

**MEMORANDUM OF UNDERSTANDING
CENTRAL ALABAMA PARTNERSHIP
FOR TRAINING AND EMPLOYMENT
CAREER CENTER PARTNERS
JULY 1, 2017**

Introduction

The purpose of this Memorandum of Understanding (MOU) is to define the roles and responsibilities of the Alabama Career Center partner agencies for the provision and improvement of employment and training services provided to Alabama Workforce Region IV citizens residing in the Central Alabama Partnership for Training and Employment (CAPTE) region, which includes Jefferson, Shelby, Saint Clair, Walker, Chilton and Blount counties.. This MOU is between the CAPTE and the Career Center Partners. It is a requirement of the Workforce Innovation and Opportunity Act of 2014. This MOU establishes guidelines for the Career Center Operator consortium and Career Center Partners in creating and maintaining a cooperative working relationship. The Alabama Department of Labor (ADOL) has been designated the Career Center Operator through a competitive process.

Strategic Vision and Goals

The vision we share for Alabama's Career Centers is an integrated system, which provides high quality career services and employer driven; customer centered; and is tailored to meet the workforce needs of Region IV. These services are designed to increase access to opportunities for the unemployed or underemployed citizen; Adult, Dislocated Worker, and Youth to development needed skills through education; training; and job placement services. Workforce development and education will be 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 as follows: 1) assist jobseekers with 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 businesses services by understanding the skill needs of 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 in serving both customers and businesses. Achievement of these goals will allow Region IV to connect agencies and service providers into 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 State becoming even more competitive in the global market.

CENTRAL ALABAMA PARTNER FOR TRAINING AND EMPLOYMENT PARTNERS' PROGRAMS AND ACTIVITIES:

The following agencies will provide the comprehensive Central Alabama Partnership for Training and Employment services and resources for operations:

Employment and Training Services-Workforce

Central Alabama Partnership for Training and Employment administers the Workforce Innovation and Opportunity Act (WIOA) Title I programs serving Youth, Adults, and Dislocated Workers. The CAPTE services funded through WIOA will be provided by the staff of the Alabama Career Center (Birmingham) and include the following:

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

1. Determinations of whether the individual is eligible to receive assistance from the Adult, Dislocated Worker, or Youth programs.
2. Outreach, intake, and orientation to information and other services available through the Career Center System.
3. Initial assessments of skill levels including academic skills; aptitudes and abilities (including skills gaps); English language proficiency; and supportive services needed.
4. Provision of referrals and coordination of activities with other programs and services, including those within the Career Center System and when appropriate other Workforce Development programs.
5. Information relating to local occupations in demand and the earnings and skills requirements for such occupations.
6. Provision of performance information and program cost information on eligible training service by program and type of Providers.
7. Provision of information on how the local area is performing on Performance Measures and any additional performance information with respect to the Alabama Career Center System (Birmingham).
8. Provision of information relating to the availability of supportive services or assistance.
9. Appropriate referrals to those services and assistance including the following: Child care; child support; medical; 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); assistance under a State program for Temporary Assistance for Needy Families (TANF); and other supportive services and transportation provided through that program.
10. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

11. Provision of information regarding filing claims for unemployment compensation.
12. 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.
13. 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 include:

1. A comprehensive and specialized assessment of skill levels, aptitudes, abilities, and needs which will include the following:
 - a) Diagnostic testing and use of other assessment tools.
 - b) In-depth interview and evaluation to identify employment barriers, supportive service needs and appropriate goals.
2. 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) available in the local area necessary for customers to achieve employment goals Career Planning activities.
3. Labor Exchange Activities.
4. Individual career counseling/planning.
5. Group career counseling.
6. Referral to Training Services.
7. Out-of-area job search and relocation assistance.
8. Short-term pre-vocational services and activities provided through the Alabama Career Center System to include the following:
 - 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.
9. Internships and work experiences that are linked to careers.
10. Financial literacy workshop services.
11. Case Management Services that commence with enrollment into Individualized Career Services and continue throughout an individual's need for assistance.

Training Services are directly linked to job opportunities in the local area and may include:

1. Occupational skills training, including training for non-traditional employment such as dedicated classroom training and Individual Training Accounts (ITAs).
2. On-The-Job training (OJT).
3. Programs that combine workplace training with related instruction, which may include cooperative education programs.
4. Training programs operated by the private sector.

5. Skills upgrading and retraining.
6. Apprenticeship training.
7. Entrepreneurial training.
8. Job Readiness Training.
9. Adult education and literacy training.
10. 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 through the CAPTE and provided by a network of contracted Youth Service Providers in conjunction with Youth Case Managers located in the Region IV.

