

**MEMORANDUM OF UNDERSTANDING
SOUTHWEST ALABAMA PARTNERSHIP FOR TRAINING AND EMPLOYMENT
CAREER CENTER PARTNERS**

Purpose

The purpose of this Memorandum of Understanding (MOU) is to define the roles and responsibilities of the Alabama Career Center partner agencies who are co-located in Southwest Alabama for the provision and improvement of employment and training services provided to citizens residing within the nine county area that makes up the Southwest Alabama Partnership for Training and Employment (SAPTE). These counties include Baldwin, Choctaw, Clarke, Conecuh, Escambia, Mobile, Monroe, Washington and Wilcox. This MOU is between the Workforce Development Board (WDB) and these career center partners.

The Workforce Development Board is made up of members appointed by Chief Elected Officials from each county and is certified by the State Workforce Board and by the Governor. It is a requirement of the Workforce Innovation and Opportunity Act of 2014. This MOU establishes guidelines used by the career center operator and career center partners in creating and maintaining cooperative working relationships. The WDB has designated the Alabama Department of Labor (ADOL) as the career center operator as outlined in the contract agreement for One-Stop Operations that has been approved by the WDB and the Chief Elected Officials Council (CEOC).

Strategic Vision and Goals

The vision we share for Alabama's Career Centers is an integrated system that provides high quality career services, is employer driven, customer centered and tailored to meet the workforce needs of the region. These services are designed to increase access to resources, information, guidance and support for unemployed or underemployed citizens, dislocated workers and youth to develop needed skills through education, training and job placement services. The primary goal of the system is to focus on improving ways to assure that workforce development and education are aligned with local and regional economic development strategies to meet the skills needs of local and regional employers.

The goals of the career center operator and the career center partners are: 1) assist jobseekers with accessing the education and training needed to obtain, retain and advance in employment, 2) improve the skills of customers by offering education and training for industry recognized credentials through apprenticeships or career pathways, 3) offer quality business services by understanding the skill needs of area businesses and industries and assisting with recruitment and talent development, 4) enhance participation and performance of customers at all levels of skill and experience, and 5) improve the effectiveness of serving both individuals and businesses.

Achievement of these goals will allow SAPTE to connect agencies and service providers to a workforce development system that prepares individuals for high skill and high wage occupations based on a strong labor market. A strong job-driven workforce system will be economically beneficial

to both the job seeker and employers and will result in the region and the State becoming even more competitive in the global market.

CAREER CENTER PARTNERS' PROGRAMS AND ACTIVITIES:

The following are the agencies that will form the comprehensive Alabama Career Center System within the SAPTE region, along with their various services and funding resources that each brings to the operation:

Southwest Alabama Partnership for Employment and Training (SAPTE)

SAPTE administers Workforce Innovation and Opportunity Act (WIOA) Title I programs serving Youth, Adults, and Dislocated Workers who seek assistance at a Career Center in one of nine Alabama counties including Baldwin, Escambia, Choctaw, Clarke, Conecuh, Mobile, Monroe, Washington and Wilcox. These services are funded through WIOA and provided by staff employed by SAPTE at the Mobile Career Center and by staff employed by the Alabama Department of Labor who are located within the Alabama Career Center System locations in this area in locations other than Mobile. These programs and services include the following;

Basic Adult and Dislocated Worker Career Services that will include (at a minimum)

- Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs.
- Outreach, intake, and orientation to information and other services available through the Career Center System
- Initial assessments of skill levels including academic skills, aptitudes, abilities (including skills gaps), English language proficiency, and supportive services needed
- Provision of referrals to and coordination of activities with other programs and services, including those within the Career Center System and when appropriate other workforce development programs
- Access to information relating to local occupations in demand and the earnings and skills requirements for such occupations
- Access to program performance and cost information for eligible training providers by program and type of providers
- Access to information on local area Performance Measures and any additional performance information with respect to the Alabama Career Center System in the region.
- Access to information relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including: child care; child support; medical or child health assistance available through State's Medicaid program and Children's Health Insurance Program; benefits under the Supplemental Nutrition Assistance Program (SNAP); assistance through the earned income tax credit; housing counseling and assistance services sponsored through the U.S. Department of Housing and Urban Development (HUD); and assistance under the State program for Temporary Assistance for Needy Families (TANF), and

- other supportive services and transportation provided through that program
- Access to information regarding filing claims for unemployment compensation
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs that are not funded under the WIOA and that are available in the local area
- Follow-up services including counseling regarding the workplace, for participants in workforce development activities who are placed in unsubsidized employment, for not less than 12 months after the first day of employment, as appropriate.

Individualized Adult and Dislocated Worker Career Services including:

A comprehensive and specialized assessment of skills levels, aptitudes, abilities and needs which will include:

Diagnostic testing and use of other assessment tools; and/or in-depth interviews and evaluations to identify employment barriers, supportive service needs, and appropriate goals.

