

**Local Area # 11,
Columbus and Franklin County**

Memorandum of Understanding

Between

The Mayor of the City of Columbus,
The Franklin County Board of Commissioners
The Central Ohio Workforce Investment Board, and
The Columbus and Franklin County One-Stop System Partners



Local Workforce Investment Area #11

Memorandum of Understanding

By And Among

- **The Franklin County Board of Commissioners**
 - **The Mayor of the City of Columbus, Ohio**
 - **The Central Ohio Workforce Investment Board**
 - **The Central Ohio One-Stop Operator**
- Central Ohio Workforce Investment Corporation**
- and**
- **The Central Ohio One-Stop Partners:**
 - AARP Foundation**
 - Arbor Education and Training, LLC**
 - Africentric Personal Development Shop, Inc.**
 - Columbus Department of Development**
 - Columbus Public Schools**
 - Columbus State Community College**
 - Columbus Urban League**
 - Community Connections, Inc.**
 - Eastland-Fairfield Career and Technical Schools**
 - Economic Community Development Institute**
 - Franklin County Job and Family Services**
 - Godman Guild**
 - Goodwill Columbus**
 - Henkles and McCoy**
 - Jewish Family Services**
 - Mature Services, Inc.**
 - Ohio Department of Job and Family Services**
 - Ohio Rehabilitation Services Commission**

I. PURPOSE OF MEMORANDUM OF UNDERSTANDING

A. PURPOSE: The purpose of this Memorandum of Understanding “MOU”) is to provide an effective foundation for the operation of the local one-stop delivery system herein referred to as the “JOBLeaders System”, and to delineate the relationship between the JOBLeaders System partners regarding their functions, duties, roles, obligations and, responsibilities for implementation of the provisions of section 121(c)(2) of Title I of the Workforce Investment Act of 1998, as amended (“WIA” or the “Workforce Investment Act” or the “Act”). This MOU is also intended to contribute to a cooperative and mutually beneficial relationship between the local chief elected officials, the local workforce investment board, and the various partners in order to coordinate resources, prevent duplication of services, ensure the effective and efficient delivery of workforce services, and establish joint processes and procedures that will enable partners to integrate the current service delivery system resulting in a seamless and comprehensive array of job matching, education, family services, job training and other workforce development related services. The parties to this document propose to coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties’ respective programs, services and agencies. This MOU also documents the importance of WIA performance measures and continuous quality improvement initiatives.

B. PERIOD OF RELEVANCE: This MOU is designed to serve as a record of the relationship of the signatories from July 1, 2007 until June 30, 2009 unless modified by the partners. The period of relevance for each partner will commence upon the date of that partner’s signature or upon the date of commencement of the MOU, whichever comes later. This MOU will be reviewed annually for modification and/or amendment. Upon agreement by the parties, this MOU will be renewed for each State fiscal year biennium period based on the annual reviews and subsequent modification and/or amendment.

II. BACKGROUND, MISSION AND VISION

A. BACKGROUND: Members of the Area 11 Workforce Investment Board, and representatives of the Central Ohio **JOBLeaders System/One-Stop** partners, with assistance from the Central Ohio Workforce Investment Corporation staff, developed this MOU in order to ensure that the following five principles of WIA are implemented:

1. Universal Eligibility: All customers, including those with special needs and barriers to employment, will have access to a set of core services through a one-stop delivery

system, designed to provide information to make career and labor market decisions. Core, intensive, training and support services will be made accessible on-site.

2. **One-Stop Approach:** All customers may explore work readiness and career development services and will have access to information on a wide range of employment, training, and adult and occupational education programs. Services will be made available through the one-stop center.
3. **Individual Choice:** Customers will have access to a vast array of career, skill, employment and training information to obtain the services and skills they need to enhance their employment opportunities, based on their individual needs.
4. **Regional Development:** To develop a workforce development system that upgrades the regional area workplace skills and enhances the economic development of the area. Services such as tax credits and labor market information will be made accessible on-site at the one-stop center.
5. **Cost Effectiveness:** All customers will have access to a system that minimizes costs, enhances the participation of employers and job seekers served through the JOBLEaders system, and does not duplicate services.

B. MISSION AND VISION:

Mission Statement

We, the Central Ohio Workforce Investment Board, want to be known for building an accountable, high performing, market-driven, and streamlined workforce development system that is based on employer recognized skill standards and collaboration among stakeholders in order to prepare adults and youth for the skilled jobs of today and the careers of tomorrow.

Vision Statement

We envision creating, nurturing, and maintaining a competent, empowered workforce which provides Columbus and Franklin County the unique opportunity to attract and retain new businesses.

III. PARTIES TO THIS MEMORANDUM OF UNDERSTANDING

The Workforce Investment Act clearly identifies the one-stop delivery system as the service delivery system for programs funded under the Act and its partner programs. The Central Ohio One-Stop Delivery System (the “**JOBLeaders System**”) is a collaboration of the onsite partners that are responsible for administering workforce investment, educational, and other human services programs and funding streams. The following

parties are involved in the administration of the Area 11 One-Stop **JOBLeaders** System.

A. Governing Authority and General Administration

1. **The Franklin County Board of Commissioners**, 373 S. High Street, Columbus, Ohio 43215 [(614) 462-5729]. Oversees the local workforce development system and represents the local governing authorities.
2. **Mayor, City of Columbus**, 90 W. Broad Street, Columbus, Ohio 43215 [(614) 645-6610]. Oversees the local workforce development system and represents the local governing authorities.
3. **Central Ohio Workforce Investment Board (the “Workforce Investment Board”)**, 1111 East Broad Street, Columbus, Ohio 43205 [(614) 559-5053]. Designated to work in partnership with the Franklin County Board of Commissioners and the Mayor of the City of Columbus to establish policies and oversee the local workforce development system. Brings together representatives of business, education and laborer to assess the workforce needs of employers and the employment and training needs of job seekers.
4. **Central Ohio Workforce Investment Corporation (the “WIC”)**, 1111 East Broad Street, Columbus, Ohio 43205 [(614) 559-5053]. Designated as the administrative entity to manage the local workforce development system and to serve as the fiscal agent for all Title I WIA funds allocated to the local workforce development system. The Workforce Investment Board also serves as the Board of Directors of the WIC. Also designated to be the JOBLeaders System Operator responsible for administration, management and coordination of activities at the physical one stop center.

The general duties of the JOBLeaders System Operator includes delivering and/or arranging core, intensive and training services for adults, dislocated workers and youth, and providing staff development and training in an effective manner in order to assure customer satisfaction. The JOBLeaders System Operator is directed by the Workforce Investment Board in the development and implementation of WIA policies and procedures which are related to the operation of the JOBLeaders System. The local JOBLeaders offices provide valuable information to both employers and job seekers alike. Customers are assisted with job matches; local, regional, and national labor market information as well as effective career exploration and career development services. In addition, the JOBLeaders System provides customers with access to long and short-term training, on-the-job training, and customized training as determined by the local economic indicators. Employers are provided a range of services to facilitate their recruitment, hiring, training, and retention of Franklin County jobseekers.

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B. Required One-Stop Partners

1. WIA Title I Programs (Adult, Dislocated, Youth)

The Central Ohio Workforce Corporation is designated as the administrative entity for Title I, WIA programs for adults, dislocated workers and youth.

