

# Saratoga-Warren-Washington Workforce Development Area

## A. Intent of the Service Delivery MOU

This MOU is meant solely to capture each partner's (as listed below) roles and responsibilities in the New York State (NYS) Career Center System ("System"). The partners executing this MOU acknowledge and agree that this document is not a contract, and the MOU does not create, or otherwise give rise to, any contractual rights or obligations between the partners and their representatives. Each partner's responsibilities, which are generally summarized in this MOU, may only be legally enforced in the event the relevant partners execute a separate joint use or collaboration agreement. The MOU memorializes, in writing, the way the partners will work collaboratively together to satisfy the federal regulations for the System and is not designed to be contractual terms and conditions that would be enforced by court order.

This MOU does not replace or supersede any prior agreements entered into by any partner described in the MOU, including but not limited to separate agreements partners have executed.

This MOU was developed and executed in accordance with the MOU requirements set forth in 20 CFR 678.500, 20 CFR § 678.510(b) and Training and Employment Guidance Letter 17-16 (issued by the United State Department of Labor, Employment and Training Administration on January 18, 2017). An additional Infrastructure Funding and Shared Services MOU covering the sharing of costs for infrastructure and shared services is intended to be executed by the parties, on or before December 31, 2017 and for the purpose of complying with 20 CFR 678.500(b)(2).

## B. Parties to the Service Delivery MOU

### ***Table 1: Partner Program Contact Information***

The Saratoga-Warren-Washington (SWW) Workforce Development Board, the CEO(s) and the following other partners are the parties to this MOU:

<p align="center"><b>Partner Entity or Program Name</b> (as applicable to the LWDA)</p>	<p align="center"><b>Point(s) of Contact</b> (Name, title, address, email, phone)</p>
<p>1. Local Workforce Development Board (LWDB)</p>	<p>William Resse, Exec. Director            SWW WDB            333 Glen St., Suite 200-D            Glens Falls, NY 12801  <a href="mailto:wressewib@gmail.com">wressewib@gmail.com</a>            (518) 824-8883</p>

<p align="center"><b>Partner Entity or Program Name</b> (as applicable to the LWDA)</p>	<p align="center"><b>Point(s) of Contact</b> (Name, title, address, email, phone)</p>
<p>2. Chief Elected Official (CEO)</p>	<p>Edward D. Kinowski, Chairman Saratoga County Board of Supervisors 40 McMaster Street Ballston Spa, New York 12020 <a href="mailto:ekinowski@saratogacountyny.gov">ekinowski@saratogacountyny.gov</a> (518) 885-2240</p> <p>Ronald F. Conover, Chairman Warren County Board of Supervisors Warren County Municipal Center 1340 State Rt. 9 Lake George, NY 12845 <a href="mailto:supervisor@town.bolton.ny.us">supervisor@town.bolton.ny.us</a> (518) 644-2461</p> <p>Robert Henke, Chairman Washington County Board of Supervisors 383 Broadway Fort Edward, NY 12828 <a href="mailto:argylesupervisor@hotmail.com">argylesupervisor@hotmail.com</a> (518) 746-2212</p>

<p align="center"><b>Partner Entity or Program Name</b> (as applicable to the LWDA)</p>	<p align="center"><b>Point(s) of Contact</b> (Name, title, address, email, phone)</p>
<p>3. Adult, Dislocated Worker (DW), and Youth under Title I of WIOA</p>	<p>Lisa Scaccia, Director Saratoga County Department of Employment and Training 152 West High Street Ballston Spa, NY 12020 <a href="mailto:lscaccia@saratogacountyny.gov">lscaccia@saratogacountyny.gov</a> (518) 884-4170</p>
<p>4. Job Corps under Title I of WIOA</p>	<p>Erin Ferguson, Center Director Glenmont Job Corps 822 River Road Glenmont, NY 12077 <a href="mailto:Ferguson.erin@jobcorps.org">Ferguson.erin@jobcorps.org</a> (518) 767-2014</p>
<p>5. YouthBuild under Title I of WIOA</p>	<p>n/a</p>
<p>6. Indian and Native American Programs (INAP) under WIOA Title I</p>	<p>n/a</p>
<p>7. Migrant and Seasonal Farmworker Programs (MSFW) under Title I of WIOA</p>	<p>n/a</p>
<p>8. Adult Education and Family Literacy Act programs under Title II of WIOA (Adult Ed.)</p>	<p>Constance Carroll Associate in Continuing Education NYSED 89 Washington Ave, EBA 460 Albany, NY 12234 <a href="mailto:constance.carroll@nysed.gov">constance.carroll@nysed.gov</a> (518) 474-8940</p>

