

MEMORANDUM OF UNDERSTANDING

BETWEEN CAMDEN COUNTY WORKFORCE DEVELOPMENT BOARD AND PARTNERS

1. PARTIES

This Memorandum of Understanding (MOU) is entered into on this 1st day of May, 2016 between the Camden County Workforce Development Board (CCWDB) and the individual required workforce system Management Team Partners (MTP).

The purpose of this agreement is to establish the respective roles, responsibilities, financial and institutional commitment of each entity in the development and operation of a One-Stop workforce service delivery system pursuant to the provisions of Chapter 3, section 121 (c) (2) of Title I of the Workforce Investment Act of 1998 and the Workforce Innovation and Opportunity Act of 2014. It is understood that the development, implementation and continuation of this system will require mutual trust and teamwork among the agencies, all working together as partners to accomplish the shared driven goals. As such, this agreement is entered into in a spirit of cooperation.

This Memorandum of Understanding was developed and negotiated over an 8-month period from January 2011 to August 2011 by the Camden County Workforce Development Board Operations Committee and the Board's Executive Director, and was modified in February of 2016 to comply with WIOA and state requirements. All e-mails and correspondence related to the development and negotiations are on file with the Operations Committee minutes and with the Board's historical e-mail files at the Board's offices.

CCWDB will enhance the quality of life for the residents of Camden County by supporting the development and retention of a world class workforce.

To bring the above vision to fruition, the parties have agreed to establish joint processes, procedures, and to coordinate and deliver resources and services. This effort will enable MTP to create an integrated, seamless and comprehensive service delivery system that offers an array of education, human services, job training, placement and other workforce development and/or supportive services to both job seekers and businesses.

2. WDB RESPONSIBILITIES

The Board shall be responsible for overall policymaking, planning, oversight and program systems evaluation for the One-Stop service delivery area in Camden County.

3. MANAGEMENT

- I. In accordance with Section 121 (d) (2) (A) (ii) of the Workforce Investment Act of 1998, a partnership was formed between the NJ State Unemployment Insurance, the NJ State Employment Service, the NJ State Division of Vocational Rehabilitation Office. The One Stop Operator has been selected to be the Team Leader/One-Stop Operator for the Camden County workforce investment system.
- II. The One-Stop Operator shall be responsible for coordinating workforce system activities resulting in effective community partnerships, which expand and enhance the workforce system while achieving a high level of customer satisfaction and systems performance goals.

4. **MANAGEMENT TEAM PARTNER RESPONSIBILITIES**

- I. All (MTP) will participate in the continuous development of the One-Stop Career Center policies, procedures, and operational agreement.
- II. The (MTP) agree to cooperate in a team approach to serving and achieving the performance standards, service goals and uphold the Bill of Rights.
- III. The CCWDB, (MTP), Operator and Fiscal Agent agree to acknowledge each other's organizational practices, management structure and regulatory requirements in the provision of the services under this agreement.
- IV. The partners shall be responsible for marketing programs of the One- Stop Career Center within the community.
- V. The (MTP) agree to provide reports and information, and to attend meeting upon request of the CCWDB and/or its standing and ad hoc committees.
- VI. The (MTP) shall meet regularly to review and improve workflow, policies, procedures, referrals and delivery of employment and training services.

5. **ROLE AND RESPONSIBILITIES OF WDB PARTNERS**

- I. All partners agree to endorse and abide by the Mission and Credo of the One-Stop system as follows:
- II. Each partner will operate in accordance with the regulatory governmental laws (County, State or Federal), the respective regulations, statutes, eligibility policies, procedures and directives of its grantor agency (ies) and funding sources, including the (WIA), Workforce Development Program (WDP), Personal Responsibility Act (TANF/GA/FS).
- III. Functions or separateness mandated by Federal or State law, rules and regulations will not be violated or abridged in the pursuit of co-location of (MTP).
- IV. (MTP) shall be responsible for the overall One Stop system operations and performance. Guidelines and protocol for use of the informational release form shall be developed on an on-going basis, reviewed and continuously monitored to ensure compliance.
- V. Each partner agrees to respect and comply with each agency's policies regarding confidentiality.
- VI. One-Stop System Partners will encourage co-location of staff in the One-Stop Career Centers as may be feasible and negotiated.
- VII. In order to offer the best possible services, all partners will participate in a regular and on-going process of program review and continuous improvement and customer satisfaction seeking opportunities for further integration and expansion of services. Partners will agree to participate in an ongoing, thorough and comprehensive systems review and process mapping in order to alleviate duplication, unnecessary delay, overlap, and identify gaps in services.