The Ohio Department of Job and Family Services is the recipient of funds under WIA Titles I and III for the administration and provision of Wagner-Peyser program activities, Unemployment Insurance, Re-employment Services, Trade Adjustment Assistance, and Veterans Employment and Training Programs. (under chapter 41, Title 38 U.S.C.)

2. WIA Title II Programs (Adult Education and Literacy)

Eastland-Fairfield Career and Technical Schools is a grant recipient of WIA Title II funds for Adult Education and Family Literacy.

The Department of Adult and Community Education of the Columbus Public Schools system is a grant recipient of WIA Title II funds for Adult Education and Family Literacy.

3. WIA Title III Programs (Wagner-Peyser, TAA, UI, Re-employment Services, Veterans E&T)

The Ohio Department of Job and Family Services is the recipient of funds under WIA Titles I and III for the administration and provision of Wagner-Peyser Program activities, Unemployment Insurance, Re-Employment Services, Trade Adjustment Assistance, and Veterans Employment and Training Programs. (under chapter 41, Title 38 U.S.C.)

4. WIA Title IV Programs (Vocational Rehabilitation Services)

Ohio Rehabilitation Services Commission, Columbus BVR Area Office is the recipient of funds under WIA Title IV for the administration and provision of vocational rehabilitation services and employment assistance to eligible individuals with disabilities.

5. Title V Older Americans Act (Senior Community Services Employment Program)

The AARP Foundation's Senior Community Services Employment Program is a grant recipient and provider of services under the Title V. of the Older Americans Act .

Mature Services, Inc. is a grant recipient and provider of services under the Title V., Older Americans Act.

6. **Carl Perkins Vocational And Applied Technology Education Act (Post Secondary Voc. Ed.)**

Eastland-Fairfield Career and Technical Schools is a provider of post secondary vocational education activities under the Carl Perkins Vocational and Applied Technology Education Act.

The Department of Adult and Community Education of the Columbus Public Schools system is a provider of post secondary vocational education activities under the Carl Perkins Vocational and Applied Technology Education Act.

Columbus State Community College is a provider of post secondary vocational education activities under the Carl Perkins Vocational and Applied Technology Education Act.

7. **TANF (Temporary Assistance for Needy Families/OWF Ohio Works First-PRC Prevention, Retention and Contingency Programs)**

Franklin County Department of Job and Family Services is responsible for operating Temporary Assistance to Needy Families (TANF) programs and services, which include the Ohio Works First Program (OWF), Prevention, Retention and Contingency (PRC) program, child care, transportation and other support services.

8. **Community Services Block Grant (“CSBG”) Employment and Training Programs**

The Columbus Franklin County Community Action Agency is responsible for operating the Community Services Block Grant program. This funding stream is in transition at this time and the agency is not expected to be fully operational until 2009. They will be added as a partner once they become operational and the agreement will be updated accordingly

9. **Housing and Urban Development (“HUD”) Employment and Training Programs**

The City of Columbus Department of Development received HUD CDBG funds which they use to support employment and training programs in the community.

10. **Welfare-to-Work Programs (Social Security Act Section 403 (a) (5))**

This is no longer a funded program at the federal level.

11. **Other WIA Title I Programs (Job Corps, Native American Programs, Migrant/Seasonal Farm Workers, Veterans Workforce, National Emergency Grant, and Demonstration Pilot Programs)**

No local entity receives Job Corps funds at this time.

12. **Non-Mandatory One-Stop System Partners**

The Economic and Community Development Institute offers micro-enterprise training.

The Jewish Family Services offers workforce development training in a community-based setting.

The Goodwill Industries offers a variety of workforce development training in a community-based setting.

Henkels & McCoy offers a variety of workforce development training to both youth and adults in a community-based setting.

Godman Guild offers GED/ABLE classes, Job Success classes, the Godman Guild-Ohio State University Extension Learning Center, and other supportive services.

Africentric Personal Development Shop, Inc. offers culturally specific psychological treatment, prevention programs, and social services to prevent, treat, and eliminate substance abuse and violence in Central Ohio

Columbus Urban League offers mentor, individualized employment counseling, career/vocational/educational assessment, team building activities and extensive retention support, and job placement assistance.

Community Connections, Inc. offers a variety of workforce development training for ex-offenders in a community-based setting.

JOBLeaders System Partner Contact Information

<p>City Of Columbus Department of Development 50 W. Gay Street, 3RD Floor Columbus, Ohio 43215-9040 Phone: 614-645-3903 Fax: 614-645-2486 Contact Person: Barry Peel</p> <p>Ohio Rehabilitation Services Commission 2030 Kenny Road Columbus, Ohio 43221 Phone: (614) 466-9364 Fax: (614) 995-1163 Contact Person: Rose Reed, Southeast Area Manager</p> <p>Columbus State Community College Community Education And Workforce Development 550 E. Spring Street Columbus, Ohio 43216-0609 Phone: (614) 287-2511 Fax: (614) 287-5697 Contact Person: Dr. Michel Schneider, Interim Dean, Community Education and Workforce Development Division</p> <p>Economic Community Development Institute 1151 College Avenue Columbus, Ohio 43209 Contact Person: Mark Gordon</p> <p>Goodwill Columbus 1331 Edgehill Road Columbus, Ohio 43212 Phone: (614) 294-5181 Contact Person: Mary Vail, Vice President, Program and Services</p> <p>Africentric Personal Development Shop, Inc. 1409 East Livingston Avenue Columbus, Ohio 43205 Phone: (614) 253-5005 Contact Person: Jerry Saunders President & CEO</p>	<p>Eastland-Fairfield Career and Technical Schools 4300 Amalgamated Place Groveport, Ohio 43125-9236 Phone: (614) 836-4541 Fax: (614) 836-0203 Contact Person: Jane Hines, Adult Workforce Development Director</p> <p>Ohio Department of Job and Family Services 4300 East Fifth Avenue Columbus, Ohio 43209 Phone (614) 387-3659 Fax: (614) 387-3634 Contact Person: Charlie Howard, Assistant District Coordinator</p> <p>Jewish Family Services 1070 College Avenue Columbus, Ohio 43209 Phone: (614) 559-0122 Contact Person: Jennifer Marshall Director, Career and Workforce Development</p> <p>Henkels and McCoy 7090 Stevenson-Barada Road Stevensville, MI 49127 Phone: (219) 229-0055 Contact Person: Scott Brown, Regional Manager</p> <p>Senior Community Service Employment Program AARP Foundation 1393 East Broad Street Suite 105 Columbus, Ohio 43205 Phone: (614) 252-01 Fax: (614) 252-0162 Contact Person: Robert G. Cole, Project Director</p> <p>Godman Guild 303 East 6th Avenue Columbus, Ohio 43201 Phone: (614) 294-5476 Contract Person: Randal, C. Morrison Executive Director</p>	<p>Columbus Public Schools Department of Adult and Community Education 2323 Lexington Avenue Columbus, Ohio 43211 Phone: (614) 365-6000 Fax: (614) 5239 Contact Person: Wm. Blain Waldron, Supervisor Adult and Community Ed.</p> <p>Mature Services, Inc. 415 South Portage Path Akron, Ohio 44320-2332 Phone: (330) 762-8666 Extension: 164 Fax: (330) 762-8644 Contact Person: Paul Magnus, Vice President, Workforce Dev.</p> <p>Franklin County Department of Job and Family Services 80 East Fulton Columbus, Ohio 43215 Phone: (614) 462-5813 Fax: (614) 462-5974 Contact Person: Steve Clayborn, Director, Workforce Development</p> <p>The Central Ohio Workforce Investment Corporation (COWIC) 1111 East Broad Street Columbus, Ohio 43205 Phone: (614) 225-6091 Fax: (614) 221- 9360 Contact Person: Suzanne Coleman-Tolbert, President</p> <p>Community Connections, Inc. 993 East Main Street Columbus, Ohio 43215 Phone: (614) 252-0660 Contact Person: Dawn Chodorow Director, Reentry Services</p> <p>Columbus Urban League 788 Mount Vernon Avenue Columbus, Ohio 43203 Phone: (614) 257-6300 Contact Person: Eddie Harrell, Jr. President & CEO</p>
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IV. PARTNER RESPONSIBILITIES