<p align="center"><b>Partner Entity or Program Name</b> (as applicable to the LWDA)</p>	<p align="center"><b>Point(s) of Contact</b> (Name, title, address, email, phone)</p>
<p>9. New York State Department of Labor (NYSDOL) administered:</p> <ul style="list-style-type: none"> <li>• Wagner-Peyser program under Title III of WIOA (WP)</li> <li>• Trade Adjustment Assistance (TAA) under Title II of Trade Act</li> <li>• Jobs for Veterans State Grants (Vets) under Title 38, U.S.C.</li> <li>• State Unemployment Insurance (UI) programs</li> </ul>	<p>Jim Corey            NYSDOL Career Center Manager            Career Center of Warren County            333 Glen Street, Suite 300            Glens Falls, NY 12801  <a href="mailto:James.Corey@labor.ny.gov">James.Corey@labor.ny.gov</a>            (518) 743-0925 ext. 8896</p>
<p>10. Vocational Rehabilitation—Adult Career &amp; Continuing Education Services (ACCES-VR) under Title IV of WIOA</p>	<p>Barbara Arisohn            District Office Manager            ACCES-VR            80 Wolf Road, Suite 200            Albany, NY 12205  <a href="mailto:Barbara.Arisohn@nysed.gov">Barbara.Arisohn@nysed.gov</a>            (518) 485-5545</p>
<p>11. Vocational Rehabilitation—Office of Children and Family Services, New York State Commission for the Blind (OCFS/NYSCB) under Title IV of WIOA</p>	<p>Ann Gallagher-Sagaas            District Manager            NYS Commission for the Blind            40 North Pearl St.            Albany, NY 12243  <a href="mailto:Ann.Gallagher-Sagaas@ocfs.ny.gov">Ann.Gallagher-Sagaas@ocfs.ny.gov</a>            (518) 473-1675</p>

<p align="center"><b>Partner Entity or Program Name</b> (as applicable to the LWDA)</p>	<p align="center"><b>Point(s) of Contact</b> (Name, title, address, email, phone)</p>
<p>12. Senior Community Service Employment Programs (SCSEP)— State Office for the Aging (SOFA) under Title V of Older Americans Act</p>	<p>Lisa Scaccia, Director Saratoga County Department of Employment and Training 152 West High Street Ballston Spa, NY 12020 <a href="mailto:lscaccia@saratogacountyny.gov">lscaccia@saratogacountyny.gov</a> (518) 884-4170</p>
<p>13. Senior Community Service Employment Programs (SCSEP)— National Grantees under Title V of Older Americans Act</p>	<p>Iris Brown Regional Coordinator Associates for Training &amp; Development, Inc. (A4TD) 61 State St. Troy, NY 12180 <a href="mailto:ibrown@a4td.org">ibrown@a4td.org</a> (518) 727-6628</p>
<p>14. Career and Technical Education programs at the postsecondary level (CTE) under Perkins Career and Technical Education Act</p>	<p>Maritza Vega Associate NYSED 89 Washington Ave. EBA 971 Albany, NY 12234 <a href="mailto:maritza.vega@nysed.gov">maritza.vega@nysed.gov</a> (518) 474-3719</p>
<p>15. Community Services Block Grants (CSBG) employment &amp; training</p>	<p>n/a</p>
<p>16. Housing and Urban Development (HUD) employment &amp; training</p>	<p>n/a</p>
<p>17. Re-entry Employment Opportunities (REO) programs under Second Chance Act</p>	<p>n/a</p>

<p align="center"><b>Partner Entity or Program Name</b> (as applicable to the LWDA)</p>	<p align="center"><b>Point(s) of Contact</b> (Name, title, address, email, phone)</p>
<p>18. Temporary Assistance for Needy Families (TANF) employment &amp; training under part A of Title IV of Social Security Act</p>	<p>Tina Potter, Commissioner Saratoga County DSS 152 West High Street Ballston Spa, NY 12020 <a href="mailto:Tina.potter@dfa.state.ny.us">Tina.potter@dfa.state.ny.us</a> (518) 884-4140</p> <p>Kelly Barker Principal Social Welfare Examiner Warren County DSS Human Service Building 1340 State Route 9, Lake George, NY 12804 <a href="mailto:Kelly.Barker@dfy.state.ny.us">Kelly.Barker@dfy.state.ny.us</a> (518) 761-6311</p> <p>Eileen Irwin Director of Assistance Programs (518) 726-2424</p> <p>Judy Taylor Employment Program Supervisor (518) 746-2361 Washington County DSS 383 Broadway Fort Edward, NY 12828 <a href="mailto:Eileen.Irwin@dfa.state.ny.us">Eileen.Irwin@dfa.state.ny.us</a> <a href="mailto:Judy.Taylor@dfa.state.ny.us">Judy.Taylor@dfa.state.ny.us</a></p>