- VIII.(MTP) will provide or allow cross-informational training of appropriate staff to ensure staff awareness of each agency's mission, terminology, and eligibility criteria. This will ensure that customers have access to all Workforce programs for which they are eligible.
- IX. (MTP) agree to utilize an information sharing intake, referral and participant tracking system when feasible that shall be used by the One-Stop service delivery system subject to confidentiality constraints. The referral process will be reciprocal. (MTP) will retain the right to accept or reject referrals based upon agency eligibility criteria or financial limitations.
- X. (MTP) will identify a liaison to be contacted when key issues arise and to be the recipient of inter-agency referrals.
- XI. (MTP) will jointly share technology and information, including testing scores, assessments, and progress notes.
- XII.Each Partner agency will cooperate to ensure that the service plans, placements and terminations for mutually served are coordinated.
- XIII. Performance data indicators of Eligible Training Provider List (ETPL) workforce training vendors will be shared with (MTP) agencies that seek training services for clients.
- XIV.(MTP) agree to regularly convene to address the needs of our employers and the business community.
- XV. (MTP) will ensure agency business practices are followed in the provision of services under this agreement.

6. ROLES AND RESPONSIBILITIES OF THE ONE-STOP OPERATOR(OSO)

The (OSO) is responsible for leading the implementation of the CCWDB's vision for its One-Stop System. The One-Stop Operator is responsible for the following.

MANAGEMENT TEAM PARTNER COORDINATION

- I. The (OSO) will serve as the primary communication link between the (MTP) and the WDB. Convene (MTP) to discuss pertinent issues and for the purpose of co-management of the One-Stop Career Center.

SUPPORTING WIB EFFORTS AND INITIATIVES

- II. The (OSO) works with the (MTP) to meet performance requirements and to implement the workforce investment vision of the WDB.

PERFORMANCE MANAGEMENT

- III. The (OSO) manages the accurate and timely flow of data systems that track, project and evaluate One-Stop services; analyzes performance and prepares reports; provides the CCWDB with key information on the performance and with corrective action plans when necessary.

ONE-STOP OPERATIONAL PLANNING AND DEVELOPMENT

- IV. The (OSO) works with (MTP) to develop and implement a menu of appropriate, non-duplicative services.

CONTRACT ADMINISTRATION

- V. The (OSO) coordinates the procurement and purchasing process with the Workforce Investment Board and the Grant Recipient's Fiscal Agent, drafts Requests for Proposals, ensures fiscal compliance and provides technical assistance to contractors to ensure their success.

ONE-STOP OPERATIONS MANAGEMENT AND OVERSIGHT

- VI. The (OSO) monitors services to ensure that they comply with WDB standards and the One-Stop Career Center policies and Procedures manual and related County, Federal and State regulations. The (OSO) also provides guidance to (MTP) and staff; and coordinates day-to-day operations of the One-Stop Career Center. The (OSO) is responsible for the development of the Annual Master Budget for review by the CCWDB's Systems Performance Committee.

EMPLOYER AND COMMUNITY OUTREACH

- VII. The (OSO) collaborates with the CCWDB and (MTP) to identify workforce strategies that address the needs of our local employers and community.

VIII. MANAGEMENT TEAM PARTNER CONFLICT/DISPUTE RESOLUTION PROCESS

The (OSO) will act as a facilitator to (MTP) to resolve program and process coordination issues, using best efforts to resolve these issues on an informal basis. In the event the (MTP) are unable to reach a consensus, the (OSO) will consult with the Department of Labor and Workforce Development Assistant Director of One-Stop Programs and/or the WDB Director for direction.

STAFF DEVELOPMENT

- IX. The One-Stop Operator will identify and coordinate common staff development activities with input from the (MTP).

MOU ENFORCEMENT

- X. The One-Stop Operator will ensure that (MTP) fulfill their commitments articulated in the MOU, Resource Sharing Agreement and other guiding documents.