A. SERVICES TO BE PROVIDED: Each partner is responsible for the provision of services associated with the one-stop delivery system sites. The levels of services begin with a set of core services available to the universal population. Further assessments may necessitate the need for more intensive and/or training services. These services are customized and based upon Columbus and Franklin County's needs. The details are outlined in Attachments A.

1. Service Description:

A full description of the services offered through the Central Ohio One-Stop Delivery System is provided in the Attachments A1.

Core Services are offered to any customer who visits the one-stop center regardless of income. Services under the core level include things such as eligibility for funding, outreach, intake and orientation, job search and placement services, information regarding performance and cost of training providers, local performance measures, and the availability of support services. Information on how to file for unemployment insurance, linkage and referral to other partner agencies, non-WIA services and programs, follow up services, re-employment services, employer/business services and job development coordination among partners is also provided.

Intensive Services are provided to individuals when it is determined by initial assessment that the individual is unable to obtain or retain employment through current core level services. Intensive services provide more comprehensive assessment, career development services, in-depth strategies and resources that support the individual in his or her career development, job readiness or employment plan. Intensive services include things such as: comprehensive or special assessments, development of an individual employment plan, individual or group counseling, career planning, short-term pre-vocational services, adult education/literacy, or job readiness training.

Training Services are provided to customers who have completed at least one core and intensive level service and are still not able to obtain or maintain employment or who have been determined to be in need of additional training. Training services include occupational skills training, on the job training, skills upgrade training, entrepreneurial training, incumbent worker training, and customized training, and may be long or short term depending on the need of the customer and the economic conditions at the time of the training.

2. Partner Service Responsibilities:

It is the goal of the Central Ohio Workforce Investment Board to serve the universal customer and to assure the best possible service is provided to each customer entering the JOBLEaders System. The customer base is segmented into two distinct categories: the business customer and the job seeker customer. Services to both are equally important. The partners agree to accommodate a process and flow which serves the best interest of both our business and job seeker customers. Our goal is to work toward an integrated service delivery system and not simply a co-location model. The partner service responsibilities are listed in the matrix of Worksheet A.

3. Methods of Referral:

The referral process provides convenience of services to individuals and businesses using the JOBLeaders System site and makes available all core services at the site. This process provides for a continuum of services and follow-up to ensure individual and business needs have been met. Staff-assisted services are essential to making self-service resources accessible to customers. Services mandating staff assistance, such as, the release of suppressed job information, are exempted from the Core Services Application/Referral process. The Core Services Application/ GStars electronic system will be used to gather demographic and pre-registration information on core level customers and to refer potentially eligible customers to other partner services. The function of the Core Services Application/Referral/GStars system Form is to: a.) make an initial determination of the customer's eligibility for services; b.) identify the customer's WIA category; c.) serve as documentation of a referral to a partner agency; d.) identify the type of services provided by the referring agency; e.) provide for a release of information and allow partners to share eligibility, service and employment information.) identify the appropriate staff/department of the receiving agency, and g.) serve as turn-around document identifying the services provided by the receiving agency. All partners agree to follow the JOBLeaders Center referral process and prescribed workflow.

The standard WIA application will be used to register eligible customers for WIA services. **See attachment A-3.**

4. Customer Work Flow:

The JOBLeaders System work flow and referral process is designed to afford our customers access to all core services of the JOBLeaders System Center and the JOBLeaders System. The service process and customer flow are designed to accommodate any customer scenario either directly or by referral to partner agencies. The JOBLeaders System is designed from the perspective of the job seeker customer as well as the business customer with convenience and quality in mind.

5. Partner Referral:

Referrals will be tracked using the common intake/referral form noted in the customer work flow narrative. A general needs assessment will be completed to determine to whom the customer should be referred and what degree of services the customer might require. In some instances the customer will simply be referred to a partner agency. In other instances a formal referral process will be followed and maintained. WIB's local system is equipped to track and monitor all referrals to internal and external partners. The general core referral form is online and can be used as a hardcopy or through electronic means, if necessary. In addition, it is the desire of the Workforce Investment Board to include all JOBLeaders System Partners in the tracking system. A JOBLeaders System Partner will have the ability to accept electronic referrals, monitor common

customers, add case notes and also submit billing information, if the partner happens to be a service provider as well.

B. RESOURCE COST SHARING: The provision of direct services to individuals and businesses is a key component in the JOBLeaders System. Each partner serves a specific segment of the population and provides services that benefit those individuals. One-Stop Partners are responsible for the funding of their direct program services. The JOBLeaders System includes operational expenses at the comprehensive site located at 1111 East Broad Street. All One-Stop Partners will share proportionate responsibilities for the costs of the operation expenses of the JOBLeaders System.

1. Operational Budget:

The total operational budget for the JOBLeaders System is **\$563,888**. Each partner's proportionate share has been calculated using the full time equivalent (FTE) method. The JOBLeaders System Budget is included in Attachment B.

2. Resource/Cost Sharing Agreement:

An overview of each partner's fair share operational cost is outlined in Attachment B, the Resource/Cost Sharing Agreement. A quarterly reconciliation of budget and actual costs will be conducted and costs sharing budgets will be adjusted based on this reconciliation. Costs for the year will not exceed the budgeted amount.

V. GENERAL PROVISIONS

A. PERFORMANCE GOALS: All partners agree to coordinate to meet or exceed the WIA performance measures for the JOBLeaders System. Performance scope will include adults, dislocated workers, older youth, younger youth, and customer satisfaction as outlined in the Workforce Investment Act. The COWIC will report quarterly on performance status. Partners agree to meet at least monthly to discuss and analyze performance status and to work together to develop and implement processes and procedures to assure performance measures are met. A partner that is an eligible training provider will post the eligible training provider information at its service delivery location. (The WIA Performance Measures are included as Attachment C.)

B. PERFORMANCE REPORTING: All partners will participate in a common intake, referral and individual tracking system operating through the JOBLeaders Center(s). Whenever WIA funds are expended to serve an individual, all partners agree to enter and maintain that information through the required state tracking system. All partners also agree to refer and/or enter all job openings and individuals into the state automated system (SCOTI) with agreement of the employer and /or job seeker.