## C. System Design and Services

### 1. Service Provision Locations/Resources

**Table 2: Service Provision Locations**

<b>Type of Location</b> (Comprehensive/Affiliate/ Specialized /Eligible Partner Program Site/ Self-Service Resource)	<b>Location or Self-Services Resource Name</b>	<b>Location Contact</b> (Address, web address, phone)
1. Comprehensive Center	Warren County Career Center	333 Glen St. Suite 300 Glens Falls, NY 12801 <a href="http://www.thejoblink.org/">http://www.thejoblink.org/</a> (518) 743-0925
2. Comprehensive Center	Saratoga County Career Center	152 West High St. Rm. B-204 Ballston Spa, New York 12020 <a href="http://www.saratogacountyny.gov/departments/employment-and-training/">http://www.saratogacountyny.gov/departments/employment-and-training/</a>  <a href="http://www.thejoblink.org/">http://www.thejoblink.org/</a> (518) 884-4170
3. Comprehensive Center	Washington County One Stop Career Center	Washington County EOC 383 Broadway Suite B010 Fort Edward, NY 12828 <a href="http://www.thejoblink.org/">http://www.thejoblink.org/</a> (518) 746-2391
4. Self-Service Resource	JobZone	<a href="http://www.jobzone.ny.gov">www.jobzone.ny.gov</a>
5. Self-Service Resource	CareerZone	<a href="http://www.careerzone.ny.gov">www.careerzone.ny.gov</a>
6. Self-Service Resource	myBenefits	<a href="http://www.mybenefits.gov">www.mybenefits.gov</a>
7. Eligible Partner Program Site	Glenmont Job Corps	822 River Road Glenmont, NY 12077 <a href="http://glenmont.jobcorps.gov/home.aspx">http://glenmont.jobcorps.gov/home.aspx</a> (518) 767-2292
8. Eligible Partner Program Site	WSWHE BOCES  (Adult Education and Family Literacy Act programs under Title II of WIOA - Adult Ed.)	F. Donald Myers Education Center 15 Henning Road Saratoga Springs, NY 12866 <a href="http://www.wswheboces.org/AdultEducation.cfm">http://www.wswheboces.org/AdultEducation.cfm</a> (518) 581-3560  11 South Street, Suite 105



<b>Type of Location</b> (Comprehensive/Affiliate/ Specialized /Eligible Partner Program Site/ Self-Service Resource)	<b>Location or Self-Services Resource Name</b>	<b>Location Contact</b> (Address, web address, phone)
		Glens Falls, NY 12801 <a href="http://www.wsheboces.org/AdultEducation.cfm">http://www.wsheboces.org/AdultEducation.cfm</a> (518) 746-3560
9. Eligible Partner Program Site	ACCES-VR  (Vocational Rehabilitation— Adult Career & Continuing Education Services under Title IV of WIOA)	Southern Adirondack Independent Living (SAIL) 71 Glenwood Avenue, Queensbury, NY 12804 <a href="http://www.acces.nysed.gov/">http://www.acces.nysed.gov/</a> (518) 745-5746 and (518) 745-5752  Unlimited Potential 36 Cady Hill Boulevard Saratoga Springs, NY 12866 <a href="http://www.acces.nysed.gov/">http://www.acces.nysed.gov/</a> (518) 587-2851  Staff are not always located at these offices. If there is no answer, please call the Albany District Office at (518) 473-8097. Calls and inquiries can be directed to Senior Counselor, Scott Brazie.
10. Eligible Partner Program Site	Office of Children and Family Services (OCFS)/New York State Commission for the Blind (NYSCB)  (Title IV of WIOA)	40 North Pearl Street 10th Floor Albany, NY 12210-2329 <a href="http://ocfs.ny.gov/main/cb/">http://ocfs.ny.gov/main/cb/</a> (518) 473-1675
11. Eligible Partner Program Site	Saratoga County Department of Employment and Training  (Senior Community Service Employment Programs (SCSEP)—State Office for the Aging (SOFA) under Title V of Older Americans Act)	152 West High Street Ballston Spa, NY 12020 <a href="http://www.saratogacountyny.gov/departments/employment-and-training/">http://www.saratogacountyny.gov/departments/employment-and-training/</a> (518) 884-4170
12. Eligible Partner Program Site	Associates for Training & Development, Inc. (A4TD)  (Senior Community Service Employment Programs (SCSEP)—National Grantees under Title V of Older Americans Act)	61 State St. Troy, NY 12180 <a href="http://www.a4td.org">www.a4td.org</a> (518) 727-6628