These services include the following:

1. Tutoring, study skills training, 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.
2. Alternative secondary school services or dropout recovery services, as appropriate.
3. 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:
 - a) Summer employment opportunities and other employment opportunities available throughout the school year.
 - b) Pre-apprenticeship programs.
 - c) Internships and job shadowing.
 - d) On-The-Job Training Opportunities (OJT).
4. Occupational skills training through ITAs.
5. Education offered concurrently with and in the same context as Workforce preparation activities and training for a specific occupation or occupational cluster.
6. Leadership development opportunities, which include community service and peer centered activities encouraging responsibility and other positive social and civic behaviors.
7. Supportive services.
8. Adult mentoring for duration of at least 12 months that may occur both during and after program participation.
9. Follow up services for not less than 12 months after the completion of participation.
10. 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.
11. Financial literacy education.
12. Entrepreneurial skills training.

13. 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.
14. Activities that help youth prepare for and transition to post-secondary education and training.

The CAPTE-funded Youth programs are intended to act as intermediaries, partnering with various publicly and privately funded organizations to insure that all 14 Youth elements are available to all Youth participants.

The CAPTE staff supports the Commerce Department's-Workforce Development Division staff to provide Rapid Response services to workers affected by mass layoffs and/or plant closures. General Employee Meetings hosted by the 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, as well as many others.

**Alabama Department of Economic and Community Affairs (ADECA):
Employment and Training Services Community Services Block Grant:**

ADECA's Community Services Division in cooperation with Alabama's 21 Community Action Agencies carry out a variety of services under 42 U.S.C.S. 9901 et.seq. (Community Services Block Grant Act) to assist low-income individuals and families no longer eligible for governmental assistance to achieve self-sufficiency. These activities include, but are not limited to the following:

- A. Securing and retaining meaningful employment.
- B. Encouraging and enhancing economic development.
- C. Attaining an adequate education.
- D. Making better use of available income.
- E. Obtaining and maintaining adequate housing for a suitable living environment.
- F. Obtaining emergency assistance through loans or grants to meet immediate and urgent individual and family needs including the need for health services, nutrition, food, housing, and employment related assistance.
- G. Removing obstacles and solving problems which block the achievement of self-sufficiency.
- H. Achieving greater participation in the affairs of the community.
- I. Making more effective use of other programs related to the purposes of the Community Services Block Grant Act.
- J. Enhancing youth and family development, including after school child care and youth mediation.
- K. Providing an emergency basis for the provision of such supplies and services, nutritious food, and related services as may be necessary to counteract conditions of starvation and malnutrition among the poor.

- L. Coordinating and establishing linkages between governmental and other social services programs to assure the effective delivery of services to low income individuals.

In accordance with the Community Services Block Grant Act, Alabama's 21 Community Action Agencies assist in meeting the needs of whole family structures as well as addressing the needs of an individual. Services to individuals and families that are WIOA related include the following:

1. Customer/client evaluations and assessments.
2. Information and referral based on client needs for education, employment or other assistance services (some services and assistance provided in house).
3. Job Readiness and skills counseling.
4. Limited skill development, computers, day care and others (not all agencies).
5. Job placement and development with local employers.
6. Employability skills orientation and classes.
7. Limited On-The-Job training (not all agencies).
8. Programs for Youth and family development.
9. Day Care and Head Start services (not all agencies).
10. After school and summer programs for youth.
11. Transportation (not all agencies).
12. Emergency and special needs.
13. Client/customer case management, follow-up/tracking and results management.

Alabama Department of Labor:

The Alabama Department of Labor 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 (Wagner-Peyser) is the primary delivery system for labor exchange career basic services for job seekers and employers to include the following:

1. Outreach, intake, registration, and orientation to information and other services available through the Alabama Career Center Systems.
2. Determination of eligibility to receive WIOA funded services and training.
3. Initial assessment of skill levels, aptitudes, abilities, and supportive services needed.
4. Labor exchange services including:
 - a) Job search and placement assistance.
 - b) Resume preparation.
 - c) Where appropriate, career counseling.
5. Referrals to and coordination of activities with other programs and services.

6. Workforce Labor Market information, including the provision of accurate information relating to local, regional, and national labor market areas.
7. Performance information and program cost information on program eligible training and service providers.
8. Information regarding the performance of the local area as to performance measures and any other performance information with respect to the local Career Center.
9. Information relating to availability of supportive services including child care and transportation and referral as appropriate.
10. Information and assistance regarding filing claims for unemployment compensation.
11. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not funded by WIOA.
12. Business services including recruitment, screening, and training opportunities.