7. Customer Referrals Between Partners

The NJ State plan strongly suggests that functional integration shall occur in the One-Stop Career Centers. In order to minimize delays in customer service, referrals of customers for specific programs will be accomplished in the most expeditious manner, ensuring a clear transfer of information with no or minimal disruption to the customer. Collocated Partners will use AOSOS as the primary information depository but are also expected to communicate with each other to effectuate the scheduling of customers from one to another. Methods such as coordinated appointment dates, face to face introductions, phone and email and documentation of all information in AOSOS and, in the case of the Division of Vocational Rehabilitation and the Board of Social Services, on the appropriate Referral form(s) with the detailed schedule information will serve to officially document the action. Every customer will have a clear appointment card detailing what they are scheduled for, with whom, the location and the time.

8. Services

(MTP) will provide a multitude of services in the following areas, a) Basic Career Services, b) Individualized Career Services c) Follow-Up Services, and d) Employer Services, as identified in the attached resource sharing agreement/matrix. All (MTP) agree to provide, to the extent feasible, basic career services at their respective sites.

Camden County One-Stop Career Center has always had a “no wrong door” approach for those requesting workforce development services and services are open to all. All offices within our One-Stop Career Center are ADA accessible and the customer has the choice as to where they wish to access services. In the event that a customer requires specialized services requiring DVRS expertise, the appropriate referral packet will be completed and the customer will be scheduled accordingly

9. Conflict/Dispute Resolution

It is expected that the partnership will function by consensus. In instances where consensus cannot be reached, the parties shall first attempt to resolve disputes informally. When necessary the (OSO) and other parties as appropriate will mediate to resolve the dispute. If the matter cannot be resolved then it shall be referred to the CCWDB Executive Director and at the Executive Director’s discretion it may be taken to the CCWDB Executive Committee for resolve.

10. Personal Identifiable Information and Record Retention Procedures

See Attachment A and Attachment B

11. Resource Sharing/Cost Allocation/Services

It is expressly understood that this MOU constitutes commitment of specific resources/services that will enhance the offering of services to the customers of the One Stop Career Center. A matrix of services, per (MTP), in the following areas, a) Basic Career Services, b) Individualized Career Services, c) Follow-Up Services, and d) Employer Services, are to be provided by the respective (MTP).

The Resource Sharing Agreement shall be developed and reviewed annually for those MTP’s physically located at the One-Stop Career Center. It is included in this document as Attachment C.

12. System Standards

(MTP) will work collaboratively with the (OSO) to ensure the following system standards are met.

- a. Performance Measures
- b. Monitoring Process
- c. Customer Satisfaction Measures
- d. Evaluation/Assessment
- e. Remedial/Corrective Action

All (MTP) agree to provide on a timely basis core performance information by which they are assessed by their funding source, as well as performance information requested by the WDB through the One-Stop Operator. Specifically and at a minimum, the information shall include the level of service provided to key populations and the entered employment reports for the population.

13. Assurances and Certifications

- a. Each Management Team Partner will abide by its organization’s assurances and certifications.
- b. In addition to the requirements at 29 CFR 95.42, and/or 20 CFR 97.36 (b) (3), as applicable, which address codes of conduct and conflict of interest issues related to employees, the conflict of interest provisions in section (6), VIII will be adhered to.

- c. (MTP) are respectively responsible for compliance with any and all County, Federal, State and Local Laws, statutes, rules or regulations, including but not limited to, wages, benefits, worker's compensation, disability, general liability, unemployment insurance, social security.
- d. In addition each (MTP) will be in compliance with the following:
 - Federal and State Laws prohibiting discrimination
 - 29 CFR Part 37 governing equal opportunity in the work place
 - The Americans with Disabilities Act
 - The County Agency General Records Retention Schedule #10 approved 9/28/15.
- e. This agreement shall be interpreted in accordance with the laws of New Jersey and/or Federal Law, as applicable.
- f. The MTP's will review this document, along with the Resource Sharing Agreement, on an annual basis at time of renewal.

14. Indemnification/Insurance

Each Management Team Partner to this agreement will assume liability for its action and the actions of its Board of Directors, officials, employees, agents or volunteers under this Agreement. Each Management Team Partner shall hold harmless, defend and indemnify all other (MTP) to this agreement from any and all claims for damages, personal injury, and property damages, including costs and attorney fees resulting in whole or in part from the Management Team Partner, its Board of Directors, officials, employees, its agents or volunteers, acts, omissions or activities, whether negligent or not, under this agreement.