Development of an Individual Employment Plan (IEP) that will include employment goals, appropriate planning objectives and the appropriate mix of services (both WIOA and non-WIOA) that are available in the local area and are necessary for customers to achieve employment goals.

- A. Career Planning activities
- B. Labor Exchange Activities
- C. Individual career counseling/planning
- D. Group career counseling
- E. Referral to Training Services
- F. Out-of-area job search and relocation assistance
- G. Short-term pre-vocational services and activities provided through the Alabama
- H. Career Center System to include:
 - a. learning skills
 - b. communication skills
 - c. interviewing skills
 - d. punctuality and personal maintenance skills
 - e. professional conduct skills
 - f. other skills development designed to prepare job seekers for unsubsidized employment
 - g. Financial literacy workshop services
 - h. Internships and work experiences that are linked to careers
 - i. Case Management Services that commence with enrollment into Individualized Career
 - j. Services and continue throughout an individual's need for assistance.

Training Services funded with WIOA monies are provided for Adults, Dislocated Workers and Youth and include the following;

- Training Services directly linked to job opportunities in the local area that may include:
 - Occupational skills training, including training for non-traditional employment such as dedicated classroom training, and Individual Training Accounts (ITAs)
 - On-The-Job training (OJT)
 - Programs that combine workplace training with related instruction, which may include:
 - ◆ cooperative education programs
 - ◆ training programs operated by the private sector
 - ◆ skills upgrading and retraining
 - ◆ apprenticeship training
 - ◆ entrepreneurial training
 - ◆ job readiness training
- Adult education and literacy training
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training

Youth Services are funded with WIOA monies and are provided by a network of contracted Youth Service Providers in conjunction with Case Managers located in the Alabama Career Center System. These services include the following;

Tutoring, study skills training, and instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized post-secondary credential. Youth may also participate in activities and programs which may include;

- alternative secondary school services, or dropout recovery services, as appropriate;
- paid and unpaid work experiences that have academic and occupational education as a component of the work experience, which may include the following types of work experiences;
- summer employment and other employment opportunities available throughout the school year
- pre-apprenticeship programs
- internships and job shadowing
- On-the-Job Training opportunities
- occupational skills training through Individual Training Accounts
- education offered concurrently with and in the same context as workforce preparation

activities and training for a specific occupation or occupational cluster including dual enrollment programs

- leadership development opportunities, which include community service and peer centered activities encouraging responsibility and other positive social and civic behaviors
- supportive services
- adult mentoring for a duration of at least 12 months that may occur both during and after program participation
- follow up services for not less than 12 months after the completion of participation
- comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth
- financial literacy education
- entrepreneurial skills training
- services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services and,
- activities that help youth prepare for and transition to post-secondary education and training.

WIOA-funded Youth programs are intended to act as intermediaries, partnering with various publicly and privately funded organizations to insure that all fourteen youth elements are available to all youth participants.

SAPTE staff participate in providing Rapid Response services to workers affected by mass layoffs and/or plant closures. General Employee Meetings hosted by State Rapid Response staff disseminate information on social services, pension and retirement funding, unemployment compensation benefits, insurance replacement benefits, eligibility for federal training/retraining dollars, and services provided through Alabama Career Center System and many others.

Alabama Department of Labor:

The Alabama Department of Labor (ADOL) delivers a wide array of workforce services to job seekers and employers through the Alabama Career Center System. Among these services are mandated programs in WIOA to include: Employment services, Veterans Employment services, Unemployment Insurance, Trade Adjustment Assistance, and Labor Market Information.

Employment services funded by Wagner-Peyser represent the primary delivery system for labor exchange career basic services for job seekers and employers to include:

- ❖ Outreach, intake, registration, and orientation to information and other services available through the Alabama Career Center Systems
- ❖ Determination of eligibility to receive WIOA funded services and training
- ❖ Initial assessment of skill levels, aptitudes, abilities, and supportive services needed

❖ Labor exchange services including:

- Job search and placement assistance
- Resume preparation and where appropriate, career counseling
- Referrals to and coordination of activities with other programs and services
- Workforce Labor Market information, including the provision of accurate information relating to local, regional, and national labor market areas
- Performance and cost information on programs that have been identified as eligible training service providers
- Information regarding performance measure outcomes and any other performance information with respect to the local Career Center;
- Information relating to availability of supportive services including child care and transportation and referral as appropriate;
- Information and assistance regarding filing claims for unemployment compensation
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not funded by WIOA
- Business services including recruitment, screening, and training opportunities for new or existing employees

Employment service staff also deliver Veterans Employment and Training Program services to eligible veterans. Veterans' services are augmented by Local Veteran's Employment Representatives (LVER) and Disabled Veteran's Outreach Program (DVOP) staff located in select Career Centers serving large veteran populations. Veterans receive Priority of Service when any resource is limited assuring that veterans have maximum access to assistance.

Trade Readjustment Act/Trade Assistance Act training programs are designed to assist dislocated workers who lose jobs due to foreign imports. These programs are closely coordinated with WIOA funded activities.