C. CONTINUOUS IMPROVEMENT: All partners will participate in an on-going process of program review and evaluation in an effort to improve the quality of service and to promote the integration of activities and related programs or services as appropriate. Partners will also participate in a joint planning process that will regularly analyze the workforce and business community trends and adapt to their needs as appropriate. All partners agree to the use of a standard tool to capture customer satisfaction data. Data will be gathered and compiled on a regular basis from the daily

surveys which are forwarded from the JOBLeaders Centers staff. Routine reports will be generated and shared with all partners.

D. INFORMATION SHARING/CONFIDENTIALITY: All partners agree that any information considered public assistance information pursuant to section 5101.26 of the Ohio Revised Code received by partners pursuant to their involvement with the one-stop delivery system will be used only for the purposes set out in this MOU and will not be released to anyone except as allowed by section 5101.27 of the Ohio Revised Code or any other state or federal law which governs release of the information. The partners also agree that the sharing of unemployment compensation claim, wage, employer or employment and training information will be for the purpose of providing employment and training programs and services pursuant to the provisions contained in section 4141-43-01 and 4141-43-02 of the Ohio Administrative Code. Additionally, the partners agree that the use of confidential information obtained through and with the Ohio Rehabilitation Services Commission will be governed under Section 3304-2-63 of the Ohio Administrative Code.

E. AMENDMENTS: Except as set forth in paragraph (2), the information contained in this MOU may be modified or amended only by written consent of all of the partners. Any request to modify or amend a provision of this MOU should be made in writing to the Workforce Investment Board and must be agreed to by all partners. The Workforce Investment Board will notify the other partners of the details of any modification request.

Notwithstanding the foregoing, this MOU may be modified from time to time to add new JOBLeaders System Partners. These new partners may sign this MOU in its existing form as of the time that they are being added. All partners to this MOU will be notified in writing of additional partners joining in this MOU. Any adjustment of cost sharing items will be reviewed prior to adding additional partners.

It is understood by the partners that each should be able to fulfill its JOBLeaders System role in full accordance with any federal and state laws and policies which govern or affect their activities. Nothing in this agreement is intended to negate or otherwise render ineffective any such provisions or operations procedures. If at any time any party is unable to perform its functions under this MOU consistent with federal, state, or local statutory, regulatory or policy mandates, the affected party should immediately provide written notice to all other parties of their intent to amend or modify this MOU at least 30 days in advance of effectuating the amendment or modification. No consent from the other parties will be requested if an amendment or modification is made pursuant to this provision. Periodically the Resource/Cost Sharing Agreement (Attachment B) may require adjustments based on reconciliation of projected costs to actual expenses and for minor adjustments to cost sharing items. Minor adjustments of this type will not require a formal amendment to this MOU. The fiscal agent for the JOBLeaders System is required to notify the partners of any such modification.

F. SUPPLEMENTAL AGREEMENTS: To ensure utmost flexibility for all partners, it is understood that the Central Ohio Workforce Investment Board may enter into separate legally enforceable agreements with each partner, or a combination of partners, which will specify the rights and obligations of that particular partner and the Central Ohio Workforce Investment Board. Any supplemental agreement, amendment or attachment made pursuant to this provision will automatically be incorporated by reference into this MOU and copies shall be provided to all partners.

G. IMPASSE RESOLUTION: In the event that an impasse should arise between one or more partners, and/or between one or more partners and the Workforce Investment Board, regarding the terms and conditions, the performance under, or the administration of this MOU, the following procedure will be initiated: (1) A written document detailing the impasse will be submitted to the Central Ohio Workforce Investment Corporation. The Central Ohio Workforce Investment Board and the Central Ohio Workforce Investment Corporation will attempt to resolve the issue. The Central Ohio Workforce Investment Board and the relevant partner(s) should document the negotiations and efforts that have taken place to resolve the issue. (2) If the impasse is not resolved, the Executive Committee of the Workforce Investment Board will appoint a special committee to review and attempt resolution of the impasse. (3) In the event a resolution cannot be reached thereafter, the Workforce Investment Board Chairperson will meet with the local chief elected official(s) and/or the partner(s) and/or the Central Ohio Workforce Investment Corporation based on the nature of the impasse to resolve the issue and will make a recommendation to the Workforce Investment Board within thirty (30) working days of receiving the dispute. The whole process should be completed within ninety (90) days. Impasses involving state level partners will have the participation of their respective executive director, administrator or his or her designee(s), in all resolution activities.

H. WITHDRAWAL: Partners having legally enforceable agreements relating to their participation in the local one-stop delivery system may be bound by the terms contained therein, but since this is an informational document, any partner to this MOU may withdraw as a signatory from this MOU. Written notice from the withdrawing partner shall be provided to all other parties to this MOU setting forth its intent to withdraw at least thirty (30) days prior to the effective date of such withdrawal. Withdrawal by one or more partners to this MOU may result in withdrawal from the MOU for the remaining partners if the service or funds provided by the withdrawing partner(s) is/are essential to the continuing viability of the JOBLEaders System and the withdrawing partner(s) cannot be easily replaced.

I. NON-DISCRIMINATION: All partners to this MOU are equal opportunity employers. All partners understand they must comply with 29 C.F.R. 37.30 which states it is against the law for a partner to discriminate on the following basis: against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIA Title I-financially assisted program or activity, including section 188 of the Workforce Investment Act. The recipient must not discriminate in any of the following areas: deciding who will be admitted, or have access, to any WIA Title I-financially assisted program or activity; providing opportunities in, or treating any person with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity.

J. MISCELLANEOUS:

1. **No Indemnification and Liability:** By executing this MOU each partner agrees to work together to deliver workforce services to the citizens and employers located in Columbus and Franklin County. However, the partners are not legally “partners” to the extent that term encompasses joint and several liabilities. Each partner under this MOU is responsible for its own employees, representatives, agents, and subcontractors.

2. **Mutual Respect of Organizational Practices:** All partners identified in this MOU or in supplemental agreements to this MOU will respect each other’s organizational practices and management structures in the provision of services under this MOU.

3. **Records Maintenance:** The Central Ohio Workforce Investment Corporation (COWIC) is responsible for all records pertaining to the administration and operation of the JOBLEaders System Center. This includes all fiscal and accounting records, budgets, performance measures, referral tracking records, customer service surveys and any other pertinent records. COWIC is also responsible for all records pertaining to the administration and operation of the Central Ohio Workforce Investment Board office(s). In addition, the COWIC will provide all partners with an annual report that outlines budget expenditures/reconciliations, services provided and populations served, and performance information. These records will be made available to all partners upon request. When a partner’s record retention policies are not equal, the most stringent of these policies should be applied to all partners in regard to any one-stop costs. (Reference 29 CFR 97.42)

4. **Cross-training:** The partners will encourage, accommodate staff, and/or provide training and cross-training, as deemed appropriate, to ensure that all partner staff are familiar with all programs represented within the JOBLEaders System in order to integrate services, reduce duplication and improve overall service delivery.

5. **Veterans Preference:** All applicable federally funded employment and training programs administered by the JOBLEaders System will include a veteran priority system to provide maximum employment and training opportunities to veterans and other eligible persons within each targeted group as established by applicable federal law and state and federal policy in the service area.

6. **Re-Employment Services/Compensation Claimants:** The JOBLEaders System Operator will assume responsibility for selecting, scheduling, delivering and reporting orientation sessions and other re-employment services for claimants as outlined in the JOBLEaders System re-employment services which are attached to this agreement for reference.