<b>Type of Location</b> (Comprehensive/Affiliate/ Specialized /Eligible Partner Program Site/ Self-Service Resource)	<b>Location or Self-Services Resource Name</b>	<b>Location Contact</b> (Address, web address, phone)
13. Eligible Partner Program Site	SUNY Adirondack  (Career and Technical Education programs at the postsecondary level (CTE) under Perkins Career and Technical Education Act)	SUNY Adirondack Scoville Bldg. Rm. 326 640 Bay Rd. Queensbury, NY 12804 <a href="http://www.sunyacc.edu/">http://www.sunyacc.edu/</a> (518) 681-5612
14. Eligible Partner Program Site	Saratoga County DSS  (Temporary Assistance for Needy Families (TANF) employment & training under part A of Title IV of Social Security Act)	152 West High St. Ballston Spa, NY 12020 <a href="http://www.mybenefits.gov">www.mybenefits.gov</a> (518) 884-4140 <a href="http://www.saratogacountyny.gov/departments/social-services/">http://www.saratogacountyny.gov/departments/social-services/</a>
15. Eligible Partner Program Site	Warren County DSS  (Temporary Assistance for Needy Families (TANF) employment & training under part A of Title IV of Social Security Act)	Human Service Building 1340 State Route 9 Lake George, NY 12804 <a href="http://warrencountyny.gov/socserv/">http://warrencountyny.gov/socserv/</a>  <a href="http://www.mybenefits.gov">www.mybenefits.gov</a> (518) 761-6318  (518) 761-6311
16. Eligible Partner Program Site	Washington County DSS  (Temporary Assistance for Needy Families (TANF) employment & training under part A of Title IV of Social Security Act)	383 Broadway Fort Edward, NY 12828 <a href="http://www.mybenefits.gov">www.mybenefits.gov</a> (518) 746-2300  <a href="http://www.co.washington.ny.us/517/Social-Services">http://www.co.washington.ny.us/517/Social-Services</a>

## 2. Common Identifier for Branding

Partners will use/incorporate the nation’s designated branding, “American Job Center network” or “A Proud Partner of the American Job Center network”, on branded electronic resources and any newly printed, purchased or created materials

## 3. Applicable Career Services Coordination and Delivery

**Table 3 : Applicable Career Services**

Required Programs	Adult	DW	Youth	Adult Ed	WP	ACCES-VR	NYSCB	SCSEP	TAA	UI	Vets E&T	CTE	INAP	MSFW	CSBG E&T	HUD E&T	2 <sup>nd</sup> Chance	Job Corps	Youth Build	TANF E&T	
<b>Basic Career Services</b>																					
Eligibility for Title I services	X	X	X		X				X		X								X		
Outreach, intake, system orientation	X	X	X	X	X	X	X	X	X		X	X		X	X				X		X
Initial assessment	X	X	X	X	X	X	X	X	X		X	X			X				X		X
Labor exchange services	X	X	X		X			X	X		X			X	X				X		X
Referrals to programs	X	X	X	X	X	X	X	X	X		X	X		X	X				X		X
Labor market information	X	X	X		X	X	X	X	X		X								X		
Performance on local workforce system	X	X	X		X														X		
Performance & program cost of Eligible Providers	X	X							X		X								X		
Referrals to supportive services	X	X	X	X	X	X	X	X	X		X	X		X	X				X		X
UI information and assistance	X	X	X		X				X	X	X								X		
Financial aid information	X	X	X	X		X	X		X		X	X			X						
<b>Individualized and Follow-Up Career Services</b>																					
Comprehensive assessment	X	X	X	X	X	X	X	X	X		X	X							X		X
Individual employment plan	X	X	X		X	X	X	X	X		X			X					X		X
Career planning & counseling	X	X	X	X	X	X	X	X	X		X	X			X				X		X
Short-term pre-vocational services	X	X	X			X	X				X	X			X				X		X
Internships and work experiences	X	X	X			X	X	X	X			X			X				X		X
Out of area job search and relocation assistance	X	X	X		X	X	X		X										X		
Financial literacy services	X	X	X	X		X	X								X				X		X
English language acquisition and integrated education	X	X	X	X					X			X			X				X		
Workforce preparation	X	X	X	X					X			X			X				X		X
Follow-up services	X	X	X	X				X			X			X					X		X

Applicable Career Services listed in Table 3 are provided in the local area through one-on-one appointments, group orientations, and self-service resources and are defined below. In the following definitions, “customer” is equivalent to participant, consumer, client, student, or recipient, as used by the various partners. Where appropriate, partners who provide the same Applicable Career Services agree to deliver those services in a coordinated manner with appropriate points of contact, meaningful referrals, and through the required service delivery coordination role of the One-Stop System Operator.