15. Terms of Agreement

- a. **DURATION:** The MOU shall be effective upon execution of this document for a period of 1 year, at which time it will also be reviewed, and continue unless otherwise amended or terminated as provided for herein.
- b. **AMENDMENTS:** The MOU may be amended at any time by mutual agreement of the parties, or unilaterally by the CCWDB Chair in conjunction with the Chief Elected Official, due to any federal, state or local governmental/legislative, statutory or regulatory amendments or modification(s). The parties may enter into negotiations for amendments to this agreement with a thirty (30) day prior written notification to the (MTP) by the party seeking the change.
- c. **ASSIGNMENT:** This agreement may only be assigned upon the mutual written agreement of the parties herein.
- d. **SEVERABILITY:** If any part of this MOU is found to be null and void, or is otherwise stricken, the remainder of this MOU shall remain in full force and effect.
- e. **TERMINATION:** Any (MTP) that fails to meet its obligation under this agreement shall be referred to the Systems Performance Committee for review and possible partnership termination.

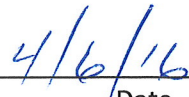
16. **Authority and Signatures**

The individuals signing below have the authority to commit the party they represent to the terms of this agreement, and do so commit by signing herein.

FOR THE WORKFORCE DEVELOPMENT BOARD:

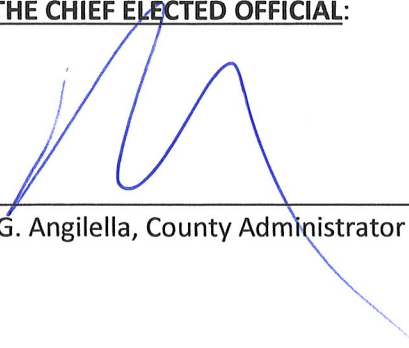


Gregg DeBaere, WDB Chairperson

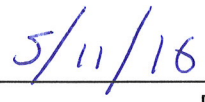


Date

FOR THE CHIEF ELECTED OFFICIAL:



Ross G. Angilella, County Administrator



Date

SIGNATURE PAGE

1.




Frank Filipek, Jr., Director
Camden County Resource Center

2.

N/A

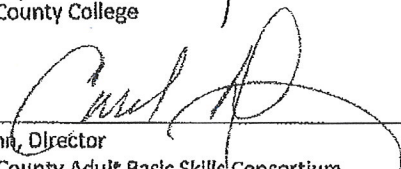
Kristi Connors, Manager
NJ LWD, Workforce New Jersey

3.



Dr. Raymond Yannuzzi, President
Camden County College

4.



Carol Dana, Director
Camden County Adult Basic Skills Consortium

5.



Jeffery Deitz, Manager
Camden Office, NJ Division of Vocational Rehabilitation

6.



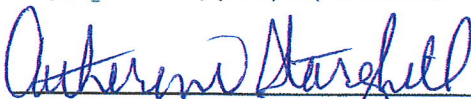
Patricia Fitzgerald, Superintendent
Camden County Technical Schools

7.



Victor Figueroa, Acting Executive Director
Housing Authority (HUD) City of Camden

8.



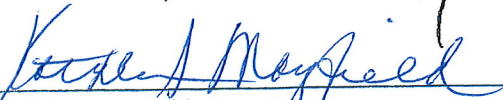
Catherine Starghill, Executive Director
Workforce Operations & Business Services
New Jersey Department of Labor & Workforce Development

9.



Shawn Sheekey, Director
Camden County Board of Social Services

10.



Kathleen Mayfield, Operator
Camden County One-Stop

Camden County One-Stop Partners Service Delivery Narrative for Matrix

The purpose of the matrix is to illustrate the provision of required Basic Career Services, Individualized Career Services, Follow-Up Services, and Employer Services in the One-Stop Career Center.

Only two Partners are specifically funded and required to provide Basic Career Services, Individualized Career Services, Follow-Up Services, and Employer Services as defined in the WIOA legislation.

(MTP) party to this MOU have agreed to assist in providing services in accordance with their respective regulations and agree to share, coordinate and consolidate wherever possible those services necessary to a seamless delivery system.

The left side of the matrix lists the elements of the required services and the headings across the top of the matrix are required programs to be represented in the One-Stop Career Center.

- All WIOA Adult, Youth and Dislocated Worker services are provided by the local delivery agency of the Camden County One-Stop/Resource Center, which also assists the NJLWD Camden local office staff in providing Workforce Development Program (WDP).
- Temporary Assistance to Needy Families (TANF) and General Assistance (GA)/Food Stamps (FS) services are provided jointly by the local County Welfare Agency (CWA)/the Camden County Board of Social Services, the Camden County One-Stop/Resource Center and the NJ Labor & Workforce Camden local office.

