MEMORANDUM OF UNDERSTANDING

The Employment netWork

LORAIN COUNTY, OH

Background

The Workforce Investment Act of 1998 established the creation of workforce investment areas in the State of Ohio and certified the Workforce Investment Boards around the state. The Workforce Investment Board, in partnership with the Board of County Commissioners, develops a strategic plan, oversees Title I program delivery and the one-stop delivery system, selects the one-stop operator, negotiates local performance measures with the Governor’s office and coordinates local board activities with local economic development strategies.

The Lorain County Board of Commissioners is the administrative entity and; effective July 1 2009, the Lorain County Workforce Development Agency (WDA) is the fiscal agent and in July of 2010, also became the One Stop Operator. Also in July of 2010, after soliciting proposals to be the One Stop Service Coordinating Entity, the Workforce Institute of Lorain County was awarded the contract to coordinate One Stop services through The Employment netWork. This contract was renewed for a second year effective July 1, 2011. The Employment netWork is committed to providing quality, integrated employment, education and training, and supportive services to all employers, job seekers and workers in Lorain County.

Purpose

The purpose of this Memorandum of Understanding (MOU) is to identify and coordinate a variety of workforce development resources to create a seamless, integrated system that addresses the needs of employers, job seekers and workers by offering a variety of education, job training, human service, and other workforce development services to residents of the region. Partners in The Employment netWork began meeting in 1997 to establish a collaboration, which exemplifies the intent of the Workforce Investment Act. This Memorandum of Understanding establishes commitments, joint processes, and procedures that enable partners to integrate core, intensive and training services according to a plan that further defines service and resource commitments. This document outlines our agreements and service delivery strategies and includes, as addenda, all specific agreements made with any individual partner. The Memorandum of Understanding is effective from July 1, 2011 until June 30, 2012.

Parties to this Memorandum of Understanding

The required one-stop partners are parties to this Memorandum of Understanding. Additional organizations that complement our service delivery strategies are also listed in order to present an accurate picture of Lorain County's one-stop system. Partners include:

1. The Board of Commissioners (BOC) is the unit of government who appoints members to the Workforce Investment Board and oversees the local workforce development system. The Board has the ultimate accountability and responsibility for the dispersal of Title I Workforce Investment Act funds.

2. Lorain County Workforce Investment Board (WIB) is designated to work in partnership with the Board of Commissioners to establish policies and oversee the workforce development and one-stop system and Title I program delivery in Lorain County. The WIB also selects the one-stop operator with the agreement of the Board of County Commissioners.

3. Lorain County Workforce Development Agency (WDA). Effective July 1, 2010, WDA began serving as the One-Stop Operator, and continues as Fiscal Agent for WIA funds. WDA will continue its role as the
liaison to the WIB and the Youth Council, and will execute and monitor contracts for adults, dislocated workers and youth under Title I Workforce Investment Act funding and provides intake, assessment and referral to youth services.

4. The Workforce Institute of Lorain County (WFI). Effective July 1, 2010, WFI will serve as the One-Stop Services Coordinating Entity, selected through a competitive procurement process. WFI has the responsibility for coordinating the efforts of the required partners and to provide Core Services to individuals, as well as basic workforce development services to employers. Additionally, WFI will make available WIA Title I services beyond Core to eligible Adults and Dislocated Workers. These services include case management, skills upgrading, customized training, placement assistance, resume development, interview and job search assistance, incumbent worker training and entrepreneurial development. The One-Stop Services Coordinating Entity is responsible for the day-to-day operations of the One-Stop.

5. Ohio Department of Job and Family Services (ODJFS), a state agency is responsible for the delivery of Wagner-Peyser Programs, Veterans Employment Programs, Trade Adjustment Assistance, Unemployment Insurance Programs and UC Reemployment Services Program.

6. Lorain County Department of Job and Family Services (LCDJFS) is responsible for Temporary Assistance for Needy Families (TANF) services, determination of eligibility for Ohio Works First (OWF) programs, Prevention, Retention & Contingency (PRC) programs, child care, transportation and other support services.

7. Lorain County Community Action Agency (LCCAA) through Community Services Block Grant and Head Start funds provides services to the economically disadvantaged through various educational, child care, health, and emergency food and medical support services.