### **Basic Career Services**

(20 CFR §678.430(a) and §678.435)

- **Eligibility for Title I Services** – Determination of whether a customer is eligible to receive services from the Adult, Dislocated Worker, or Youth programs.
- **Outreach, Intake, and System Orientation** – Outreach is intended to promote awareness of the availability of the System services to/for individuals and businesses that may need these services. Intake and System orientation is the process of gathering basic information to determine the program(s) appropriate for the customer, and providing the customer with information on the services available to determine if he/she is interested in pursuing those services.
- **Initial Assessment** – The collection and assessment of information on a customer’s skill levels, including literacy, numeracy, and English language proficiency; work history; employment barriers; employment goal(s) and occupational knowledge; supportive service needs; and whether referrals to other programs are appropriate or necessary.
- **Labor Exchange Services** – Providing job search and placement services to the customer, including but not limited to, information on in-demand industry sectors and occupations and non-traditional employment, when appropriate; development of a work search plan; placement in workshops; posting jobs on the state job bank; providing job matching and referrals; and advising how to maintain a record of job search.

In some instances, programs may require their customers to maintain and submit a log detailing the amount of time spent on job search activities including identifying, applying, and interviewing for potential jobs, and time spent preparing and sending follow-up material to businesses.

Labor exchange services also include appropriate recruitment and other business services, which may include, but are not limited to, customized screening and referral of qualified customers in training services to businesses; customized services to businesses, business associations, or other such organizations, on employment-related issues; customized recruitment events for businesses and targeted job fairs; human resource consultation services which may include writing/reviewing job descriptions and employee handbooks, developing performance evaluations and personnel policies, creating orientation sessions for new employees, honing job interview techniques for efficiency and compliance, analyzing employee turnover, creating job accommodations and using assistive technologies, and explaining labor law to help businesses comply; and customized labor market information for specific businesses, sectors, industries, or clusters.

- **Referrals to Programs** – Referrals and coordination of activities with other appropriate programs and services that meet specific customer needs, assist them in overcoming barriers to employment, and provide services to gain/retain employment. These other programs and

services may include, but are not limited to, employment and training services; treatment for alcohol, substance abuse or mental health issues; Unemployment Insurance benefits; Workers' Compensation; NYS Disability Insurance; and vocational rehabilitation services.

- **Labor Market Information** – Staff provides workforce and labor market employment statistics to assist job seeking customers in the development of employment goal(s) and businesses in the development and implementation of sector partnerships and career pathways. The employment statistics include local, regional, and national labor market conditions; career counseling and career exploration services; characteristics of industries, occupations, and the workforce area; business-identified skill needs; short and long-term industry and occupational growth and salary projections; worker supply and demand; and high-growth and high-demand industries.
- **Performance on the Local Workforce System** – The provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's NYS Career Center System.
- **Performance and Program Cost of Eligible Providers** – The provision of performance information and program cost information on eligible providers of education, training, and workforce services by program and type of provider.
- **Referrals to Supportive Services** – Staff provides customers with referrals to supportive services that enable the customer to participate in authorized WIOA activities. Based on various partners' programmatic rules and regulations, these supportive services may include, but are not limited to, transportation; child care; dependent care; housing; needs related payments; interpreter services; reasonable accommodation for youth with disabilities; legal aid services; assistance with uniforms or other appropriate work attire; assistance with books, fees, and school supplies; payments and fees for employment and training related applications, tests, and certifications; and tools or instruments. Depending on the program, when appropriate, information may also be provided to customers on how to continue these supportive services after program services are completed.
- **Unemployment Insurance (UI) Information and Assistance** – Career Center and UI staff provides information and meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation. Meaningful assistance means providing assistance on-site using staff that is well trained in UI compensation claims filing and the rights and responsibilities of claimants or providing assistance by phone or via other technology as long as the assistance is provided by trained and available staff within a reasonable time.
- **Financial Aid Assistance** – Providing assistance in establishing eligibility, accessing, and applying for programs of financial aid for training and education programs not provided under WIOA.

### ***Individualized Career Services***

(20 CFR §678.430(b))

- **Comprehensive Assessment** – Staff conducts a specialized assessment of a job seeker's barriers to employment, occupational and employment goal(s), educational and skill levels, and personal circumstance to determine his/her service needs. This may include diagnostic testing and use of other assessment tools, and in-depth interviewing and evaluation. Under WIOA Title I, the

comprehensive assessment is used to develop the Individual Employment Plan (IEP), while under Title IV, it is used to develop the Individualized Plan for Employment (IPE).