7. **JobLeaders System Policies and Procedures:** The JOBLEaders System partners agree to maintain operational control and responsibility for their respective staff, while assuring that such staff adheres to policies and procedures of the local one-stop delivery system. Any “partner specific” variances with JOBLEaders System policies and procedures will be documented in a supplemental agreement separate from this MOU. See Attachment D.

VI. SIGNATURE PAGE

By signing this MOU, each JOBLeaders System partner acknowledges that it has reviewed the contents of this document and finds that this MOU accurately reflects a general understanding of its involvement in the JOBLeaders system.

Michael B. Coleman, Mayor, City of Columbus Date

Mary Jo Kilroy, President, Franklin County Board of Commissioners Date

Marilyn Brown, Franklin County Board of Commissioners Date

Paula Brooks, Franklin County Board of Commissioners Date

Dr. Ann E. Schiele, Chair, Central Ohio Workforce Investment Board Date

Suzanne Coleman-Tolbert, President, Central Ohio Workforce Investment Corporation Date

Douglas Lumpkin, Director, Franklin County Department of Jobs and Family Services, Date

M. Valeriana Moeller, Ph.D., President, Columbus State Community College Date

Dawn R. Lemley, Treasurer, Eastland-Fairfield Career and Technical Schools Date

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Robert G. Cole, Project Director, Senior Community Service Employment Program,
AARP Foundation Date

SIGNATURE PAGE CONTINUED

Boyce Stafford III, Director, Columbus Development Department Date

Gene Harris, Ph.D., Superintendent, Columbus Public Schools Date

Paul Magnus, Vice President, Workforce Development, Mature Services, Inc. Date

Helen E. Jones-Kelley, Director, Ohio Department of Job and Family Services Date

Rose Reed, Southeast Area Manager, Ohio Rehabilitation Services Commission Date

Inna Kinney, President, Economic Community Development Institute Date

Charles S. Weiden, Executive Director, Jewish Family Services Date

Scott Brown, Area Manager, Henkels and McCoy Date

Marjory Pizzuti, President, Goodwill Industries Date

Robert Gloeckner, Interim CEO, Community Connections, Inc. Date

**Central Ohio One-Stop System
Memorandum of Understanding**

LIST OF ATTACHMENTS

- | | |
|-----------------------|---|
| Attachment A | Partner Service Responsibilities (Worksheet A)
Shared Services Pool Matrix (Worksheet B) |
| Attachment A-1 | JOBLeaders System Site Service Strategic Plan |
| Attachment A-2 | Job Seeker Track Flow |
| Attachment A-3 | Core Services Application and Referral (Common Form) |
| Attachment A-4 | WIA Application |
| Attachment B | One-Stop Budget Detail (Worksheet C) |
| Attachment C | WIA Performance Levels |
| Attachment D | JOBLeaders System Policies and Procedures |

Attachment A

Attachment A Partner Services Matrix

Area #/System Name: Area 11 JOBLeaders

Partner	ODJFS	COWIC	ARBOR E&T	FCDJFS	EFCTS	CPS	CSCC	ORSC	CFCAA	Mature Services ,Inc.	AARP	City of Columbus	ECDI	Henkles & McCoy	Goodwill Industries	Jewish Family Services	Community Connections	Africentric Personal	Godman Guild	Columbus Urban League		
Partner Program	WP, UC, TAA, NAFTA, Reemployment Services, Vets Programs	WIA (Adult, Dislocated Worker, Youth)	WIA (Adult, Dislocated Worker, Youth)	WIA OWF	Adult Ed / Literacy Carl Perkins	Adult Ed / Literacy Carl Perkins	Post Secondary	Rehab Services	Community Service Block Grant Program	Older Americans Act	Older Americans Act	Community Development Block Grant	NA	NA	NA	NA	NA	NA	NA	NA		
Program Funding Source	Title III		Title I		TANF & Title I		Title II		Perkins	Title IV	CSBGA	Title V	Title V	CDBG								
One-Stop Sites	Level 2/WIP	Level 2/VET	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2		
Total Partner Staffing	12.5	8	12	10	13	0.10	0.3	0.5	0.5	TBD	1.5	0.5	1	0.1	1	0.5	0.05	0.5	1.5	0.3	0.25	
Core Services																						
Eligibility for WIA funding sources	4S/FT		6S/FT, 6S/PT	5C/FT	13C/FT							1S/PT	1S/PT		1S/PT	1S/FT	1S/PT	1S/PT	4S/PT	1S/PT	4S/PT	
Outreach, Intake & Orientation	1S/PT		6S/FT, 6S/PT		12C/FT	1S/PT	1S/PT	1S/PT				1S/PT 1/FT	1S/PT		1S/PT	1S/FT		1S/PT	4S/PT	1S/PT	4S/PT	
Initial Assessment of Skills	2S/FT		6S/FT, 6S/PT	5C/FT	12C/FT		1S/PT	1S/PT				1S/PT	1S/PT		1S/PT	1S/FT		1S/PT	4S/PT	1S/PT	4S/PT	
Job Search & Placement Assistance	1S/PT		6S/FT, 6S/PT	8C/FT	12C/FT	1S/PT	1S/PT	1S/PT				1S/PT	1S/PT		1S/PT	1S/FT		1S/PT	4S/PT	1S/PT	4S/PT	
Labor Market Info & Job Vacancies	1S/PT		4S/FT, 6S/PT	5C/FT	12C/FT							HC/A	HC/A					1S/PT		1S/PT	4S/PT	
Performance and cost on ETP	HC/A	HC/A	HC/A	HC/A	HC/A	HC/A	HC/A	HC/A	HC/A	HC/A	HC/A	HC/A	HC/A	HC/A	HC/A	HC/A	HC/A	HC/A	HC/A	HC/A	HC/A	HC/A
Local Performance Measures	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	
Availability of Supportive Services	6.5S/FT		6S/FT, 6S/PT	5C/FT	13C/FT		1S/PT	1S/PT				1S/PT	1S/PT		1S/PT	1S/FT	1S/PT	1S/PT	4S/PT	1S/PT	4S/PT	
Information on Filing UC Claims	B/T	B/T	B/T	B/T	B/T	B/T	B/T	B/T	B/T	B/T	B/T	B/T	B/T	B/T	B/T	B/T	B/T	B/T	B/T	B/T	B/T	
Information on Partner Services	B/A/T	B/A/T	6S/FT, 6S/PT	5C/FT	B/A/T	B/A/T	1S/PT	1S/PT				1S/PT	1S/PT				1S/PT	1S/PT		1S/PT		
Eligibility for non-WIA E&T			4S/FT, 6S/PT			1S/PT	1S/PT	1S/PT							1S/PT	1S/PT	1S/PT	1S/PT		1S/PT	4S/PT	
Follow-up Services			4S/FT, 6S/PT	5C/FT	5C/FT	1S/PT	1S/PT	1S/PT				1S/PT	1S/PT		1S/PT	1S/FT		1S/PT	1S/PT	1S/PT	4S/PT	
Business Related Services	1S/FT	1S/PT	3S/FT, 4S/PT	3C/FT	5C/FT	2CS/OFF/PT									1S/PT	1S/PT		1S/PT	4S/PT			
Youth Services			4S/FT, 6S/PT					1S/PT				1S/PT			1S/PT	1S/FT			1S/PT	2S/PT		
Intensive Services																						
Comprehensive Assessment	8S/FT	8S/FT			6C/FT	5C/PT	B	2CS/FT	4S/PT										4S/PT	1S/PT		
Development of Individual Empl. Plan	8S/FT	8S/FT		5C/FT	6C/FT			B	4S/PT										4S/PT			
Group Counseling								B	2CS/FT										4S/PT	1S/PT		
Individual Counseling & Career Plan		1S/FT		5C/FT	6C/FT	5C/PT	B	2CS/FT	4S/PT										4S/PT			
Short-term Pre-vocational Services		1S/FT		5C/FT	6C/FT	5C/PT	1S/PT	2CS/FT											1S/PT			
Retention Services	4S/FT	8S/FT		5C/FT	6C/FT														1S/PT			
Training Services																						
Occupational Skills Training				5C/FT	7C/FT	7C/PT/OFF	B/A/T	C/OFF												1S/PT		
On The Job Training				5C/FT	6C/FT							1S/PT	1S/PT									
Workplace & Cooperative Education																						
Private Sector Training					6C/FT																	
Skills Upgrading & Retraining				5C/FT	7C/FT		B/A/T	C/OFF														
Entrepreneurial Training				5C/FT	6C/FT									1S/PT						1S/PT		
Non-traditional Training				5C/FT	6C/FT																	
Job Readiness Training				5C/FT	6C/FT	1C/PT	1S/PT					1S/PT	1S/PT			1S/PT	1S/PT		1S/PT	1S/PT		
Adult Education and Lit. Programs				5C/FT	6C/FT	1C/PT	1S/PT							1S/PT					1S/PT			
Customized Training				5C/FT	6C/FT																	
Incumbent Worker Training					6C/FT																	
Locally Defined Training Services				5C/FT	6C/FT																	