The NJ Division of Vocational Rehabilitation Services (DVRS) Camden local office provides all DVRS services.

NJ Labor & Workforce Development Camden local office provides Wagner-Peyser/Employment Services, and Re-employment Services Eligibility Assessment (RESEA) services. NJ LWD Veterans and Older Worker service staff are present in the NJ LWD office.

NJ Unemployment Insurance (UI) is located at the One-Stop Career Center with NJ LWD Workforce.

The Camden County Technical Institute, Camden County Community College, and the City of Camden Housing Authority (HUD Employment & Training entity) are not located at the One-Stop Career Center but provide valuable workforce services and are represented on the Partner Management Team.

The Adult Basic Skills Consortium is a required Partner of the WIOA legislation. A separate and specific Memorandum of Understanding is also required by the federal funding.

	WIOA Adult	WIOA Youth	WIOA DW	WDP/ES	Wagner Peyser/ES
Basic Career Services					
Registration and Information	◆	◆	◆	◆	◆
Eligibility Assistance & Determinations	◆	◆	◆	◆	◆
Outreach/ Intake/ Orientation	◆	◆	◆	◆	◆
Initial Assessment	◆	◆	◆	◆	◆
Career Counseling	◆	◆	◆	◆	◆
Job Matching Services	◆	◆	◆	◆	◆
Provision of Provider Information	◆	◆	◆	◆	◆
Provision of Local Performance Information	◆	◆	◆	◆	◆
Provision of Supportive Service Information	◆	◆	◆	◆	◆
Provision of Unemployment Information	◆	◆	◆	◆	◆
Referral to Individualized Career Services	◆	◆	◆	◆	◆
Retention Services	◆	◆	◆	◆	
Follow-up Services	◆	◆	◆	◆	◆
Individualized Career Services					
Comprehensive and Specialized Assessments	◆	◆	◆	◆	
Development of Individual Employment Plan	◆	◆	◆	◆	◆
Group Counseling	◆	◆	◆	◆	◆
Individual Counseling/Career Planning	◆	◆	◆	◆	◆
Short Term Pre-Vocational Services	◆	◆	◆		
Internships and Work Experiences		◆			
Workforce Preparation Activities	◆	◆	◆	◆	
Financial Literacy Services		◆			
English Language Education and Training					
Follow-Up Services					
Occupational Skills Training	◆	◆	◆	◆	◆
On-the-Job Training					◆
Incumbent Worker Training					◆
Cooperative Education Programs					
Private Sector Training Programs					
Skill Upgrading and Retraining	◆	◆	◆	◆	
Entrepreneurial Training					◆
Transitional Jobs					
Job Readiness Training	◆	◆	◆	◆	◆
Adult Education/Literacy Activities	◆	◆	◆	◆	
Customized Training					◆
Employer Services					
Employer Outreach	◆	◆	◆	◆	◆
Customized Screening & Employment					◆
Sector Strategy Implementation					
Assist in Development of Recognized Credentials					
Rapid Response Activities			◆	◆	◆
Employer Job Listing Services	◆	◆	◆	◆	◆
Employer Job Matching Services	◆	◆	◆	◆	◆

	Older Worker	UI	TANF	FS/GA	Vocational Rehab
Basic Career Services					
Registration and Information	◆	◆	◆	◆	◆
Eligibility Assistance & Determinations	◆	◆	◆	◆	◆
Outreach/ Intake/ Orientation	◆	◆	◆	◆	◆
Initial Assessment	◆		◆	◆	◆
Career Counseling	◆		◆	◆	◆
Job Matching Services	◆		◆	◆	◆
Provision of Provider Information	◆		◆	◆	◆
Provision of Local Performance Information	◆		◆	◆	◆
Provision of Supportive Service Information	◆	◆	◆	◆	◆
Provision of Unemployment Information	◆	◆	◆	◆	
Referral to Individualized Career Services	◆		◆	◆	◆
Retention Services	◆		◆	◆	
Follow-up Services	◆	◆	◆	◆	◆
Individualized Career Services					
Comprehensive and Specialized Assessments	◆		◆	◆	◆
Development of Individual Employment Plan	◆		◆	◆	◆
Group Counseling	◆		◆	◆	
Individual Counseling/Career Planning	◆		◆	◆	◆
Short Term Pre-Vocational Services	◆		◆	◆	◆
Internships and Work Experiences					
Workforce Preparation Activities					
Financial Literacy Services					
English Language Education and Training					
Follow-Up Services					
Occupational Skills Training	◆		◆	◆	◆
On-the-Job Training	◆		◆	◆	◆
Incumbent Worker Training					
Cooperative Education Programs					
Private Sector Training Programs					
Skill Upgrading and Retraining	◆		◆	◆	◆
Entrepreneurial Training					
Transitional Jobs					
Job Readiness Training	◆		◆	◆	◆
Adult Education/Literacy Activities	◆		◆	◆	
Customized Training					
Employer Services					
Employer Outreach	◆		◆	◆	◆
Customized Screening & Employment					
Sector Strategy Implementation					
Assist in Development of Recognized Credentials					
Rapid Response Activities					
Employer Job Listing Services	◆		◆		◆
Employer Job Matching Services	◆		◆		◆