8. Senior Employment Center (a division of Mature Services, Inc.) through funds from Title V of the Older Americans Act provides a variety services to older workers.

9. Ohio Rehabilitation Services Commission (ORSC) is the recipient of funds under WIA Title IV for the administration and provision of vocational rehabilitation services and employment assistance to eligible individuals with disabilities.

10. Post-Secondary Education is represented by Lorain County Community College (LCCC). The various services available through the College system are available to employers and job seekers. As LCCC is now a satellite location for Employment netWork services, LCCC representatives also provides linkages to education and training resources.

11. Career Technical Adult Education is represented by Lorain County JVS Adult Career Center (JVS). JVS links individuals and employers to career/technical training, GED, adult basic literacy (ABLE) and the various other services available through the JVS system. As JVS is now a satellite location for Employment netWork services, JVS representatives also provides linkages to education and training resources.

12. The Lorain County ABLE provides GED and adult basic literacy services.

13. Job Corps provides residential, educational and training services to at-risk youth.

The following community-based organizations are active members in The Employment netWork.

14. Lorain County Chamber of Commerce develops economic endeavors to improve the economic strength of the region and link employers to system services.

15. Team Lorain County is an independent, autonomous economic development organization charged to develop a countywide economic development program inclusive of all communities located throughout Lorain
County and serve as part of a regional coordinated strategy to stimulate higher levels of targeted business attraction, retention and expansion in Northeast Ohio.

16. **Lorain County Community Development**, as the community and economic development representative for the Lorain County Board of Commissioners, offers programs and services in Planning, Zoning, Housing, Community & Economic Development.

17. **Goodwill Industries** provides job training and employment services to disadvantaged individuals in Lorain County.

18. **Lorain County Board of Mental Retardation and Developmental Disabilities** (Murray Ridge Center) provides comprehensive employment support services to eligible adults, and provides qualified workers and employment assistance to Lorain County businesses.

19. **The Lorain County Labor Agency** provides information, education and advocacy to link people with services to assist in their needs.

20. **El Centro de Servicios Sociales** provides basic human services, community education, mental health, violence prevention, employment services and general advocacy and referral to the Hispanic community in Lorain County.

21. **Linking Employment, Abilities & Potential / Center for Independent Living** (LEAP/CIL) provides employment services, vocational rehabilitation, independent living assistance and community support to persons with disabilities.

22. **Elyria YWCA**, through their Women’s Campus Project, provides transitional housing and access to supportive services for homeless women.

23. **Lorain County Urban League** assists African Americans, other persons of color, and the economically disadvantaged to achieve social and economic equality through a variety of programs and services, advocacy, and bridge building among all races.

24. **Vocational Guidance Services** assists individuals with special needs in the area of work rehabilitation, employment and supportive services.

26. **The Nord Center** provides comprehensive behavioral health services to Lorain County consumers.

27. **Genesis House** serves individuals dealing with issues of domestic violence.

28. **Lorain Metropolitan Housing Authority (LMHA)** will provide housing and support services for individuals who are residents of public housing.

Jointly, the parties to this Memorandum of Understanding agree to work together to:

- Eliminate the unwarranted duplication of services, reduce administrative costs, and enhance the participation and performance of job seekers, workers and employers served through the system.

- Establish guidelines for creating and maintaining a cooperative working relationship, to facilitate joint planning and evaluation of services, and to develop more efficient management of limited financial and human resources.

- Build a workforce development system that upgrades Lorain County workplace skills and enhances the economic development of Lorain County.

Partners will achieve the goals by embracing the following vision, mission and guiding principles:
The Vision

- The Employment netWork is a model for customer service with a professional staff that strives to meet the highest standards of performance.
- The netWork is the source for qualified candidates prepared to meet the talent needs of employers.
- We deliver seamless, integrated education, employment and community services.
- Our system recognizes each partner's unique contributions, shares and leverages resources and unselfishly considers the impact of every decision on each partner.

The Mission

Provide Lorain County one stop access to a continuum of services that meets the needs of job seekers, workers and employers in the region.