Legend:
 (FT) = On-Site Staff Full Time
 (P) = Posting at One Stop Office
 (C) = Contracted Service On-Site Full Time
 (O) = Other
 (PT) = On-Site Staff Part Time
 (HC) = Hard Copy Available On-Site

(B) = Brochure / Handout
 (A) = Access via Automated System
 (C/OFF) = Contracted Service Off-Site
 (T) = Access Through Telephone
 (S) = Staff

Attachment A

Shared Services Pool Matrix

Area #/System Name: Area 11/ JOBLeaders												Effective Date: 1-Jul-07									
Partner	ODJFS	COWIC	ARBOR	FCDJFS	CPS	EFCTS	CSCC	ORSC	Mature	AARP	CSBG	Columbus Department of Development	ECDI	Jewish Family Services	Goodwill	Africentric	Columbus Urban League	Community Connections	Godman Guild	Henkles & McCoy	
Partner Program	WP, UC, TAA, NAFTA, Vets	VMA (Adult / Dislocated / Youth)	VMA (Adult / Dislocated / Youth)	CDJFS	ABLE	Post Secondary	Post Secondary	Rehab Services	SCSEP	SCSEP	Community Service Block Grant Program (E & T)	Community Development Block Grant	Other	Other	Other	Other	Other	Other	Other	Other	
Funding Source	Title I & Title III	Title I	Title I	TANF	Title II	Perkins	Perkins	Title IV	Title V	Title V	CSBGA	Other	Other	Other	Other	Other	Other	Other	Other	Other	
One-Stop Sites	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	
Resource Room	x	x		x	x	x	x		x	x	TBD		x	x		x	x	x		x	
Job Seeker Services		x	x	x										x		x	x	x		x	
Business Related Services	x	x	x						x	x		x						x			
Support Services		x	x	x						x						x				x	
Workshops/Seminars	x	x	x	x	x	x			x	x			x	x	x	x	x	x	x		
Training Services			x	x												x				x	
Youth Services									x							x				x	
Misc/Other Services																					

JOBLeaders Site Service Framework

The Central Ohio Workforce Investment Board (WIB) has relocated the JOBLeaders System Site to 1111 East Broad Street. This new location has a significantly larger resource room on the first floor. It includes a new youth resource room, not previously part of the local JOBLeaders system. It has a computer training room and seminar rooms. It has private interviewing rooms and small meeting room space. The first floor will include space for both mandatory and non-mandatory partners. Both mandatory and non-mandatory partners have committed staff and financial resources to the operational costs of the resource rooms and partner space. Six non-mandatory partners have committed to participate on-site in the activities of the JOBLeaders System. The City of Columbus has committed \$50,000 to support the costs of the JOBLeaders system. This money will be applied to offset partner costs. The United Way of Central Ohio has committed \$50,000 to offset voluntary partner costs.

The second floor of the JOBLeaders System site houses an expanded business conference area with a business resource room, training and seminar rooms, and the business services team. Team members specialize in particular business sectors and will incorporate both rapid response services and the First Source program activities, including tracking, monitoring and continuous quality improvement. The second floor houses the COWIC administrative and program staff.

Franklin County Job and Family Services have co-located their workforce development services for Temporary Assistance for Needy Families (TANF) customers at 1111 East Broad Street. They will have service staff on the first floor as part of the partner service team, be part of the business team, and house administrative and training staff on the second floor. This truly creates a seamless approach for customers.

The Central Ohio Workforce Investment Corporation (COWIC) is the JOBLeaders System Operator for day-to-day management of the service activity and is responsible for business services. JOBLeaders System services will be provided by both partner agencies and JOBLeaders System service providers.

A system of satellite sites or access points into the JOBLeaders System around the community through existing community based agencies, educational institutions, and other workforce development service providers is being developed as part of the system in 2008. There is a goal of at least 20 sites in the first year. These sites will be geographically dispersed and address needs of a variety of specialized populations.

Both on-site partners and satellite partners will use a common brand to identify their operation as part of the Central Ohio Workforce Development system. This brand is called JOBLeaders. Staff will be trained in JOBLeaders System policies and procedures relating to services such as customer service, workforce development training and assessment skills and cross-trained in the specialized services available from all partners. Partners will participate in meetings to improve the system operation. Partners will participate in job fairs and other service and marketing activities. On-site partners will provide staff support to the resource room operation. For a complete list of both on-site and satellite partner expectations, see the detailed recommendations below.

Job Seeker Customers

JOBLeaders System services are available to what is often called the “universal customer”. This means that anyone that walks through the door looking for a job, regardless of their current circumstances is a customer. The COWIC would break this group into three primary categories:

- ❖ youth
- ❖ adults who have a significant work history
- ❖ adults who have been impacted by long term poverty.

While these three categories of job seekers have many similar needs from a workforce development system, there are also special needs that each type brings. With the addition of the youth resource room and the co-location of Job and Family Services TANF services along with WIA services, all populations are being served.

Employer/Business Customers

Employer customers include:

- ❖ those who have received tax incentives to expand their business in the Columbus and Franklin County area and have First Source agreements requiring them to use the area’s workforce system
- ❖ those who have ongoing needs for trained job seekers either from normal turnover or from planned expansion
- ❖ those who are looking to newly locate in the area and have needs for building a workforce (all three above are employers who are hiring)
- ❖ those who are downsizing or closing and are laying off all or part of their current workforce

Job Seeker Customer Services

Youth

The new youth resource room is currently under development and will be a place that is youth-friendly and where youth can find resources about career opportunities. There, service providers can connect to youth needing services in the community. It will also be a place where youth can find out about summer employment opportunities. This resource area will be staffed continuously through partner agencies and a youth resource center coordinator.