Employment service staff also delivers 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.

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 through life for Alabamians with disabilities. Operationally, ADRS programs function within three (3) divisions: First, the Alabama's Early Intervention System (AEIS), which coordinates services statewide for infants and toddlers with disabilities and developmental delays from birth to age three (3). Second, Children's Rehabilitation Services (CRS) that provides services to children with special healthcare needs from birth to age 21. Third, Vocational Rehabilitation Services (VRS) that provides rehabilitation, education, and employment-related services to adolescents and adults with 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 Individual Plan for Employment and include, but is not limited to the following:

1. Vocational evaluation and counseling.
2. Job training.
3. Medical and psychiatric treatment.
4. Assistive technology/equipment.
5. Rehabilitation Teaching / Orientation and Mobility training for blind individuals.
6. Job placement.
7. Post-employment assistance.
8. Employment and disability services for businesses.

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 program delivery and consistent with existent local policies and procedures.

Alabama Department of Human Resources:

The Alabama 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 all 67 county offices (including Region IV) and administered by the five (5) 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 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 the following:

- 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.

Individuals are eligible to receive several services which include, but are not limited to the following:

1. Participation reimbursement.
2. WIOA Job Shops and Referrals.
3. Labor Market information.
4. Job Referrals.
5. Individual Employment Plans.
6. Referral to Supportive Services.
7. Resume Preparation and Assistance.
8. Assessment Services.
9. Referral to Training.
10. Career Center Services.

Alabama Community College System:

The Alabama Community College System (ACCS), through public two (2) -year colleges and skills centers provide assessments, counseling, basic education, and job training services for youth and adults served through the Workforce Innovation and Opportunity Act. For employers, ACT Work Keys job profiling and assessment services and customized training programs are available through two (2) -year colleges.

Career/Technical educational programs are administered by the Workforce Division of the Alabama Community College System, including the Carl D. Perkins Vocational and Applied Technology Act. The Workforce Innovation and Opportunity Act stipulates that institutional recipients of Perkins' funds are mandatory partners in carrying out the Act. It is noted that Perkins' funds are used for overall improvement of career/technical education and are allocated by the college within the parameters of the legislation. The funding is used to address various needs identified by college staff and the local career/technical education advisory group from business and industry.

Also, within the ACCS Workforce Division is the Adult Education and High School Equivalency Department which provides opportunities for adult learners to improve skills in reading, writing, mathematics, and communications. 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 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. Methodologies range from 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.

Adult education services provide the academic instruction that many Alabamians need to secure the required credential so they can obtain and maintain employment. According to the American Community Survey 2009-2013 five (5) -year estimate, 17% of Alabamians 18 years old and older do not have a high school credential or its 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 (1) of the most persistent barriers to obtaining employment. Adult Education classes provide the means to prepare students with the basic academic skills to be successful in the workforce, which increases one's self-esteem and productivity.

Adult education services are available through all Alabama Career Center locations whenever possible and may be accessed by referral from any of the participating partner agencies based on the identified need(s) of the client. Information regarding the location(s) and schedule(s) of all adult education classes are available in the One-Stop Career centers. Additional services offered include, but are not limited to the following: integrated education and training models;

employment preparation services; English Language Acquisition; Integrated English literacy/civics; corrections education & re-entry; and family literacy.

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 13 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 Alabama 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 741 authorized slots, with a total budget of approximately \$7.1 million dollars. The Alabama Department of Senior Services is responsible for 10 Councils of Local Government and one (1) 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 (2) national contractors (Senior Service America, Inc. and Easter Seals) 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 409 slots and Easter Seals; Inc. administers 181 slots with the remaining 151 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 who is at risk of nursing home placement.

The ADSS also administers several grants to educate and counsel older individuals on Medicare, Social Security benefits and other public benefits. With these grants, the ADSS seeks to make older Alabamians and their advocate's better health care consumers.

Job Corps:

Two (2) Job Corps Centers are located in the Alabama Workforce Investment Area, one (1) in Gadsden, Alabama and one (1) in Montgomery, Alabama. 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 agree to offer core services to their clients according to the provisions of the Workforce Investment 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.

NOTE: The Job Corps Centers will be included in the negotiation of the locally developed Resource Sharing Agreement at their specific locations (Gadsden/Montgomery).

Although services are open to all Job Corp participants, Region IV has developed an improved working relationship with its closest Job Corp Center in Gadsden, Alabama to improved services to young adults.

Employment and Training Activities –The Department of Housing and Urban Development (HUD): No mandatory partners have been identified in this category.