Guiding Principles

- **Networked Delivery System:** We are committed to creating a system of equal partners that operates efficiently and maximizes resources.
- **Customer Service:** We believe in a customer-oriented, user-friendly and barrier-free system that provides the highest quality of services to all users.
- **Quality Assurance:** We believe in an effective, efficient and equitable system with clearly defined outcomes that serve as benchmarks for continuous improvement.
- **Needs Driven:** We will meet the needs of our community through the integration of national and local research and customer-identified needs.
- **Professional Development:** We are committed to the professional development of our staffs and high expectations for all who interact with the system.
**Definition of Services**

The system currently hosts a HUB (certified by the State of Ohio) which is the physical location where comprehensive services are delivered as well as 2 satellite locations at Lorain County Community College (LCCC) and Lorain County JVS Adult Career Center (JVS). This designation is reflected in the updated Partner Services Matrix.

Due to the continuing influx of new participants, the ongoing needs of existing customers and continuous reductions of WIA funding, Lorain County has operationalized a new model in 2010. Both of the satellite centers are operated through the partnership of three of the WIA mandatory partners (the Workforce Institute as the WIA Title I provider, LCJVS and LCCC both as Carl Perkins Vocational Education providers, and LCCC and LCJVS as ABLE/GED providers under WIA Title II funding). The comprehensive One-Stop continues to operate with all core, intensive, and training services remaining intact.

To address the reduced ability of WIA funds to cover Workforce Institute staff, Lorain County’s One-Stop developed a restructured staffing pattern based on applying the Human Resources principles of Lean Processes and its prior experience with the Stimulate Your Career (SYC) model. Based on projected demand for services and the professional staffing requirements for the Stimulate Your Career model described below, the One-Stop Services Coordinating Entity utilizes a new configuration of positions and job descriptions to provide comprehensive services. Eleven different WIA-funded full-time employees, in addition to the leadership and overall supervision of the Employment netWork by the WFI Director, is the current staffing pattern that ensures quality services while being affordable given continuing and anticipated budget, as well as reductions in other resources. Abbreviated job descriptions are included in Attachment A. In addition, as part of meeting the staffing levels required to support the level of demand for the overall One-Stop system, LCCC and JVS agree to devote time of their own staff to meeting the needs of customers, in particular those visiting their En satellite.

Stimulate your Career is the hallmark of our new approach to operating the One-Stop system in Lorain County. SYC is a customer-centric, career pathway oriented, holistic approach that results in “No Wrong Door” for individual job seekers and businesses. The success of SYC was achieved in part by the development of common systems, policies and protocols for the One-Stop partners. The new configuration of service delivery is responsive to recent, as well as on-going reduction of funding across WIA and partner budgets, and estimated demand for services. The Lorain County One-Stop, over the past year, developed the relationships, assigned space and staff, and began the process of integration of services provided by Employment netWork for two new satellite locations at LCCC and JVS. Lorain County’s One-Stop is now a multi-site system that offers seamless services for adult and dislocated worker customers to address their needs, from registration to exit from WIA. It is also designed to ensure that clients receive the same quality service regardless of which location they visit for any WIA-related services. It is the aim of this broad-based collaborative to ensure the continuation of this multi-site model. Complementing the staffing described below are staff members from our mandatory partners, as well as dedicated staff time of LCCC and JVS employees at their respective satellite locations.

From its inception, The Employment netWork has been an integrated, customer-directed service delivery system. Partners in The Employment netWork believed that in order to achieve the vision it was necessary to identify service areas where inter-agency teams would establish and deliver service strategies. The teams would also be responsible for creating a supportive environment for customer success and driving ongoing system improvements. This approach continues as we implement this new strategy.

The Stimulate Your Career process continues to be the primary means used to inform customers of training, job search and placement assistance. Customers interested in these staff assisted services first attend a Stimulate Your Career Orientation Session, at which, detailed directions are provided to help identify individual’s next steps depending on the path the customers choose. Customers can register for these sessions as well as learn about other services and offerings through The Employment netWork’s home page, [www.loraincountyworks.com](http://www.loraincountyworks.com). Attendance at the Orientation session triggers registration into OneFlow for services tracking.
Individuals in need of assistance with job search and placement (including those that completed training) are encouraged to attend the **Marketing Your Talents** workshop. This day long event covers job search strategies such as resume writing, interviewing and networking. At the completion of the workshop, each customer is presented with a comprehensive binder of job search resources and information. Resume preparation and critiques follow; completed, reviewed resumes are uploaded into OMJ and individuals are included in the Talent Pool available to refer to employers for open positions. They may also qualify for support services of interview clothing and hair care services to polish their professional image. Partner staff follows up to report progress of each customer’s job search and placement information.