- **Individual Employment Plan (IEP)/Individualized Plan for Employment (IPE)** – The IEP/IPE identifies the appropriate employment goal(s) chosen by the customer. The initial and comprehensive assessment is used to develop the IEP/IPE in consultation with the customer. The plan outlines the necessary services to be provided to achieve the planned goals; steps and timelines for achieving the goals; and the terms, conditions, and responsibilities associated with the plan. The IEP for Title I Adult/DW/Youth programs also includes information about eligible training providers, when applicable. The IPE for Title IV Vocational Rehabilitation Programs must also include those specific rehabilitation services needed to achieve the employment outcome, including assistive technology devices and services, when applicable.
- **Career Planning and Counseling** – One-on-one or intensive career planning and counseling with a professional counselor uses initial and comprehensive assessments and the IEP/IPE, and aims at enhancing job seeking and retention skills and career advancement of customers by:
  - i. Helping the customer analyze and understand career information, and gain a better understanding of his/herself using career information gained through assessment tools and counseling strategies to more realistically choose or change short and long-term occupational goals; and
  - ii. Preparing service strategies to assist in the achievement of occupational goal(s) and to ensure customers have access to necessary workforce activities and supportive services, which may include, but are not limited to, drug and alcohol abuse counseling, mental health counseling, and referrals to partner programs appropriate to the needs of the customer.

Counseling may also include notification of available training in entrepreneurial skills which may include, but is not limited to, taking initiative; creatively seeking out and identifying business opportunities; developing budgets and forecasting resource needs; understanding options for acquiring capital; and communicating effectively to market oneself and ideas.

- **Short-term Pre-Vocational Services** – Development of skills customers need to live independently and enter the workforce fully prepared to engage in employment. These services may include academic education and job readiness trainings for development of work readiness skills, including but not limited to, learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, higher-order reasoning, problem-solving skills, work attitudes, and professional conduct.
- **Internships and Work Experience** – Based on partners’ programmatic rules and regulations, the work experience is a planned, structured learning experience, in most cases linked to a career, that takes place in a private for-profit, non-profit or public sector workplace. For most partner programs, work experiences may be in the form of internships, work-study, externship, on-the-job training, apprenticeship, summer employment for youth, and/or other work placement opportunities. The purpose of a work experience is to provide the customer with an understanding of the work environment and job responsibilities, specific work skills, and experience on how the customer performs in the work setting. WIOA Title I Youth work experiences also include an academic and occupational education component. Partners follow all

applicable work experience requirements for their respective program's State and Federal rules and regulations.

- **Out of Area Job Search and Relocation Assistance** – Staff provides information on labor exchange activities in other local areas, regions, or states and whether businesses the customer may be interested in offer assistance with relocation. Allowable relocation expenses may be paid to eligible customers by the appropriate program.
- **Financial Literacy Services** – Educate and support customers to gain the knowledge, skills, and confidence to make informed financial decisions that enable them to attain greater financial health and stability by using high quality relevant learning strategies. The learning, where possible, may include, but is not limited to, creating a budget; initiating checking and/or savings accounts at banks; learning how to effectively manage spending, credit, and debt; learning how to protect against identity theft; and benefits advisement. These services may also include opportunities to put financial literacy lessons into practice, based on the needs of the customer.
- **English Language Acquisition and Integrated Education** – Adult Education staff provides an integrated program of services that incorporates English literacy and civics education concurrently and contextually with workforce preparation and training for a specific occupation/sector for the purpose of educational and career advancement of customers. These services allow customers to attain economic self-sufficiency and are designed for partnerships among adult education programs and postsecondary educational institutions, training providers, and/or businesses. Other partners provide direct linkages and information on how to locate and enroll in English as a Second Language (ESL) or English for Speakers of Other Languages (ESOL) classes.
- **Workforce Preparation** – Activities to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, training, or employment and other employability skills that increase an individual's preparation for the workforce. For Adult Education these activities are incorporated into all literacy instruction.

#### ***Follow-Up Services***

(20 CFR §678.430(c))

Depending upon the individual partner's programmatic rules and regulations, follow-up services may include counseling regarding the workplace for customers in adult or dislocated worker programs, who are placed in unsubsidized employment, for up to 12 months after the first day of employment. For youth programs, the follow-up services include critical services provided following a youth's exit from the program to help ensure the youth is successful in employment and/or postsecondary education and training. These services may include regular contact with a youth's business and education provider, including assistance in addressing work-related or education-related problems that arise.