Native American Programs funded by WIOA:

There are currently two (2) Native American grantees funded under the authority of the Workforce Innovation and Opportunity Act, section 166, Indian and Native American Programs (INA) in the 65 county Central Alabama Partnership for Training and Employment Area. 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 three (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 Montgomery, 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, 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 CAPTE is committed to working with the INA employment and training programs to provide a

full array of services via the Alabama Career Center System.

The Inter-Tribal Council of Alabama and the Poarch Creek Band of Indians will continue to partner with the Career Center partners in Region IV and the state of Alabama to seek basic and vocational training for their tribal members and with the Career Center Employment Security Office staff for job referral services.

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 exist 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 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.
- Follow-up services.

Currently, there are field offices located in Dothan, Alabama; Oneonta, Alabama; Mobile, Alabama and the State office is located in Montgomery, Alabama for a statewide delivery of program services. As a Career Center Partner, the Telamon field office located in Mobile, Alabama is located in the Alabama Career Center through provisions outlined in cost sharing agreements. 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.

NOTE: Career Center partners are responsible for informing each other when or if the availability of a service may be affected by a funding shortfall.

Services to be provided through the Alabama Career Center System:

Currently, there are four (4) comprehensive Career Centers strategically located in the six-county CAPTE area.

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 hours, seven (7) days per week. 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. The Central Alabama Partnership for Training and Employment 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 co-located 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.

Additionally, pamphlets and other informational materials about Career Center partners' programs are available to customers in every Comprehensive Career Center and affiliated sites. Career Center partners are responsible for providing up-to-date materials about their programs and services.

ADOL will provide hard-copy Labor Market Information for job seekers and employers to include employment statistics; occupational and industrial projections data; career information;

and wage data in the Career Centers as well as electronically through Alabama JobLink and the Department of Labor website. All Career Center partners and the public will have access to the information either hard-copy or electronically. Career Center partners requiring customized Labor Market Information and reports may be required to pay for these services should contact the LMI Division of ADOL.

Referral Process

The Alabama Career Center Operator, primarily ADOL and WIOA funded Career Center staff, will complete initial assessments with customers. Staff will, in consultation with the customer, determine which one (1) 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 needs 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 the following:

1. Prompt and courteous customer service.
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.
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 owned 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 according to 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 WDD/CAPTE. However, the Career Center Partners must agree upon the amendments before presenting them to the Central Alabama Partnership for Training and Employment Board of Directors (CAPTE). All requests will be presented to the LWDB for final approval. The Memorandum of Understanding will be in effect upon approval by the CAPTE Local Board 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 LWDB 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 LWDB.

Summary

The Alabama Career Center Operator have established a service delivery pathway that provides customers access to training services based on customer need, eligibility, and funding availability. 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, placement services, and the provision of labor market information, as well as others. Individualized Career Services includes more comprehensive and specialized assessments and 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). Local pathways 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 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.

An "Umbrella" Memorandum of Understanding (MOU), being more general in nature, works best to set direction with enough flexibility so each Career Center can develop a Resource Sharing Agreement (RSA) with each required partner per the Workforce Innovation and Opportunity Act and other locally participating agencies. Using the directions set in the ALWDB MOU, local Career Center partners will develop the unique aspects of the service pathways and referral processes for all customers, job seekers and employers alike. Shared costs for specific service delivery are to be negotiated at the local level and approved by the participating agencies.

This MOU includes a set of matrices detailing the Basic Career, Individualized Career, and Training Services provided by each of the Career Center Partner Agencies in Region IV. These matrices provide the foundation for the local Career Center Partner Agencies for use in establishing this agreement in terms of the services to be made available from each partner. Based on local staffing, customer needs, and the availability of funding from each partner agency, each region will develop their Infrastructure Agreement to include the sharing of costs of the each Center, as well as the sharing in the delivery of services to all customers at various locations.

Included as an Attachment to this MOU, is a listing of the various partner agency local offices and/or organizations providing services pertinent to the delivery of workforce investment activities.

This Memorandum of Understanding has been developed with the full cooperation and input of all Career Center Partner agencies or their representative in the Central Alabama Partnership for Training and Employment and remains in effect until modified by one (1) or more of the partners. Additional partners may be added to this MOU as identified and their services integrated into the Alabama Career Center System.