ADOLs Labor Market Information Division has been designated by the Governor as the entity responsible for managing the Employment Statistics System for the state of Alabama.

Alabama Department of Rehabilitation Services:

The mission of the Department of Rehabilitation Services (ADRS) is to enable Alabama's children and adults with disabilities to achieve their maximum potential. ADRS is comprised of state and federal programs that provide a continuum of services from birth throughout one's lifetime for Alabamians with disabilities. Operationally, ADRS' programs function within four (4) divisions: First, Alabama's Early Intervention System (AEIS) provides supports and services for infants and toddlers birth through age 2 (0 to 36 months of age) who have a medical diagnosis that can delay normal development or who have a developmental delay causing the child to not meet developmental milestones. Second, Children's Rehabilitation Service (CRS) is

a statewide organization of skilled professionals providing quality medical, rehabilitative, coordination and educational support services for children with special health care needs and their families. Third, Vocational Rehabilitation Services (VRS) provides rehabilitation, education, and employment-related services to adolescents and adults with disabilities to assist them in becoming employed. Fourth, The State of Alabama Independent Living/Homebound Service (SAIL) provides specialized in-home education and counseling, attendant care, training, and medical services to Alabamians with the most-significant disabilities.

Vocational Rehabilitation Services are designed to empower individuals with disabilities to maximize their employment, economic self-sufficiency, independence, inclusion and integration into society. Services to eligible individuals with disabilities are delivered through an Individualized Plan for Employment and include, but are not limited to the following:

1. Vocational evaluation and counseling/guidance.
2. Job Training and related services.
3. On the job training (OJT).
4. Paid Work Experience.
5. Pre-employment transition services for students.
6. Medical and psychiatric referral/treatment.
7. Assistive technology/equipment.
8. Rehabilitation Teaching & Orientation and Mobility training for blind individuals.
9. Job development and Job placement.
10. Post-employment assistance.
11. Employment and disability related services for businesses.
12. Supported Employment

VRS utilizes a vast, coordinated network of partner state agencies, community rehabilitation programs, local school systems, postsecondary institutions, and consumer organizations to achieve its goals. VRS has embraced the vision of the Career Center System in Alabama and is committed to be a full and active partner in the system in order to increase the employment of individuals with disabilities in Alabama. VRS will coordinate services with Career Center partners to ensure that individuals with disabilities receive the most integrated services available through structured and accessible program delivery that is consistent with existing local policies and procedures.

Telamon Corporation funded by WIOA:

The Telamon Corporation, a private non-profit corporation, is the National Farmworker Jobs Program (NFJP) operator that delivers services to the Migrant and Seasonal Farmworkers throughout the State of Alabama. Section 167 of the Workforce Innovation and Opportunity Act offers an array of services to the migrant and seasonal farmworkers and their families that more broadly addresses the needs that exit for those who perform seasonal agricultural labor, and suffer its debilitating effects on their lives. For this reason, operators are able to offer assistance to eligible individuals who remain in agriculture as well as those who choose to pursue more stable employment. As such, the provision of intensive services is more expensive and the operators provide other services, classified as *Related Assistance* that meets emergency needs or improves one's chances of surviving the seasonal agricultural employment environment.

A summary of program services encompasses the following activities to assist in meeting the needs of farmworker families as well as addressing the needs of an individual farmworker;

- ❖ Customer eligibility determination and assessments;
- ❖ Information and referral based on customer needs for education, employment, or other assistance or services
- ❖ Job readiness and skills counseling;
- ❖ Remedial education instruction;
- ❖ English language program;
- ❖ Job development and job placement;
- ❖ Work experience activities;
- ❖ On-the-Job training;
- ❖ Worker Safety training;
- ❖ Child Care;
- ❖ Housing/relocation assistance;
- ❖ Transportation;
- ❖ Emergency and special needs supportive services;
- ❖ Customer case management; and
- ❖ Follow-up services

Currently, there are field offices located in Dothan, Oneonta, Mobile and the State office is located in Montgomery for a statewide delivery of program services. As a Career Center Partner, the Telamon field office located in Mobile is located inside the Alabama Career Center through provisions outlined in cost sharing agreement. Telamon programs are rooted in the communities served. Through grant support and cooperative agreements, the program coordinates with the career centers partners and various local partners to ensure quality service delivery.

Alabama Community College System:

The Alabama Community College System is the state designated agency responsible for administering the Title II Adult Education and Family Literacy Act (AEFLA) under the Workforce Innovation and Opportunity Act (WIOA). The Adult Education (AE) Department allocates the federal and state funding to eligible providers selected through a competitive bid process. The adult education provider network consists of 27 providers with over 300 locations servicing the 67 counties in the state. Adult education services are available throughout the Alabama Career Center System service area. As identified in the Workforce Innovation and Opportunity Act the adult education providers create programming opportunities for adult learners to improve skills in reading, writing, mathematics, and communications for success in postsecondary education, training and/or sustainable employment.