#### **4. Referral of System Customers**

Partners agree to:

- Participate in a customer focused referral system that seamlessly accesses resources from involved partners to increase quality outcomes. Partners agree to communicate regarding the status of interagency referrals.
- Offer customers information on how to apply for a partner's services and/or arrange an appointment for the customer.
- Continually develop agreed-upon standards and protocols for making quality referrals between program partners.
- Identify a partner referral liaison for each System partner.
- Provide ongoing training to all partner frontline staff in partner services and eligibility.
- Consistently strategize to improve referrals toward a standard of real-time referrals to all applicable local program partners.

## **5. Confidentiality**

Partners agree to the requirements of their individual program in making customer information available to a partner program. Customer information, for the purpose of making a referral to a partner program, will only be shared in accordance with each partner's respective confidentiality requirements. Information will be shared within a reasonable timeframe.

Information may only be shared by the Vocational Rehabilitation partners with a signed written release from the customer. The time limited release form will specify the information that can be released and to whom the information can be released.

Personally identifiable information obtained from customers of specific programs during outreach, intake, system orientation, initial assessment, referral to a partner programs, referral to supportive services, or otherwise is confidential and will not be released, disclosed or re-disclosed without obtaining the proper program specific release. Programs for which program specific releases may be required to ensure customer confidentiality include but are not limited to TANF, NYSDOL programs, and Vocational Rehabilitation programs.

## **6. System Access**

In a Comprehensive Career Center, at a minimum, staff will provide direct linkage (i.e., direct connection within a reasonable time by phone or real-time web-based technology to program staff that can provide program information to the customer).

In compliance with the Americans with Disabilities Act and section 188 of WIOA, partners will provide individuals with disabilities with physical and programmatic accessibility to facilities, programs, services, technology and materials, including appropriate staff training and support.

Partners commit to periodically reassess program accessibility and adjust strategies to improve access as needed.



The partners recognize that NYS Human Rights Law prohibits discrimination or harassment against any employee, applicant for employment or customer due to age, race, creed, color, national origin, sexual orientation, military status, sex, disability, predisposing genetic characteristics, familial status, marital status, or domestic violence victim status of any individual.

The partners understand that the NYS Human Rights Law affords protections from employment discrimination for persons with prior conviction records, or prior arrests, youthful offender adjudications, or sealed records.

**Additional plans to serve the needs of all workers:**

SWW MOU Partners will provide access to all services through a variety of methods and explore developing specific steps such as:

The local Workforce Development Board (WDB) has discussed conducting a physical and programmatic accessibility review with ACCES-VR and may invite a team of local agencies serving the disabled to assist with such review of our three career centers. The review will also include access to technology and other appropriate resources.

The career centers will utilize their current Disability Resource Coordinators (resource staff dedicated to provide services to individuals with disabilities) to develop a best practices and resource manual for use by all center staff.

We plan to conduct periodic meetings with all system MOU partners to further develop programmatic access and referral of partners. Specific steps to be reviewed for customer referral will include:

- A personal introduction by a staff member when two partners are in the same center;
- An immediate phone call while the customer is still at the staff person's desk to set up an appointment with another partner organization that is not located in the Center;
- Access to a private location for a customer to talk by phone or videoconference or skype to staff at another partner organization not located in the Center;
- A written referral shared with the customer and partner agency indicating the agency the customer is being referred to and the applicable services of the agency; and
- A referral follow-up process with agencies regarding initiated referrals, especially for youth and customers with barriers to employment, following all confidentiality requirements.

We plan to identify opportunities for partner staff cross training of systems and partner programs.

At our first MOU partner meeting, we introduced the concept of developing a standard program overview of each partner that would be compiled by the WDB and made available as a staff resource and a customer tool.

The WDB plans to identify as a primary objective for the one stop center operator the convening of partners to review and enhance the provisions of the MOU –especially related to access and referral of customers between partners and the centers, partner review of scope and quality of services available at centers for all workers, jobseekers, youth and individuals with barriers to employment.

The WDB will consider convening an annual partner roundtable that will include all local partner agencies including those that are a party to the MOU as well as other interested agencies who serve customers that could benefit from system services. The purpose will be to review and enhance the general scope and quality of system services.

We will plan to identify other relevant agencies that we do not currently regularly interact with and ensure they are aware of the scope of center and system services.

Our WDB Resource and Development committee has as a primary role the oversight of career center services and will establish a subcommittee of interested partner agencies to address the provision of center and system services.

Youth served by the career centers will be evaluated and considered for dual enrollment as a youth and an adult where beneficial.

The WDB and career centers will explore the potential of making access to online assessment and skill training available to broader groups of individuals as well as individuals in outlying areas through exploring linkages with system partners and libraries.