Individuals entering the One Stop and Satellite locations can also access core services by completing a Registration form onsite or online prior to their visit. First time visitors identify their service needs and sign in and out via kiosks located at all three locations.

The flow of customers to service areas (**method of referral**) is defined by the customer (included as **Attachment B and B2**) First time visitors to the netWork HUB are asked to complete a registration (**common intake**) form (included as **Attachment C**) that identifies their service needs. A Greeter reviews the form with the customer and recommends a starting point. The starting point will vary based on the services that a customer chooses to access. A customer's pathway is open to change at anytime in the process if they are not experiencing success. All staff members have been trained to recognize customer difficulty and discuss additional service options.

Customers of The Employment netWork are referred to services not partners. We have truly embraced the premise that customers prefer responsive, customer friendly services, with little preference of delivery partner. Requests for service from a specific partner are met to the best our ability. Specific partner or other agency referrals are initiated when the scope of the individual's need is beyond that of education or employment services. Supportive services partners are then utilized to remove or reduce barriers that will prevent a customer's success.

Eligibility requirements in certain programs require that specific criteria be met prior to accepting a referral from a partner. For the ODJFS State Veterans Program, any veteran or eligible spouse is considered a universal core customer until such time as an assessment has been completed and/or it has been determined that a barrier to obtaining employment exists. Upon this determination by a partner, a formal referral can be made to the ODJFS State Veterans Program.

The netWork HUB is organized by Service Delivery Teams: an **Adult Transitions Team** (Career Practitioners, Adult Transitions Specialists and Employment Specialist; and an **Employment Transitions Team** (Employment Specialist and Business Services Coordinator). These are internal teams to properly manage individuals as they progress through the Services for AD/DW customers. These teams also include appropriate counterparts of major mandatory partners, LCCC and ACC that assist with providing these services at all three sites, and ODJFS local staff serving TAA eligible and at-risk unemployed. Two integrated teams, **Business Services Team** and **Rapid Response Team** are designed as partnership teams and include members of other mandatory partners.

That organizational pattern serves as a framework for the description of services that are offered by the partnership. This section of the Memorandum of Understanding will also serve as the Partner Services Responsibilities – Detail.

The Employment netWork continues the deployment of the OneFlow system through Empyra. We now have access to real time data to enable us to evaluate more easily services we are providing and the outcomes of those services as a system. Service information is uploaded into SCOTI as required.

**Orientation**

Customers wishing to pursue training or staff assisted job placement assistance attend an Orientation Session. During this orientation, system services are explained as well as the required steps for accessing training or the Marketing Your Talents Workshop mentioned earlier. Each customer receives an Orientation packet containing The Employment netWork brochure, a Resource & Referral guide, detailed directions and other pertinent information. The **Identify**,
Train, Grow model provides the framework for the continuum of services available to customers, introduces them to the notion of lifelong learning and skill development and is reinforced throughout the process.

**Getting Back into the Workforce**

KEY: Having a Realistic Plan

1. **IDENTIFY**: Skills, interests, research careers
2. **TRAIN**: Choose, attend and complete training
3. **GROW**: Market yourself, find a job and identify professional development opportunities

The steps and guidelines customers follow are the same regardless of the funding stream (s) that may be used to pay for training (WIA, Trade, Pell, scholarships, etc.). Partner staff members at the One Stop and satellite locations are cross-trained so that a consistent message is conveyed. Following Orientation, customers choose their next steps or schedule an appointment with the appropriate staff person for guidance.