Adults with significant work history

These individuals already know how to go to work everyday and how to deal with the day-to-day challenges of balancing work and family. They could just be looking for a new job. However, they may have job history in a declining field, training which limits their job advancement into a self-sufficient income, no recent experience in job search, discouraged feelings from a recent job loss or lack of success in finding employment, etc. These individuals may need career counseling, interview training, job search skills, new skill training, self-confidence building, etc.

Adults who have been impacted by a life of poverty

These individuals more often have more entrenched barriers to employment. They need more pre-employment services and more assessment of the specific barriers that have prevented sustained employment. They likely will also need more basic education, more case management, and more supports to retain employment. While not all TANF individuals fit this category, many do, and Job and Family Services specialized staff will be available to serve these customers.

There are individuals that don’t easily fall into these categories, such as people newly entering the workforce, but if services are available to meet the needs of the above two primary populations, then these individuals will find the kind of services that meet their needs as well.

Business Customer Services

Employers/Businesses who are hiring

Businesses need employees ready to take the jobs they have available and to be able to retain those jobs once they start. They need to be able to communicate in detail their needs. They need easy access to lists of names of individuals with the training and experience in the jobs they have. They need places where they can interview large numbers of individuals at a time. They need supports for employees who are having trouble meeting the expectations of the employer. The JOBLeaders System will provide these opportunities for businesses.

Employers/Businesses who are downsizing

These businesses need to know what outplacement services are available through the workforce development system. They need for their employees to understand what is available to help them find new jobs and/or develop new careers. Employers also need for their employees to have emotional support during the layoff process.

Summary

Customer-focused services, such as, new business conference area, state-of-the art adult resource room, new youth resource room, more partners from community-based organizations, more fully trained staff, satellite sites, common branding and much, much more. All designed to meet the needs of the workforce development customers and to draw on the strengths already existing in our community.

Detailed plans are in the sections below.

Goals

- A. To develop a Satellite One Stop System that is:
 - ❖ Geographically available throughout the county and accessible to a variety of specialized service populations;
 - ❖ Features a qualified set of community partnerships that reflect the service needs of specialized populations;
 - ❖ Models a professional environment with on-going staff development and quality customer service; and,
 - ❖ Shares a common set of customer information within the One Stop Satellite System, identified partners and satellite feeder organizations.

- B. To have One Stop On-Site Partners which include all mandatory partners and additional workforce/economic development partners who agree to:
 - ❖ Sign off on the Memorandum of Understanding (MOU) which will include assurances of the On-Site Partnership Criteria,
 - ❖ Provide On-Site services, and
 - ❖ Provide financial support to the operation of the One Stop System.

- C. To help Adult Job Seekers to enter, or reenter the workforce and/or enhance their skills and advance in careers

- D. To raise community awareness of the resources and services available for Adult Job Seekers

- E. To have a Youth One-Stop that
 - ❖ Serves all youth and is youth friendly
 - ❖ Is easily accessible (both physically, geographically and emotionally)
 - ❖ Meets the needs of youth-hiring employers
 - ❖ Combines workforce development and youth asset development principles

- F. To have Employer Services that are driven by responsiveness to employer needs of:
 - ❖ Supplying a highly developed and productive workforce
 - ❖ Offering resources to support the business operation and ongoing developmental needs.
 - ❖ Assisting the employers in preparation, placement and retention of workers.

- G. To develop a marketing strategy to increase employer awareness of the One Stop

- H. To have a One Stop facility that includes employer-friendly spaces addressing the areas of assessment and recruitment.

- I. To have greater connection to business services available in community-based agencies.

- J. To have staff fully trained in “new concept” of business model approach, identification of industry clusters and staff appropriately to those clusters needs.

- K. To ensure First Source services meet the needs of the both the companies receiving tax incentives and the targeted job seekers.

- L. To ensure a customer flow that not only addresses the needs of the job seekers, but also responds to the needs of the employers designed to continuously improve in meeting and exceeding performance measures and providing customer satisfaction.

Objectives/Recommendations

- A. Satellite Site Partners must agree to:
 - ❖ Adopt common customer service standards or minimums
 - ❖ Participate in quality standards audits
 - ❖ Accept referrals from and make referrals to main one stop and other satellites
 - ❖ Meet minimum standards for EEO, Sexual harassment, drug-free workplace, safety and fiscal soundness, and ADA
 - ❖ Utilize customer/data tracking system
 - ❖ Identify and capture required benchmark data for satellite and feeder organizations
 - ❖ Provide easy access to information about the system
 - ❖ Send staff to on-going training about system
 - ❖ Provide at least one core or intensive service at a benchmark quality level
 - ❖ Meet an existing service need or gap
 - ❖ Participate in on-going system development/quality improvement activities
 - ❖ Participate in regular broad stakeholder meetings/events
 - ❖ Use a common brand

- B. One Stop On-site partners must agree to
 - ❖ Utilize branding to assurance consistency
 - ❖ Participate in staffing the resource room
 - ❖ Participate in training on initial assessment, core services and cross-training staff
 - ❖ Provide Core, Intensive and/or Training services to job seekers and businesses
 - ❖ Participate in the coordination of job developers
 - ❖ Utilize the universal job match system
 - ❖ Participate in Job Fairs/Educational Fairs
 - ❖ Pay fair share cost in MOU
 - ❖ Participate in the referral process
 - ❖ Participate in Partner Meetings (Manager Level/Service Staff Level)
 - ❖ Participate in MOU Development and sign MOU
 - ❖ Participate in customer/data tracking systems
 - ❖ Participate in a Quality Standards Audit
 - ❖ Participate in continuous improvement and implement changes
 - ❖ Encourage employers to participate in One-Stop activities, such as; job fairs, interviewing on-site, etc.

- C. Ensure adequate staffing levels for One-Stop Center and satellite locations

- D. Provide ongoing Customer Service training

- E. Have knowledgeable Greeters—ensure resource area staff are kept up-to-date on labor market information, resource room materials, and services available at satellite offices and other community resources

- F. Increase community awareness of the system and its availability to all Franklin County residents