#### **D. Applicable Career Services System Operating Budget**

**Table 4: Applicable Career Services System Operating Budget**

<b>Partner Entity Name (as applicable to the LWDA)</b>	<b>Average Annual Budget to Support the System</b>
1. Adult/DW/Youth	\$1,172,544
2. Job Corps	\$478,658
3. YouthBuild	-
4. INAP	-
5. MSFW	-
6. Adult Ed.	\$170,020
7. NSYDOL administered programs (WP, TAA, Vets, UI)	\$1,400,951
8. ACCES-VR	\$839,787
9. OCFS/NYSCB	\$271,654
10. SCSEP— SOFA	\$36,822
11. SCSEP—National Grantee	\$300,638
12. CTE, postsecondary level	\$204,237
13. CSBG employment & training	-
14. HUD employment & training	-
15. Re-entry Employment Opportunities (REO) grantee(s)	-
16. TANF employment & training	\$263,475
17. [Other partner approved by the LWDB and CEO]	-
<b>Total</b>	<b>\$5,138,786</b>

## **General Provisions and Assurances for the Service Delivery MOU**

The Service Delivery MOU is a product of local discussion and negotiation. This MOU shall be in effect from July 1, 2017 and shall remain in effect until all partners to this MOU agree to modify it, as necessary, with written mutual consent. This MOU will be reviewed and re-implemented not less than once every three (3) years from the effective date to ensure appropriate funding and delivery of services, and every three (3) years thereafter. In the event that it becomes necessary for one or more partners to cease being a part of this MOU, the partner(s) shall notify the other partners, in writing, 30 days in advance of that intention.

In the event of changes in State and/or Federal law, which necessitate changes to this MOU, the MOU shall be automatically amended to comply with the current law while still furthering the intent of the MOU. The partners will collaborate to amend the MOU to comply with the State and/or Federal requirements.

This MOU may be executed in counterparts, which together shall constitute an original MOU. This MOU shall not be deemed valid until executed by all partners.

The parties acknowledge the terms and conditions of this Service Delivery MOU (this does not include the infrastructure funding and shared services costs).

## **Signatures for the Service Delivery MOU**

SWW LWDA	Signature	Signatory Name and Title	Date
1. LWDB		Peg Murphy Chairperson Saratoga-Warren-Washington WDB	

Saratoga County	Signature	Signatory Name and Title	Date
2. CEO		Edward D. Kinowski, Chairman Saratoga County Board of Supervisors	

Warren County	Signature	Signatory Name and Title	Date
2. CEO		Ronald F. Conover, Chairman Warren County Board of Supervisors	

Washington County	Signature	Signatory Name and Title	Date
2. CEO		Robert Henke, Chairman Washington County Board of Supervisors	

	Signature	Signatory Name and Title	Date
3. Adult/DW/Youth		Lisa Scaccia, Director Saratoga County Department of Employment and Training	



	Signature	Signatory Name and Title	Date
4. Job Corps		Erin Ferguson Center Director Glenmont Job Corps	

	Signature	Signatory Name and Title	Date
8. Adult Ed		Elizabeth Berlin Executive Deputy Commissioner NYS Education Department	

	Signature	Signatory Name and Title	Date
9. NYSDOL administered programs (WP, TAA, Vets, UI)		Mario Musolino Executive Deputy Commissioner NYS Department of Labor	

	Signature	Signatory Name and Title	Date
10. ACCES-VR Title IV		Elizabeth Berlin Executive Deputy Commissioner NYS Department of Education	

	Signature	Signatory Name and Title	Date
11. NYS Office for Children and Families, NYS Commission for the Blind (OCFS/NYSCB)		Derek Holtzclaw Associate Commissioner NYS Commission for the Blind	

Saratoga County	Signature	Signatory Name and Title	Date
12. SCSEP – SOFA Senior Community Service Employment Program Title V – State Office for the Aging		Sandra Cross Director Saratoga County Office for Aging	

	Signature	Signatory Name and Title	Date
13. SCSEP – National Grantee		Pat Elmer President & CEO Associates for Training & Development, Inc. (A4TD)	

	Signature	Signatory Name and Title	Date
14. CTE, Postsecondary Level		Elizabeth Berlin Executive Deputy Commissioner NYS Department of Education	



Saratoga County	Signature	Signatory Name and Title	Date
18. TANF Employment & Training		Tina Potter Commissioner Saratoga County DSS	

Warren County	Signature	Signatory Name and Title	Date
18. TANF Employment & Training		Maureen Schmidt Commissioner Warren County DSS	

Washington County	Signature	Signatory Name and Title	Date
18. TANF Employment & Training		Tammy DeLorme Commissioner Washington County DSS	