The specific services offered by adult education programs under WIOA include:

- ❖ adult education and literacy
- ❖ workplace adult education and literacy
- ❖ family literacy
- ❖ English language acquisition
- ❖ integrated English literacy and civics education
- ❖ workforce preparation
- ❖ corrections education & re-entry
- ❖ integrated education training

All adult education providers have a focus on expanding low-skilled individuals' access to career pathways in high-demand occupations. Diagnostic testing identifies individual needs by assessing one's educational level and to assist in the development of an individualized education plan. The plan is designed to support learners in attaining their educational and employment goals. For many learners, the initial goal is to earn a high school equivalency as determined by the General Educational Development (GED) assessment. Instructional methods are tailored to meet the needs of the learners and to prepare them for postsecondary education, training, and/or employment opportunities. Methodologies include individualized and group instruction that incorporates technology and is aligned to college and career readiness standards. Contextualized curriculum and integrated education and training models are increasingly utilized to enhance skills and ensure students can apply their knowledge to attain stackable industry recognized credentials which will lead to gainful and sustainable employment.

Adult education services provide the academic instruction that many Alabamians need to secure the required credentials for obtaining and maintaining employment. According to the American Community Survey 2010-2014 five year estimate, 16% of Alabamians 25 years old and older do not have a high school credential or its recognized equivalent. Most adult education students read at the seventh grade level or lower. Studies have shown that the lack of basic literacy and numeracy skills and the lack of application of that knowledge is one of the most persistent barriers to obtaining employment. Adult Education classes provide the means to prepare students with the basic academic skills and training that are fundamental to success.

Adult education services are available in all Alabama Comprehensive One-Stop Career Centers and available in Affiliate Career Center locations when practical. Information regarding the location(s) and schedule(s) of all adult education offerings are available in the Career centers.

Non Co-located Agencies available for referral:

Department of Human Resources:

The Department of Human Resources was created to administer the programs affiliated with the Social Security Act. The primary goal of the Department has been and remains to assist people in need. To that end the Department currently provides, Cash Assistance via the Temporary Assistance for Needy

Families Program (TANF). Food Assistance via the Supplemental Nutrition Assistance Program (SNAP), Child Support Enforcement Services, Adult Protective Services, Child Protective Services, Adoption Services, Foster Care Services, and Child Care Services.

This is accomplished through staff in every county office and administered by the five major divisions of the state office. They are the Food Assistance Division, the Family Assistance Division, the Child Support Enforcement Division, the Family Services Division and the Child Care Services Division.

The Family Assistance Division

The Family Assistance Division administers programs funded by the Temporary Assistance for Needy Families (TANF) Block Grant which are designed to provide benefits and services to needy families with children so that children may be cared for in their own homes or in the homes of relatives. These services also promote job preparation, work, healthy relationships and the prevention of out of wedlock pregnancy with the ultimate goal of achieving self-sufficiency.

Cash assistance is issued on bank cards by Electronic Benefit Transfer (EBT). Recipients are forbidden to use benefits to purchase liquor, wine, beer, tobacco products or lottery tickets. The use of EBT cards is also prohibited in certain establishments. The Family Assistance Division also administers the Department's welfare to work program, known as JOBS.

The JOBS Program

This program is operational in every county DHR office. The Program provides services and work supports to parents receiving cash assistance to help them find and retain employment. These services and supports seek to address barriers such as lack of adequate child care, poor access to transportation, limited work experience, domestic violence and substance abuse, all which greatly limit the ability to obtain and retain employment.

Services also include employability assessments, job readiness and job skills training, disability assessments and adult education. Following an initial interview which involves individual and family assessments, JOBS case managers provide services directly or by referral to other agencies.

Possible additional assistance includes but is not limited to:

- Payment or reimbursement of child care expenses related to work and training
- Payment or reimbursement of transportation expenses related to work and training
- Purchase or reimbursement of work required clothing or shoes
- Purchase or reimbursement of work required supplies/tools
- Payment or reimbursement of GED courses, testing and supplies
- Payment of limited expenditures related to avoiding or escaping domestic violence

The Food Assistance Division

The Food Assistance Employment and Training (E&T) Program has established a partnership with the Department of Labor (DOL) to assist Supplemental Nutrition Assistance Program (SNAP) clients. DOL administers services for SNAP E&T participants, who are Able Bodied Adults without Dependents (ABAWDs), through the Alabama Career Centers. ABAWDs are targeted to receive services to assist them in maintaining their Food Assistance eligibility while seeking and obtaining gainful employment.

Alabama Department of Senior Services:

The Alabama Department of Senior Services (ADSS) is designated as the state entity on aging and as such, the ADSS is the lead agency relative to all aging issues on behalf of older persons in the State. This means that the ADSS proactively carries out a range of functions related to advocacy, planning, coordination, interagency linkages, monitoring, and evaluation designed to lead to the development of comprehensive, coordinated community-based systems throughout the State. Through thirteen regional Area Agencies on Aging, the ADSS provides for services supported by the Older Americans Act, Title XIX of the Social Security Act, and other federally supported grants.

