

# **MEMORANDUM OF UNDERSTANDING** **BETWEEN CAMDEN COUNTY WORKFORCE DEVELOPMENT BOARD AND PARTNERS**

## **1. PARTIES**

This Memorandum of Understanding (MOU) is entered into on this day January 1, 2018 between the **Camden County Workforce Development Board (CCWDB)** and the individual required workforce system **Management Team Partners MTPs**.

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) of Title I of 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 and procedures, and to coordinate and deliver resources and services. This effort will enable the Management Team Partners (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(e) of the Workforce Innovation and Opportunity Act of 2014, a partnership must exist between the One-Stop Operator for the Camden County workforce investment system and the NJ State Unemployment Insurance, the NJ State Employment Service, and the NJ State Division of Vocational Rehabilitation Office. The One-Stop Operator under the direction of the WDB, has been selected to be the Team Leader 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 MTPS RESPONSIBILITIES**

- I. All MTPs will participate in the continuous development of the One-Stop Career Center policies, procedures, and operational agreement.
- II. The MTPs 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, MTPs, One-Stop 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 MTPs agree to provide reports and information, and to attend meetings upon request of the CCWDB and/or its standing and ad hoc committees.
- VI. The MTPs 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 Vision of the WDB as carried out through 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 (agencies) and funding sources, including the (WIOA), 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 the co-location of MTPs.
- IV. MTPs 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/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. MTPs 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. MTPs 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. MTPs will retain the right to accept or reject referrals based upon agency eligibility criteria or financial limitations.
- X. MTPs will identify a liaison to be contacted when key issues arise and to be the recipient of inter-agency referrals.
- XI. MTPs 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 individuals are coordinated.
- XIII. Performance data indicators from the Eligible Training Provider List (ETPL) listing workforce training vendors will be shared with MTP agencies that seek training services for clients.
- XIV. MTPs agree to regularly convene to address the needs of our employers and the business community.
- XV. MTPs 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 MTPs and the WDB. The OSO will also convene MTPs to discuss pertinent issues and for the purpose of co-management of the One-Stop Career Center.

*SUPPORTING WDB EFFORTS AND INITIATIVES*

- II. The OSO works with the MTPs to meet performance requirements and to implement the mission and 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 MTPs 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 Development Board and the Grant Recipient's Fiscal Agent. The OSO is also responsible to review drafts of 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 MTPs 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 to be reviewed by the CCWDB's Systems Performance Committee and approved by the full membership of the WDB.

*EMPLOYER AND COMMUNITY OUTREACH*

- VII. The OSO collaborates with the CCWDB through the Operations Committee and MTPs 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 for MTPs to resolve program and process coordination issues, using best efforts to resolve these issues on an informal basis. In the event the MTPs are unable to reach a consensus, the OSO will consult with the WDB Executive Director and/or Department of Labor and Workforce Development Assistant Director of One-Stop Programs for direction.

*STAFF DEVELOPMENT*

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

*MOU ENFORCEMENT*

- X. The One-Stop Operator will ensure that MTPs fulfill their commitments articulated in the MOU, the Infrastructure 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.

All CCOSCC Partners providing adult basic skills programs that may lead to a State issued High School Diploma/equivalency shall refer all students to a Workforce Learning Link counselor to have eligibility determined, and if deemed eligible, enrolled for purposes of the CCOSCC's performance measures.

Each CCOSCC partner, as listed in this MOU, shall be responsible for providing written proof of time and attendance for all mutually shared participants/individuals, regardless of each participant's individual goals.

## **8. Services**

MTPs 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 MTPs agree to provide, to the extent feasible, basic career services at their respective sites.

The 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 customers have 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. Access to Services for Individuals with Barriers to Employment**

This section includes a commitment by One-Stop Partners to ensure access for individuals with barriers. For purposes of this MOU, the term “individuals with barriers” includes individuals who are: hard to serve (e.g., out-of-school youth), displaced homemakers, low income persons, individuals with disabilities, seniors, ex-offenders, homeless individuals, those with limited English proficiency, and individuals facing substantial cultural barriers.

Methods to ensure that the needs of workers, youth and individuals with barriers to employment will include the following:

- Upfront intake/customer service that provides easy access to One-Stop programs and services.
- Conduct youth outreach with Partners, community and faith-based organizations to develop and expand education, recruitment and access to One-Stop services.
- Conduct formal One-Stop monitoring to ensure practices, policies and procedures are being carried out.
- Conduct periodic examination of the physical accessibility and technology equipment (e.g. computers).
- Ensure and observe whether individuals with barriers are served with other customers of the One-Stop as appropriate.
- Ensure Partners consider a range of services, and not just those funded by Vocational Rehabilitation or services for people with disabilities.
- Meet periodically with the One-Stop Operator or other Partners or officials if there are concerns about the delivery of services for individuals with barriers.

## **10. 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.

## **11. Personal Identifiable Information and Record Retention Procedures**

See Attachment A and Attachment B

**12. Infrastructure Funding Agreement**

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 MTPs, 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 MTPs.

The Infrastructure Agreement will be reviewed quarterly for those MTP's physically located at the One-Stop Career Center. It is included in this document as Attachment C.

**13. System Standards**

MTPs 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 MTPs 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.

**14. 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. MTPs 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 and 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.

15. 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 MTPs 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.


16. Terms of Agreement

- a. **DURATION:** This 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 for a period of 3 years 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 MTPs 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 MTPs that fails to meet its obligation under this agreement shall be referred to the Systems Performance Committee for review and possible partnership termination.

