Community Learning Services

Date

Joselyn Marte

Joselyn Marte (Jul 26, 2024 12:13 EDT)

07/26/2024

Joselyn Marte, Director of Continuing Education,
Somerville Center for Adult Learning Experiences (SCALE)
DESE Adult and Community Learning Services

Date

Jessica Senat

07/25/2024

Jessica Senat, Director of English Language Programs
The Immigrant Learning Center Inc
DESE Adult and Community Learning Services

Date

Martine Cesar

7/25/2024

Martine César, Director-Malden DTA
MA Department of Transitional Assistance

Date

Lucia Tramontozzi

7/31/2024

Lucia Tramontozzi, Director-Chelsea DTA
MA Department of Transitional Assistance

Date

Carl Nagy-Koechlin

Carl Nagy-Koechlin (Jul 24, 2024 14:41 EDT)

Carl Nagy-Koechlin, Executive Director
Just-A-Start
YouthBuild Representative

Date

Department of Unemployment Assistance
DUA Representative

Date

Stacey Leibowitz

Stacey Leibowitz (Jul 24, 2024 13:25 EDT)

Stacey Leibowitz , Area Director
Massachusetts Rehabilitation Commission
MRC Representative

Date



8/14/24

Sharon Scott-Chandler, President and CEO
Action for Boston Community Development
Local Career Center Lead Operator

Date