**Customer Management (delivered by Career Practitioners and Employment Specialists)** - Staff members review customer's registration (common intake) form, explain service offerings and enter customers into the system. They finalize eligibility and initiate an employment plan and system or agency referral(s). They review and assess the skills necessary to obtain employment in specific jobs and demand occupations, as well as the wages, benefits and skill requirements for those occupations in the local, regional and national labor markets. If a customer moves from core to WIA funded intensive and training services, an Adult Transitions Specialist will record required data elements for reporting and enter the information in the State-mandated system. Adult Transition Specialists and Customer Service Reps from ODJFS also provide case management and follow-up services to enrolled individuals and those required to participate in services. Currently staff members from the Workforce Institute and the Ohio Department of Job and Family Services fill these roles, and serve on the Adult Transitions Team.

**Career Lab** - Information on careers, labor market information, education and training programs, skill and interest assessments and skill enhancement tutorials are provided in the Career Lab (resource room). The Lab hosts current career exploration materials in hard copy and through book-marked Internet sites (17 public computer terminals including an ADA compliant workstation.) Software for skill and interest assessments is available as well as scheduled group assessment, and group and individual interpretation. Services offered in the Career Lab may be considered core and/or intensive depending on the level of service required by the individual.

A Career Practitioner provides customer service and computer assistance with career related software and resources, facilitates the scheduling of assessments and career counseling, signs out resource materials and coordinates daily activities offering general career advice and information. This staff position may review the customer's registration form, explain service offerings and enter customers into the system. He/she also may conduct a preliminary evaluation of eligibility and recommend system or agency referral(s). Career Discovery Workshops are held weekly, and individuals interested in the pursuit of training must attend. The workshop content includes a values assessment, the Strong Interest Inventory and introduction of how to use and interpret labor market information.

Staff from JVS and Lorain County Dept. of Job and Family Services administers core assessments including WorkKeys and/or the TABE to determine basic math, reading and language skills. Career service staff at all three locations interpret skill and career assessments, assist in career exploration and planning, provide comprehensive career counseling and career advancement strategies.

**JobLink** - Job openings, hiring requirements, referrals and job search assistance can be accessed in JobLink. This resource room houses 20 public computer terminals including an ADA workstation, a variety of books and job search
tools, local and regional newspapers, and staff representing several partner agencies. Staff members have been trained to use Ohio Means Jobs/SCOTI, the State of Ohio's labor exchange tool and other job listing systems.

The Employment/Job Specialist, along with staff from partners, provides support to job seekers in the development of resumes, cover letters and interviewing and job search strategies. The specialists work with existing databases to match job seekers to employers based on identified skills and employer job requirements. Services may be considered core and/or intensive depending on the level of service required by the individual. Staff may also contact employers to create positions or placements based on the needs of the customer or company. Staff members from the Workforce Institute and the Lorain County Department of Job and Family Services currently serve as Placement/Development Specialists at The Employment netWork One Stop, while Lorain County JVS and Lorain County Community College staff offers these services at their locations on behalf of the system.

**Pre-Employment Workshops** - Trainers deliver sessions focusing on core employment competencies defined by employers including job expectations, work ethic, communication, problem solving, and customer service. Customers can also enroll in group workshops on resume and cover letter writing, interviewing and salary negotiating skills, telemarketing and cold calling tips, career exploration and advancement, and searching for and maintaining employment. Unemployment sessions, UCRS, are held weekly for those determined likely to exhaust benefits. Workshops may be customized if delivered as part of a company rapid response or veteran’s program. The entire sequence may be required as part of a work assignment. A schedule of workshops is available bi-weekly. Staff from Lorain County Joint Vocational School (Adult Career Center), Lorain County Community College, Lorain County and Ohio Departments of Job and Family Services, the Workforce Institute and Senior Employment Center instruct and facilitate the pre-employment workshops.

**Youth Services** – WIA funded youth services are coordinated and monitored by Lorain County’s Workforce Development Agency. In the past year, Lorain County WDA has elected to deliver the Youth Work Experience component in-house, and therefore ended contracts with outside entities to deliver this service. A full-time Work Experience Coordinator is now on staff.

Additionally, in response to continuously reduced WIA Youth allocations coupled with growing vendor expenses, a new method of vendor reimbursement has been implemented. Contracts for Tutoring and Mentoring services are now created on a cost per service basis. This change has resulted in the loss of some non-profit vendors, and the acquisition of several new individuals serving as contractors. Currently there are six community organizations providing youth services supported through WIA contracts.