The Department of Senior Services responds to a critical need in the field of aging: Older Worker Employment. ADSS directs the Title V Senior Community Service Employment Program. This program known as SCSEP provides part time community service work assignments for persons with low incomes who are 55 years of age and older while promoting transition to unsubsidized or gainful employment. The SCSEP program is administered through a grant from the US Department of Labor funded through Title V of the Older Americans Act of 1965 with its amendments. In Alabama there are 810 authorized slots, with a total budget of approximately \$7.4 million dollars. The Alabama Department of Senior Services is responsible for ten Councils of Local Government and one Area Agency on Aging administering local Senior Employment Programs serving 57 of Alabama's 67 counties.

These service providers collaborate with ADSS and the two national contractors for equitable distribution of the senior worker slots within the planning and service areas of all 67 counties in Alabama. Easter Seals, Inc. serves 14 counties and Senior Service America serves 53 counties. Senior Services America administers 394 slots and Easter Seals, Inc. administers 251 slots with the remaining 165 administered by the ADSS.

Under Title III of the Older Americans Act, the ADSS provides for such services as nutrition, transportation, information and referral, outreach, legal assistance, recreation, in-home supportive services, and long-term care ombudsman services for Alabamians age 60 years and over. The ADSS administers the Title XIX Medicaid Waiver home and community-based services program, which is designed to serve the Medicaid-eligible client who requires nursing care and is at risk of nursing home placement.

Job Corps:

Two Job Corps Centers are located in Alabama, one in Gadsden and one in Montgomery. Job Corps is a federally funded job- training program for disadvantaged youth, ages 16-24, in need of education and training in a variety of marketable skills, and job placement assistance to graduates. The Montgomery and Gadsden Job Corps Centers offer core services to their clients according to the provisions of the Workforce Innovation and Opportunity Act. Job Corps centers offer a broad array of training services to low-income youth within their service area. Services are offered to commuter clients as well as offering residential facilities for youth outside the commuting area.

Employment and Training Activities -The Department of Housing and Urban Development (HUD):

Housing First provides case management to individuals who are homeless and provides them with emergency housing, supported housing and links to work readiness and occupational skills. These resources are provided with a focus on moving each individual to self-sufficiency.

Native American Programs funded by WIOA:

There are currently two Native American grantees funded under the authority of the Workforce Innovation and Opportunity Act, section 166, Indian and Native American Programs (INA) in Alabama. These INA grantees are represented on the Alabama WIOA Local Board by a representative of the Intertribal Council of Alabama, a private non-profit corporation. The Poarch Band of Creek Indians is a federally recognized tribe, and serves 3 counties with the largest Indian population located in Mobile County.

The tribe is located in Atmore, Alabama. The Inter-Tribal Council of Alabama, located in Millbrook, Alabama is a non-profit organization consisting of representatives from the State Recognized Tribes, serving the Indians and Native Americans located in the other 62 counties of the State. The Intertribal Council also serves the Poarch Creek Indians when that Tribe is low on funds. The largest populations of Indian and Native Americans served by ITC of Alabama are located in Lawrence, Madison, Jackson, Jefferson, Washington, Morgan, Escambia, Baldwin, DeKalb, and Montgomery counties (with the other counties supporting populations of a high range of 957 to a low of 18).

A summary of employment and training program services available to Indians and Native Americans through the section 166 program and the Alabama Career Centers include classroom training, job search assistance, job referrals, and job placement assistance, work experience and support services (i.e., books, meals, transportation, child care, stipends, tools, and uniforms). Recognizing that there are limited funds available through the WIOA section 166 program, the Southwest Alabama Partnership for Training and Employment is committed to working with the INA employment and training programs to provide a full array of services via the Alabama Career Center System.

Note: Career Center partners are responsible for informing each other in the event a service becomes unavailable due to funding shortfall.

Services to be provided through the Alabama Career Center System:

The Alabama Department of Labor has entered into a contract with the Southwest Alabama Partnership for Training and Employment Board to be the Alabama Career Center Operator and the primary provider of services in the Career Centers. Currently, there are six (6) comprehensive Career Centers strategically located in the SAPTE region. The Career Center operator, in coordination with the local board, determines locations of Career Centers.

In addition to comprehensive Centers, an affiliated less than full-time Center provides services of two or more partner programs. This site provides basic services and information on the availability of individualized services and training available through comprehensive Centers.

In addition to walk-up brick and mortar service locations, internet based technology provides customers self-help capability to access information about Career Center partners' services through Alabama Job Link (AJL), thus providing access to information and some of the required basic services off-site 24/7. The operating system for the Career Center System is Alabama JobLink (AJL), an internet based, customer-driven, service delivery system. AJL is available to all one-stop partners for registration, eligibility determination, service tracking and outcome reporting.