	Veterans	Youth Build/Housing Authority	Welfare Board	Perkins/CTI of CCC	CCTS
Basic Career Services					
Registration and Information	◆		◆	◆	◆
Eligibility Assistance & Determinations	◆		◆		
Outreach/ Intake/ Orientation	◆		◆		
Initial Assessment	◆	◆	◆	◆	◆
Career Counseling	◆		◆	◆	◆
Job Matching Services	◆		◆	◆	◆
Provision of Provider Information		◆	◆	◆	◆
Provision of Local Performance Information					
Provision of Supportive Service Information	◆	◆	◆	◆	◆
Provision of Unemployment Information					
Referral to Individualized Career Services	◆	◆	◆	◆	◆
Retention Services			◆		
Follow-up Services	◆	◆	◆	◆	
Individualized Career Services					
Comprehensive and Specialized Assessments	◆		◆	◆	◆
Development of Individual Employment Plan	◆		◆	◆	◆
Group Counseling					
Individual Counseling/Career Planning	◆		◆	◆	◆
Short Term Pre-Vocational Services				◆	◆
Internships and Work Experiences					
Workforce Preparation Activities			◆		
Financial Literacy Services					
English Language Education and Training					
Follow-Up Services					
Occupational Skills Training		◆	◆	◆	◆
On-the-Job Training					
Incumbent Worker Training					
Cooperative Education Programs					
Private Sector Training Programs					
Skill Upgrading and Retraining				◆	◆
Entrepreneurial Training		◆			
Transitional Jobs					
Job Readiness Training			◆	◆	◆
Adult Education/Literacy Activities			◆	◆	
Customized Training				◆	◆
Employer Services					
Employer Outreach	◆			◆	◆
Customized Screening & Employment					
Sector Strategy Implementation					
Assist in Development of Recognized Credentials					
Rapid Response Activities					
Employer Job Listing Services	◆			◆	◆
Employer Job Matching Services	◆			◆	◆

	CC Adult Basic Skills Consortium	RESEA			
Basic Career Services					
Registration and Information	◆	◆			
Eligibility Assistance & Determinations					
Outreach/ Intake/ Orientation		◆			
Initial Assessment	◆	◆			
Career Counseling					
Job Matching Services		◆			
Provision of Provider Information	◆				
Provision of Local Performance Information					
Provision of Supportive Service Information	◆	◆			
Provision of Unemployment Information		◆			
Referral to Individualized Career Services					
Retention Services					
Follow-up Services	◆	◆			
Individualized Career Services					
Comprehensive and Specialized Assessments	◆	◆			
Development of Individual Employment Plan		◆			
Group Counseling		◆			
Individual Counseling/Career Planning		◆			
Short Term Pre-Vocational Services		◆			
Internships and Work Experiences					
Workforce Preparation Activities					
Financial Literacy Services					
English Language Education and Training					
Follow-Up Services					
Occupational Skills Training					
On-the-Job Training					
Incumbent Worker Training					
Cooperative Education Programs					
Private Sector Training Programs					
Skill Upgrading and Retraining					
Entrepreneurial Training					
Transitional Jobs					
Job Readiness Training	◆				
Adult Education/Literacy Activities	◆				
Customized Training					
Employer Services					
Employer Outreach					
Customized Screening & Employment					
Sector Strategy Implementation					
Assist in Development of Recognized Credentials					
Rapid Response Activities					
Employer Job Listing Services					
Employer Job Matching Services					