**17. Authority and Signatures**

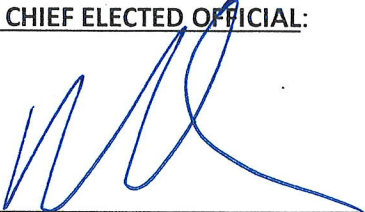
The individuals signing below have the authority to commit the party they represent to the terms of this agreement, and do so commit by signing herein. This agreement may be executed in counterparts.

**FOR THE WORKFORCE DEVELOPMENT BOARD:**

  
\_\_\_\_\_  
Robert Weil, WDB Chairperson

12/21/17  
\_\_\_\_\_  
Date

**FOR THE CHIEF ELECTED OFFICIAL:**

  
\_\_\_\_\_  
Ross G. Angilella, County Administrator

12-22-17  
\_\_\_\_\_  
Date



**SIGNATURE PAGE**  
**CAMDEN COUNTY RESOURCE CENTER**



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Joshua Friedman  
Camden County One-Stop Career Center

12-22-17

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Date

**SIGNATURE PAGE**  
**WORKFORCE NEW JERSEY EMPLOYMENT SERVICES**

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Joseph Dombrowski, Assistant Director  
NJ LWD, Employment Services

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Date

SIGNATURE PAGE  
CAMDEN COUNTY COLLEGE

Donald A. Borden

Donald A. Borden, President  
Camden County College

12/21/17  
Date

SIGNATURE PAGE  
CAMDEN COUNTY COLLEGE ADULT BASIC SKILLS CONSORTIUM

*Donald A. Borden*

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~~Carol Dann, Director~~ Donald A. Borden  
Camden County Adult Basic Skills Consortium

*12/21/17*

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Date

**SIGNATURE PAGE**  
**NEW JERSEY DIVISION OF VOCATIONAL REHABILITATION**

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David Free  
Acting Director, NJ Division of Vocational Rehabilitation

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Date

**SIGNATURE PAGE**  
**NEW JERSEY DIVISION OF VOCATIONAL REHABILITATION**

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Alice Hunnicutt  
NJ Division of Vocational Rehabilitation

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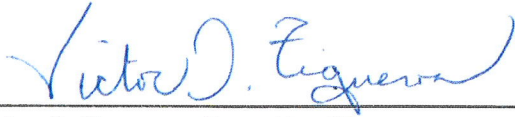
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**CAMDEN COUNTY TECHNICAL SCHOOLS**

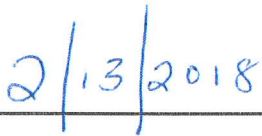
Patricia Fitzgerald  
Patricia Fitzgerald, Superintendent  
Camden County Technical Schools

12/28/2017  
Date

**SIGNATURE PAGE**  
**HOUSING AUTHORITY OF THE CITY OF CAMDEN**

A handwritten signature in blue ink, reading "Victor D. Figueroa", written over a horizontal line.

Victor D. Figueroa, Executive Director  
Housing Authority of the City of Camden

A handwritten date in blue ink, "2/13/2018", written over a horizontal line.

Date



**SIGNATURE PAGE**  
**NEW JERSEY DEPARTMENT OF LABOR & WORKFORCE DEVELOPMENT**

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Hugh Bailey, Assistant Commissioner  
Workforce Development, New Jersey Department of Labor & Workforce Development

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Date

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**CAMDEN COUNTY BOARD OF SOCIAL SERVICES**



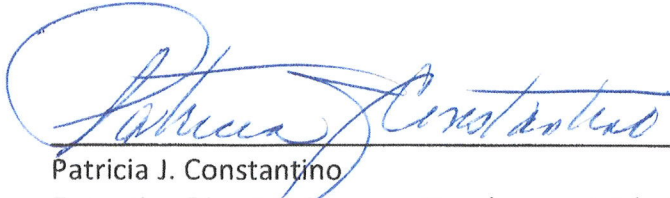
Christine Hentisz, Acting Director  
Camden County Board of Social Services

12/26/17  
Date

**SIGNATURE PAGE**

**PathStone Corporation-NJ Operations**

*(subgrantee of National Council on Aging the operator of the Senior Community Service and  
Employment Program(SCSEP) for Camden County)*



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Patricia J. Constantino  
Executive Director-Program Development Administration

05/30/2018

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Date

## **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.

MTPs 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
<b>Basic Career Services</b>					
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	◆	◆	◆	◆	◆
<b>Individualized Career Services</b>					
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					
<b>Follow-Up Services</b>					
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					◆
<b>Employer Services</b>					
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	◆	◆	◆	◆	◆
	<b>Older Worker</b>	<b>UI</b>	<b>TANF</b>	<b>FS/GA</b>	<b>Vocational Rehab</b>
<b>Basic Career Services</b>					
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	◆	◆	◆	◆	◆
<b>Individualized Career Services</b>					
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					
<b>Follow-Up Services</b>					
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					
<b>Employer Services</b>					
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
<b>Basic Career Services</b>					
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	◆	◆	◆	◆	
<b>Individualized Career Services</b>					
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					
<b>Follow-Up Services</b>					
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				◆	◆
<b>Employer Services</b>					
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			
<b>Basic Career Services</b>					
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	◆	◆			
<b>Individualized Career Services</b>					
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					
<b>Follow-Up Services</b>					
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					
<b>Employer Services</b>					
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					