Career Center partners will be primarily responsible for providing those basic services, which they are authorized to deliver and for which they are funded. ADOL will provide basic labor exchange services with Wagner-Peyser funds. Commerce-WDD will provide basic, individualized, and training services using WIOA funds.

It is expected that all Alabama Career Center operator staff and Career Center partner staff will be knowledgeable about all services provided at the Career Center and at affiliated sites. This will be achieved by cross training or cross awareness training of all partner agency staff. Career Center partners will be responsible for providing technical assistance and training to the local Career Center staff as well as to other Career Center partner staff not located in the Career Center on referral processes and services related specifically to the respective Career Center partner. A customer pathway for obtaining basic services from the Career Center partners is developed locally.

Career Center partners retain eligibility determination for their respective services whether colocated or connected electronically. Costs for basic, individualized, and training services for customers who are determined to be best served by and eligible for a particular Career Center partner's services or programs is borne by the Career Center partner that is authorized to deliver the service and for which they are funded. If eligible, some customers receive non-duplicated services from multiple partners.

Referral Process

The Alabama Department of Labor and WIOA funded Career Center staff, will complete initial assessments with customers. Staff will, in consultation with the customer, determine which one of the partners is most appropriate to provide the basic career, individualized career, and training services that best meet the needs of the customer. If it is determined that a customer's need can be better served by another career center partner a referral will be made to the appropriate career center partner. Referrals for supportive service needs are made utilizing career center locally developed supportive service referral listings, and/or computer assisted listings where available.

Customers will be able to learn about basic services provided by career center partners by accessing the AJL website, or specific partner agency websites.

Alabama Career Center System Performance Criteria

It is agreed that the Alabama career center system partners will strive to achieve the following standard of quality service for its customers, employees, and partners:

All customers will receive:

1. Prompt and courteous customer service; and
2. Appropriate services, education and training that will help them to reach their employment goals.

All partners will:

1. Deliver high quality services through the Alabama Career Center System; and
2. Survey customers as they receive services to determine whether or not the services rendered met their needs and to determine the level of customer satisfaction.

Cost Allocation

The Alabama Career Center System partners will follow cost allocation plans as approved by their agency. The costs of unique services provided by a career center partner that are not generally available to all customers in the career centers will be borne by that respective partner. In general, costs relating to this MOU will be allocated in compliance with the Office of Management and Budget Circulars, as appropriate, and in accordance with approved cost allocation plans.

Multiple funding streams may fund programs and services that are delivered by career center partners. These consist of TANF, Food Assistance Employment and Training, WIOA, Wagner-Peyser, Vocational Rehabilitation, and State funds. These funds will provide basic career, individualized career, and training services as provided in the appropriate enabling legislation. No such funds are being paid pursuant to this agreement to Alabama Career Center System partners who are private, non-governmental entities.

Career center partners will control their own resources, and remain autonomous while working with other Partner Agencies to provide a continuum of services through the career centers in accordance with 20 C.F.R. part 662. Each partner will perform the functions and provide the services as mandated by State and Federal statute. These partners will continue to maintain their own individual program delivery, personnel, accounting, and other management systems. Each career center partner will pay for its own fixed and variable costs as direct charges.

Conflict Resolution and Grievance Procedures

Employee grievances and complaints related to terms and conditions of employment will be handled according to applicable career center partner agency procedures (i.e., the employing agency's procedures). Customer grievances and complaints about any WIOA Title I-funded services will be handled per WIOA grievance and complaint procedures, including discrimination complaint procedures. The partner agency will handle grievances and complaints related to the programs or services by that agency. Employees, customers, and other interested persons will be notified of grievance and complaint procedures through postings (written and electronic), other written notice and, as necessary, verbally. Notice and information about WIOA and other partner agency grievances and complaint procedures will be made available in alternative formats to persons with disabilities. Every possible effort will be made to combine and coordinate notices, policies and procedures where not prohibited by law or regulation. Partner agencies and the Alabama Career Center Operator will designate a person to be responsible for coordinating career center grievance and complaint activities. This person will serve as the career center contact for information, referral and assistance regarding filing and processing grievances and complaints.

Duration and Modification of Plan

At any time, any career center partner may request an amendment to the MOU in writing to the SEPTA Workforce Development Board. However, the career center partners must agree upon the amendments before presenting them to the SAPTE Workforce Development Board. All requests will be presented to the WDB for final approval. The Memorandum of Understanding will be in effect upon approval by the SAPTE WDB and will remain in effect until any of the career centers partners requests a revision.

If a career center partner does not sign the MOU, the Chair of the WDB will notify the Governor. If the impasse cannot be resolved between the partners through negotiation or mediation, the Governor will notify the Secretary of Labor and the national office of the partner who has not signed the MOU. The Governor can remove required career center partners who do not sign the MOU from the Board. Administration and oversight of this MOU will be the responsibility of the WDB.