**Community-Based Supportive Services** - While there is no service delivery team that represents our supportive service partners and these organizations are not formally required as part of the one-stop system (only information about the supportive services that are available are a required core service); they do provide a valued service to customers and should be included in the description of our system in Lorain County. Representatives of Community Based Organizations may provide on-site delivery of services or accept referrals of customers to assist them in the removal of barriers to success. The following agencies are active members of The netWork's overall service delivery strategy: Lorain County ABLE Consortium, Job Corps, Genesis House, Lorain County Transit, Lorain Metropolitan Housing, Goodwill Industries, Lorain County Board of MRDD, Lorain County Labor Agency, El Centro de Servicios Sociales, Linking Employment, Abilities & Potential/Center for Independence, Elyria YWCA, Lorain County Urban League, Vocational Guidance Services, The Nord Center and Lorain County Chamber of Commerce.

**Business Services** - are led by the Business Services Coordinator who is charged with implementing an integrated Business Services strategy among partners at the One Stop, as well as at LCCC and LCJVS as Satellite Sites. The Coordinator facilitates businesses’ access to Lorain County’s Incumbent Worker Training Program (Layoff Aversion focused) Project TEN. Employer engagement with the One Stop system results from such activities as direct employer inquiries, proactive outreach, employer events and seminars and Lorain County’s Business Connection program. Levels of services include core, intensive and training.
Core services consist of assistance with recruiting new employees or interns, including providing space for on-site recruitment, accepting and screening applications. The OhioMeansJobs.com/SCOTI system as well as the LCCC, JVS and other partner systems is utilized to accommodate posting jobs and job matching. The new ohioMeansJobs.com is a resource for employers to use as its capabilities increase. Space is available at the One Stop and other partner sites for conducting interviews.

The Business Services Coordinator leads all phases of Rapid Response from the initial contact with the employer to the delivery of rapid response services. Entries are made into OhioRed.gov in a timely manner. Additional One Stop staff members serve as Rapid Response backup. The Regional Coordinator may be involved in various phases of the Rapid Response process. Additional core services include providing information and referral to education, training resources and financial incentives and linking employers to Team Lorain County, Lorain County Community Development and Lorain County’s Leadership Team for economic development resources. Workforce and Economic Development partners jointly call on employers when situations warrant. Lorain County is continually striving toward a seamless system of services to businesses.

Testing, Job Profiling and Analysis are system intensive services available to businesses. Testing services could involve proctoring an employer required test or a needs analysis to determine the most appropriate tests available in the system to assist businesses in hiring and retaining employees. Employers may take advantage of the system’s ability to profile jobs to assist them in writing job descriptions and/or determine skill levels required for particular positions by interviewing those individuals working in those positions (SME’s - Subject Matter Experts). Special employer events are scheduled at various partner locations. A team of partner staff is available to meet with potential employees for in-depth screening to assist employers in the hiring process.

Training needs of employers are addressed by leveraging resources across various funding streams such as WIA Adult, Dislocated Worker & Youth and the Ohio National Emergency Grant, Incumbent Worker Training (for Layoff Aversion activities only), Third Frontier Internship funds and, if available, Ohio Workforce Guarantee dollars. Customized training, on-the-job training, individual training accounts, and pre-employment training (soft skills) are training services that can be utilized for new and incumbent workers. Depending on the training needs of the employer, a plan is developed by appropriate partners that takes into account those resources that will best accomplish the company’s training goals. For example, the process that has been developed for Project TEN involves employers making an inquiry via phone call or on-line, a pre-assessment phone conversation with the Business Services Team Lead, and an on-site visit by the Project TEN Team (Business Services Team Lead, LCCC and LCJVS) to the employer for a needs analysis. If the Team determines the employer’s needs fit the goals of Project TEN, the employer completes a formal application that is then submitted to the County’s Leadership Team for approval.

Business Services staff from the One Stop, LCCC and LCJVS are responsible for working with local employers to identify employment, internship, work experience and OJT opportunities that may be available for WIA participants.

A Business Services Matrix is included as Attachment D and a chart depicting Employer Training Resources as Attachment E.