**SIGNATURE PAGE
FOR
MEMORANDUM OF UNDERSTANDING
CENTRAL ALABAMA PARTNERSHIP FOR TRAINING
AND EMPLOYMENT
CAREER CENTER PARTNERS**

Nancy Buckner, Commissioner
Department of Human Resources

Frank Coiro, Executive Director
Job Corps (Montgomery)

Fitzgerald Washington, Secretary
Alabama Department of Labor

Jane Elizabeth Burdeshaw, Commissioner
Department of Rehabilitation Services

Jimmy Baker, Acting Chancellor
Community College System

Neal Morrison, Executive Director
Department of Senior Services

Sharon Keith, Director
Alabama Intertribal Council-WIOA

Kenneth Boswell, Director
Department of Economic and Community
Affairs

Linda Monaco, State Director
Telamon Corporation

Ed Castile, Acting Deputy Secretary for
Workforce Development & AIDT Director

**

**Approved
James A. Stephens, Chairman
Jefferson County Commission**

BASIC CAREER SERVICES

SERVICES	A	B	C	D	E	F	G	H	I	J	K	L	M	M	N	O
Eligibility Determination	X	X	X	X			X	X	X	X	X	X	X	X	X	X
Outreach and Recruitment	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
Job Search and Placement Activities	X		X	X		X		X	X	X	X	X	X	X	X	X
Employment & Labor Market Information	X		X	X	X	X		X	X	X	X	X	X	X	X	
Job Vacancy Listing	X		X	X		X		X	X		X	X	X	X	X	
Information on Job Skills	X		X	X	X	X		X	X	X	X	X	X	X	X	X
Information on Local Demand Occupations	X		X	X	X	X		X	X	X	X	X	X	X	X	
Performance and Program Cost Information			X			X					X	X			X	
Information on Local Performance Measures	X					X					X	X			X	
Provision of Supportive Services				X		X		X	X	X		X	X	X		X
Establish Eligibility for Financial Assistance						X					X	X	X	X	X	X
Follow-up Service Including Counseling	X		X	X		X		X	X	X	X	X	X	X		X

* *Includes assessment of supportive services needs such as childcare and transportation.*

A. Alabama Department of Labor (ADOL)/Employment Service
 B. ADOL/Unemployment Service
 C. ADOL/Veterans
 D. ADOL/TAA/TRA
 E. ADOL/Labor Market Information
 F. Job Corps (Montgomery/Gadsden)
 G. Alabama Community College System /Adult Education
 H. Department of Rehabilitation Services

I. Department of Senior Services/Title V
 J. HUD Employment & Training Activities
 K. Central Alabama Partnership for Training and Employment
 L. ADECA/Community Service Block Grants
 M. Telamon Corporation (Migrant & Seasonal Farm Workers)
 N. Alabama Community College System /Two-Year Colleges
 O. Department of Human Resources

INDIVIDUALIZED CAREER SERVICES

SERVICES	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Comprehensive and Specialized Assessment	X		X	X		X		X	X		X	X		X	X
Development of an Individualized Employability Plan			X	X		X		X	X		X	X		X	X
Group Counseling				X		X		X	X	X	X	X		X	
Individual Counseling and Career Planning	X		X	X		X		X	X	X	X	X	X	X	X
Case Management			X	X				X	X		X	X		X	X
Work Experience											X	X		X	X
Short-term Prevocational Services								X	X	X	X	X	X	X	X

- A. Alabama Department of Labor (ADOL)/Employment Service
- B. ADOL /Unemployment Compensation
- C. ADOL /Veterans
- D. ADOL /TAA/TRA
- E. ADOL /Labor Market Information
- F. Job Corps (Montgomery/Gadsden)
- G. Alabama Community College System / Adult Education
- H. Department of Rehabilitation Services
- I. Department of Senior Services/Title V/Older Americans Act
- J. Housing & Urban Development/Employment & Training Activities
- K. Central Alabama Partnership for Training and Employment
- L. ADECA/Community Service Block Grants
- M. Telamon Corporation (Migrant & Seasonal Farm Workers)
- N. Alabama Community College System /Two-Year Colleges
- O. Department of Human Resources

TRAINING SERVICES

SERVICES	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Occupational Training				X		X		X	X	X	X		X	X	X
On-the-Job Training				X				X			X			X	
Programs Combining Workplace Training W/Related Training				X		X		X	X		X			X	X
Private Sector Training Programs											X			X	X
Skills Upgrading and Retraining				X		X		X	X	X	X		X	X	X
Entrepreneurial Training				X		X		X		X	X		X	X	X
Job Readiness Training				X		X		X	X	X	X		X	X	X
Adult Education				X		X	X	X	X	X	X		X	X	X
Customized Training								X			X			X	X
Preparation for Employment Placement/Community Service Employment															

A. Alabama Department of Labor (ADOL)/Employment Service
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