Confidentiality

Information exchanged between/among the parties to this agreement shall remain private and confidential in accordance with the most restrictive confidentiality requirements of any of the parties' collecting, receiving or sharing that information.

Summary

The Alabama Career Center System has established a service delivery pathway that provides customers access to training services based on customer need, eligibility, and funding availability. The Southwest Alabama Partnership for Training and Employment will work to assure programs represented in each of the six Career Centers in the region provide the most comprehensive network of services possible to meet the individual needs of each individual and business seeking assistance. Levels of services under WIOA include Basic Career Services, Individualized Career Services and Training Services. Basic Career Services may include but are not limited to registration, eligibility determination, initial assessment, job search and placement services, provision of labor market information, and others. Individualized Career Services includes more comprehensive and specialized assessments, development of individual employment plans, group and individual employment counseling, career planning services, job readiness, and/or short-term pre-vocational services. If the customer exhibits a need for skills training after receiving any level of Career Services, they may be eligible to receive Training Services to increase occupational skills that lead to employment in jobs that meet the definition of high-wage/high-demand occupations with the potential for high growth according to current Labor Market Information (LMI).

Each Career Center location must address how customers can access the variety of services provided by all required partners and other resources in the community which will support and enhance the customers' attachment to the workforce.

Training in a work first environment, such as Work-Based Training is available to customers who lack work experience. Those customers who lack the necessary skills to obtain initial employment or to move from low wages to better wages and who are determined eligible for training funds will be provided a list of eligible training providers who provide training in occupations in demand. Customers will choose from this list.

Our goal in providing training services to customers is to enable them to have the occupational skills required by local and regional businesses and industry, to increase earnings, increase job retention, and increase economic self-sufficiency. It is our goal to increase education and training, skills development, employment and job retention, and earnings of customers.

Using the directions set forth in the SAPTE MOU, career center partners will develop the unique aspects of the service pathways and referral processes for all customers, job seekers and employers alike. Based on local staffing, customer needs, and the availability of funding from each partner agency, Southwest

Alabama Partnership for Training and Employment will develop an Infrastructure Cost Sharing Agreement to include the sharing of costs at each center, as well as the sharing in the delivery of services to all customers at each location.

This Memorandum of Understanding has been developed with the full cooperation and input of all career center partner agencies, or their representative, in the Southwest Alabama Partnership for Training and Employment region, and remains in effect until modified by one or more of the partners. Additional partners may be added to this MOU as identified, and their services integrated into the SAPTE Alabama Career Center System.

Parties to the agreement include:

1. The Southwest Alabama Partnership for Training and Employment, serving as the fiscal administrator for WIOA funding for Baldwin, Escambia, Choctaw, Clarke, Conecuh, Mobile, Monroe, Washington and Wilcox counties and as the provider of Title I services in the Mobile Career Center.
2. The Alabama Department of Labor (ADOL) serving as the One-Stop Operator for all Career Centers in the nine county region and providing staff to provide WIOA funded services in the Career Centers in Baldwin (2), Escambia, Clark and Monroe counties.
3. The Alabama Department of Rehabilitative Services (ADRS).
4. The Alabama Department of Post-Secondary Education
5. Telamon Alabama
6. Alabama Department of Human Resources
7. Alabama Senior Services
8. Housing and Urban Development
9. Job Corps

SEE ATTACHED SIGNATURE PAGES FOR EACH OF THE ABOVE

7. Alabama Department of Senior Services

By signing below, I certify that I have the authority to commit the agency I represent to the terms set forth in this Memorandum of Understanding for the Southwest Alabama Partnership for Training and Employment Career Center Partners and I do so by signing.

Mr. Todd Cotton, Acting Commissioner
Alabama Department of Senior Services
P.O. Box 301851
Montgomery, Al 36130-1851
(334) 242-5743
Todd.cotton@adss.alabama.gov

Signature

Todd Cotton

Date

10/17/17

Printed Name

Todd Cotton

Title

Acting Commissioner

7. Alabama Department of Senior Services

By signing below, I certify that I have the authority to commit the agency I represent to the terms set forth in this Memorandum of Understanding for the Southwest Alabama Partnership for Training and Employment Career Center Partners and I do so by signing.

Mr. Todd Cotton, Acting Commissioner
Alabama Department of Senior Services
P.O. Box 301851
Montgomery, Al 36130-1851
(334) 242-5743
Todd.cotton@adss.alabama.gov

Signature Todd Cotton Date 10/12/17

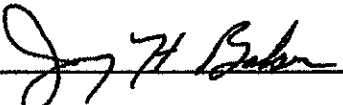
Printed Name Todd Cotton

Title Acting Commissioner

4. The Alabama Department of Post-Secondary Education

By signing below, I certify that I have the authority to commit the agency I represent to the terms set forth in this Memorandum of Understanding for the Southwest Alabama Partnership for Training and Employment Career Center Partners and I do so by signing.