**Other System Features** - Ad hoc teams are assembled to organize and implement special activities or events. Examples include serving as the first point of contact and delivering Rapid Response activities, coordinating Job Fairs and Wellness Fairs and customized employer training.

Lorain County’s WIA/Trade Integration is fully operational. Trade requests are reviewed locally resulting in a significant reduction in processing time for the customer. TAA customers are co-enrolled in WIA to enhance access to additional resources. Another product of our work toward full integration is the Training Funds for Individuals Chart (Attachment G) which contains pertinent information on partner resources that will be used as a tool for completing customer training packages for submission. Eligibility for Pell and other grant programs are also taken into account.

A monthly resource and referral sheet and newsletter, regular staff training, and dialogue sessions are held to maintain communication, enhance skills and improve service delivery. As a system we are always responding to environmental changes and the needs of jobseekers, workers and employers.
The Partner Services Matrix identifying specific partner services responsibilities and shared services pool is included as Attachment H. The Cost/Resource Sharing Allocation Agreement is Attachment J.

**Priority of Service for Veterans and Eligible Spouses**

All U.S. Department of Labor funded programs administered by any One-Stop partner will follow state and local area “Priority of Service for Veterans and Eligible Spouses” policies and ensure priority of service will be extended to veterans and/or covered persons as established by Title 38 U.S.C., Ch.42, §4215 and the Jobs for Veterans Act P.L. 107-288.

**Cost Sharing & Records Maintenance**

The provision of direct services to job seekers, workers, youth and employers is the focus of The Employment n etWork. Each partner is responsible for contributions to the service delivery system including direct service to our customers and a fair share of overhead expenses for the comprehensive service center located at 42495 North Ridge Road in Elyria.

The negotiated operational budget for The Employment n etWork HUB is $334,135.05. Each partners' proportionate fair share was calculated using the position usage methodology which was based on 40.5 full-time equivalents. An overview of each partners' fair share of the operational costs is outlined in Attachment I - Cost Sharing Agreement. Included in the attachment is a narrative describing the cost sharing expense items and the contributions of each partner. The Workforce Institute is responsible for all records related to the administration and operation of The n etWork including resource/cost sharing accounting records and maintenance of the budget, as well as, system performance, customer satisfaction and other pertinent information. The Institute will perform a quarterly reconciliation of the budget versus actual costs and the budget will be adjusted based on the reconciliation. Minor adjustments will not require a formal amendment to the Memorandum of Understanding. An annual summary of all information collected will be provided to each partner. All records will be available to partners at any time upon request. If a partner's record maintenance policy is more stringent than this agreement that policy will apply with regards to one-stop costs or required recordkeeping. (Reference 29 CFR 97.42)

**General Provisions**

In addition to the services previously presented, the parties to this Memorandum of Understanding agree to the following provisions:

1. Carry out the Workforce Investment Board’s policies, consistent with Workforce Investment Act and federal/state guidelines, work together to meet or exceed the WIA Performance Measures (Attachment F), participate in The Employment n etWork and actively contribute to the quality of the local workforce development system. All partners also agree to work collaboratively on attaining the DOL Common Performance Measures.

2. Ensure that its staff adheres to the vision, mission, guiding principles and goals adopted by the partnership. Such policies are intended to project professionalism and reflect a positive business environment for the benefit of all.

3. Agree that any information considered public assistance information pursuant to section 5101.26 of the Ohio Revised Code received by partners pursuant to their involvement with The n etWork will be used only for the purposes set out in this MOU and will not be released to anyone except as allowed by section 5101.27 of the Revised Code or any other state or federal law which governs release of the information. The parties also agree that the sharing of unemployment compensation claim, wage, employer or employment and training information will be for the purpose of providing employment and training programs and services pursuant to the provisions contained in section 4141-43-01 and 4141-43-02 of the Administrative Code. Additionally, the
parties agree that the use of confidential information obtained through and with the Ohio Rehabilitation Services Commission will be governed under Section 3304-2-63 of the Ohio Administrative Code.

4. Ensure the development and use of the OneFlow, the One Stop system’s integrated customer intake, tracking, case management and referral system which meets local, state and federal data collection requirements and use of SCOTI for WIA reports and Common Performance Measures.

5. Encourage and accommodate staff and/or provide training and cross-training, as deemed appropriate, to ensure that the staff are familiar with all programs contained in The netWork, in order to integrate services, reduce duplication, and improve overall service delivery.

6. Actively support a joint marketing effort and promote The netWork on partner materials as appropriate.

7. Develop and maintain additional partners relevant to the needs of employers, job seekers and workers served.

8. The signatory agencies commit themselves to periodically review and gain a better understanding of each revenue source and to initiate regular joint planning sessions that move Lorain County toward a more seamless delivery system. Discussions shall include an overall review of the service delivery approach of various funds, target group requirements, programmatic design, and budget priorities. Meetings shall be conducted with the objective of obtaining consensus on joint planning decisions and continuous improvement strategies and shall occur throughout the year in order to take into account the various time frames for planning. Particular focus shall be directed toward the Gold Standard Continuous Improvement Program implemented in January of 2008, the next phase of the Certification Process.

9. In the event that a partner fails to provide specific services, it is the responsibility of the operator to seek resolution or an alternative solution to ensure that services are provided and the problems are corrected within a reasonable and efficient timeframe.

10. No Indemnification and Liability: By executing this MOU each partner agrees to work together to deliver The Employment netWork one-stop services for employers, employees and those seeking employment. However, the partners are not legally “partners” to the extent that term encompasses joint and several liability. Each partner under this MOU is responsible for its own negligence and acts of omission and commission of its employees, representatives, agents and subcontractors.

11. Review the terms of this Memorandum of Understanding annually for modifications and amendments. Upon agreement by the parties, the MOU will be renewed for each State Fiscal Year.

**Dispute Resolution**

The partners to this agreement will function by consensus. In instances where one-stop partners cannot reach consensus and the functioning of The netWork is impaired, those partners who are parties to the dispute shall submit to the following dispute resolution (complaint) procedure:

a. All parties to the dispute will meet with the designated one-stop operator to reach consensus. If the operator is unable to resolve the dispute, the dispute will be referred to the Executive Committee of the Workforce Investment Board within ten working days of the meeting.

b. The Executive Committee of the Workforce Investment Board will evaluate the merit of the dispute, consult with the one-stop operator, and representatives of the parties in dispute, and may attempt to resolve the dispute through mediation. The Executive Committee will have 15 days to issue a written decision for the settlement of the dispute.
c. If any party is not satisfied with the decision of the Executive Committee, the dispute will be referred to an independent council appointed by the chairman of the Workforce Investment Board and the Board of County Commissioners. Final resolution of impasses involving state agency partners will include the involvement of their Chief Executive Officer. The council will have 30 days to hear and make a decision on the dispute. The actions of the council shall be final.

**Statement of Non-Discrimination**

All partners to this MOU certify that they are equal opportunity employers. All agree that they will not discriminate in their employment practices or services on the basis of gender, age, race, color, creed, religion, national origin, disability or veteran’s status, or on the basis of any other classification protected under state or federal law. The partners hereby certify that they have policies and procedures in place to address these issues, and those policies and procedures have been disseminated to their employees and otherwise posted as required by law. The partners further certify that they are currently in compliance with all applicable state and federal laws and regulations regarding these issues.

**Term and Amendment of this Memorandum of Understanding**

The contents of this agreement shall not violate existing contracts. Signatories reserve the right to review and modify the scope, direction, structure and content of this agreement based on the Workforce Investment Board’s planning process, board directives, legislative changes and funding availability. Any modifications or changes will require the written consent of all of the partners unless the modification or amendment is necessary for the partner to operate consistent with federal, state or local statutory, regulatory or policy mandates. Written notification of modifications or amendments pursuant to this provision should be provided by the affected party at least 30 days in advance of effectuating the change.

All parties will be given 30 days to comment prior to the inclusion of any other modification or amendment. If any provision of this Memorandum is held invalid, the remainder of the document will not be affected.

The Workforce Investment Board may enter into separate enforceable agreements with each partner or a combination of partner. Copies of any such agreements will be provided to all other partners.

This agreement can be terminated or a partner can withdraw as a signatory with 30 days written notice to all parties via certified U.S. mail or other equivalent means.