Mr. Jimmy H. Baker, Chancellor
Alabama Community College System
135 South Union Street
P.O. Box 302130
Montgomery, AL 36130-2130
(334) 293-4524
E-Mail: jimmy.baker@accs.edu

Signature 

Date 9-6-17

Printed Name Jimmy H. Baker

Title Chancellor

3. The Alabama Department of Rehabilitation Services (ADRS).

By signing below, I certify that I have the authority to commit the agency I represent to the terms set forth in this Memorandum of Understanding for the Southwest Alabama Partnership for Training and Employment Career Center Partners and I do so by signing.

Ms. Jane Elizabeth Burdeshaw, Commissioner
Alabama Department of Rehabilitation Services
602 S. Lawrence St.
Montgomery, AL 36104
(334) 293-7200
E-Mail: JE.Burdeshaw@rehab.alabama.gov

Signature 

Date 08/02/17

Printed Name Jane E. Burdeshaw

Title Commissioner

2. The Alabama Department of Labor (ADOL) serving as the One-Stop Operator for all Career Centers in the nine county region and providing staff to provide WIOA funded services in the Career Centers in Baldwin (2), Escambia, Clark and Monroe counties.

By signing below, I certify that I have the authority to commit the agency I represent to the terms set forth in this Memorandum of Understanding for the Southwest Alabama Partnership for Training and Employment Career Center Partners and I do so by signing.

Mr. Fitzgerald Washington, Secretary
Alabama Department of Labor
649 Monroe Street
Montgomery, AL 36131
(334)
E-Mail: Fitzgerald.Washington@labor.alabama.gov

Signature

Fitzgerald Washington

Date

8/30/17

Printed Name

Fitzgerald Washington

Title

Secretary of Labor

1. The Southwest Alabama Partnership for Training and Employment, serving as the fiscal administrator for WIOA funding for Baldwin, Escambia, Choctaw, Clarke, Conecuh, Mobile, Monroe, Washington and Wilcox counties and as the provider of Title I services in the Mobile Career Center.

By signing below, I certify that I have the authority to commit the agency I represent to the terms set forth in this Memorandum of Understanding for the Southwest Alabama Partnership for Training and Employment Career Center Partners and I do so by signing.

Ms. Merceria Ludgood, Chair
Chief Elected Officials Council
Southwest Alabama Partnership for Training and Employment
205 Government Street
Mobile, AL 36644
(251) 574-1000
E-Mail: mludgood@mobile-county.net

Signature

Merceria Ludgood

Date

7/17/2017

Printed Name

Merceria Ludgood

Title

Chairperson

8. Job Corps

By signing below, I certify that I have the authority to commit the agency I represent to the terms set forth in this Memorandum of Understanding for the Southwest Alabama Partnership for Training and Employment Career Center Partners and I do so by signing.

Mr. Frank Coiro
Montgomery Job Corps Center
1145 Air Base Blvd.
Montgomery, AL 36108-3103
(334) 262-8883
Coiro.Frank@jobcorps.org

Signature



Date

10/9/17

Printed Name

Frank Coiro

Title

Center Director

8. Housing and Urban Development

By signing below, I certify that I have the authority to commit the agency I represent to the terms set forth in this Memorandum of Understanding for the Southwest Alabama Partnership for Training and Employment Career Center Partners and I do so by signing.

Mr. Eric Jefferson, CEO
Housing First
3929 Airport Blvd.
Building 3-Suite 200
Mobile, AL 36609
(251) 554-8074
Ebj Jefferson@hfaal.org

Signature



Date

10-19-17

Printed Name

ERIC B. JEFFERSON

Title

CEO

6. Telamon Alabama

By signing below, I certify that I have the authority to commit the agency I represent to the terms set forth in this Memorandum of Understanding for the Southwest Alabama Partnership for Training and Employment Career Center Partners and I do so by signing.

Ms. Stephannie Durant-Brooks, State Director
Telamon Alabama
51 Wisteria Place
Millbrook, AL 36054
(334) 239-2600
sdurantbrooks@telamon.org

Signature Stephannie J. Durant-Brooks

Digitally signed by Stephannie J. Durant-Brooks
DN: cn=Stephannie J. Durant-Brooks, o=Telamon Corporation,
ou=SCD1, email=sdurantbrooks@telamon.org, c=US
Date: 2017.10.24 08:53:52 -0400

Date 10/24/2017

Printed Name Stephannie J. Durant-Brooks

Title State Director-AL/SC

7. Alabama Department of Human Resources

By signing below, I certify that I have the authority to commit the agency I represent to the terms set forth in this Memorandum of Understanding for the Southwest Alabama Partnership for Training and Employment Career Center Partners and I do so by signing.

Ms. Nancy Buckner, Commissioner
Alabama Department of Human Resources
Gordon Persons Building
50 North Ripley Street
Montgomery, AL 36130
Nancy.Buckner@dhr.alabama.gov

Signature Nancy A. Buckner

Date 10/26/17

Printed Name Nancy Buckner

Title Commissioner