- G. Use self-directed technology resources to orient, inform and support access to services by adult job seekers
- H. Provide adult job seeker services as listed Chart I, continuing to provide existing services and filling services gaps and enhance services as identified
- I. Physical space for Youth One Stop is co-located with adult One Stop but provides some sort of sound buffer to accommodate a youth-friendly environment
 - ❖ Lack of walls makes youth feel restricted and fear being judged; wall provides a sense of freedom and independence
- J. Serves youth 14 – 21
- K. Operationally, the Youth One-Stop would:
 - ❖ Connect to employers and addresses needs of employers
 - ❖ Consider youth input and feedback at all points (e.g., youth advisory board, youth staff, etc.)
 - ❖ Accommodate needs of youth with disabilities
 - ❖ Refer and connect youth to needed services (WIA and non-WIA); partner staff would be on-site
 - ❖ Convene stakeholders and facilitate discussions among youth providers to meet the needs of youth and employers
 - ❖ Conduct initial WIA eligibility determination, individual service strategy, etc., in addition to independent service providers
 - ❖ Operate facility as a place where community groups can come for meetings, job fairs, service provider fairs, college recruitment fairs, training/education fairs, etc.;
 - ❖ Offer ad hoc training and seminars on various issues to help youth transition to the next phase of their lives;
 - ❖ Have service offerings and activities categorized into three main areas as identified in Chart II
 - ❖ Educate stakeholders (school personnel, local elected officials, etc.) regarding the benefits and challenges of WIA; ally the public schools with the One-Stop; foster cooperation between schools and social service organizations at One-Stop
 - ❖ Facilitate transfer of youth participants between and among programs, as necessary
 - ❖ Provide additional follow-up services
- L. Have Business services which continue existing services and include missing services as listed in Chart III.
- M. To have a customer flow with the following enhancements. Current customer flow described in Attachment A-2 and current forms in Attachment A-3.
 - ❖ Train partners and staff in programs and procedures and systems necessary to effectively serve customers in core, intensive, training and referral services
 - ❖ Ensure necessary access to information available on workforce related data systems and the train staff in the use of the systems
 - ❖ Ensure access to and interaction between partners through communication systems such as phones, networks and in person.
 - ❖ Ensure uniform policies and procedures are developed and utilized by partners.

Chart I

ADULT JOB SEEKERS SERVICES

Gap Assessment Chart

Essential Services		Currently Available	Not Currently Offered	Enhancement Needed	Comments
1	Assessments	X		X	Expand to include Work Keys, Basic Eng. Testing, Comprehensive Adult Student Assessment System (CASAS), Test of Adult Basic Education (TABE) and PowerPath (diagnostic screening tool for adult learners); wait-time between entering CORE and obtaining assessment too long
2	Adult Literacy/GED/ESL	X			Available at select job sights office(s)/more marketing needed
3	Workplace Literacy		X		
4	Financial Literacy	X		X	Marketing needed—public unaware of services
5	Credit Counseling		X		Use existing Community resources
6	Computer Literacy		X		Use existing Community resources/CO-WIC can contract for services
7	Computer Technology Course- Microsoft Office Suite		X		Use existing Community resources/CO-WIC can contract for services
8	Computer Technology Course- Establish E-mail Accounts	X		X	Extremely limited access to services
9	Computer Technology Course- Navigating the Internet	X		X	Extremely limited access to services
10	Computer Technology Course- Keyboarding/typing	X		X	Extremely limited access to services
11	Career Counseling-Individualized	X		X	Customer flow slow—wait time for those needing services too slow
12	Career Counseling-Group	X			
13	Array of short workshops available to core customer	X		X	Unsure of what offices offer what workshops;
14	Comprehensive workshops for intensive customers				Poorly Marketed
15	Translation Services	X			Poorly Marketed

Chart I

	Essential Services	Currently Available	Not Currently Offered	Enhancement Needed	Comments
16	Retention Services	X		X	
17	Job/Alumni Clubs		X		CO-WIC can contract for services
18	Cultural Diversity Education (Understanding Different Customs)	X			COWIC and partner staff are currently undergoing this training
19	On-Site Child Care		X		COWIC will be offering referral services
20	Clothing bank		X		Info should be available at One-Stop on community Resources
21	Work Center (Copy, computer, printer, phone bank)	X		X	Appropriate staffing not available
22	Mental Health Resources	X		X	Info should be available at One-Stop on community Resources
23	Interview Rooms		X		
24	Job Fairs	X			Unsure if job placement from fair is tracked
25	Transportation Planning Resources		X		Help should be available beyond bus schedules/staffing to support may be an issue (see if COTA can assist)
26	Job Shadowing Interviews(Day-In the Life Videos)		X		
27	Resume development resources and tools	X		X	
28	Legal Services		X		
29	Supportive Services/Referral Services	X		X	Printed or Electronic Community Resource Guide made available to all job seekers
30	Labor Market Information (up-to-date LMI)		X		
31	Virtual Learning Opportunities		X		Seminars can be taped & burned onto CD's
32	Screening of Job Applicants		X		Unable to determine if and how this is currently accomplished
33	Career Development Sessions/CORE Svc.		X		Focus should be on job seekers current and transferable skills; helps to identify those needing intensive services
34	Occupational Skills Training Opportunities	X		X	Customer flow to access to training for those in need is too long
			Not		

Chart I

	Essential Services	Currently Available	Currently Offered	Enhancement Needed	Comments
35	Job Coach-Teams/Mentoring		X		
36	Orientation Video		X		One-Stop orientation can be offered at satellites and public libraries
37	Motivation Session-Customers		X		Helping job seekers remain encourage through the job search process is critical

Adult Job Seeker Services—Related Areas

	Essential Services	Currently Available	Not Currently Offered	Enhancement Needed	Comments
39	Motivation Session - Staff		X		
40	Easy Access to Services		X		
41	Separate Center/Facility		X		Support for stand alone workforce center
42	Greeters	X	X		Greeters are currently provided by county staff along with COWIC customer service personnel
43	Staff Training on “losses” (grief counseling)		X		
44	Flexible Center Schedule		X		Currently open during business hours; maintain evening hours at least 2 days/wk and Saturdays
45	Strong Employer Connections	X		X	Enhance staff knowledge of specific industry standards
46	Superior customer service	X		X	job seeker unaware of service and resources; Increased staffing; good customer flow; create ample opportunities to elicit feedback on customer satisfaction with services;
47	Individual Contact	X		X	Inadequate staffing; too many loops
48	Staffed Resource Area	X			Although the resource room is currently staffed with three customer service personnel to assist customers utilizing resource room
49	Realistic timeline for services		X		Advance self-directed services by increasing staff support in resource areas; utilize technology where possible

Chart II

Youth Services

Employment	Education	Life Skills
<ul style="list-style-type: none"> ■ Work-readiness (including technology) ■ Employment placement assistance ■ Job fairs ■ Retention/supportive services ■ Employer services ■ Internship/short-term employment matching & payroll administration ■ Interview space ■ Job clearinghouse ■ Classroom speakers/seminars/works hops provide interaction with business community ■ Job board ■ Job readiness training ■ Disability awareness ■ Dress for Success ■ Educate on importance of maintaining personal documents needed for employment 	<ul style="list-style-type: none"> ■ Technology literacy ■ GED ■ Diploma ■ “BASE” training ■ Tutoring ■ Links to “trade training” and career/technology schools ■ Links to alternative schools, charter schools ■ Links to PSEO ■ On-line credits/virtual high school ■ Scholarship information 	<ul style="list-style-type: none"> ■ Social supports ■ Social skills ■ Financial literacy & consumer education ■ Implications for housing and rent ■ Credit (fees, interest, finance charges, penalties) ■ Credit card abuse/loss of control ■ “Signature loan” outlets ■ “Car title” lending ■ Payday lending ■ Refund anticipation loans ■ Rent-to-own stores ■ Home flipping ■ Predatory mortgage lending ■ Check-cashing outlets ■ Bank fees (ATM, bounced checks, stop payments) ■ Connection to parents ■ Health & nutrition ■ Nutrition & obesity ■ Self-sufficiency ■ Social supports ■ High risk behaviors ■ Physical/mental health ■ Self-perceptions ■ Life planning ■ Parenting classes ■ Leadership

Chart III

Recruitment, Retention, Development, Resources

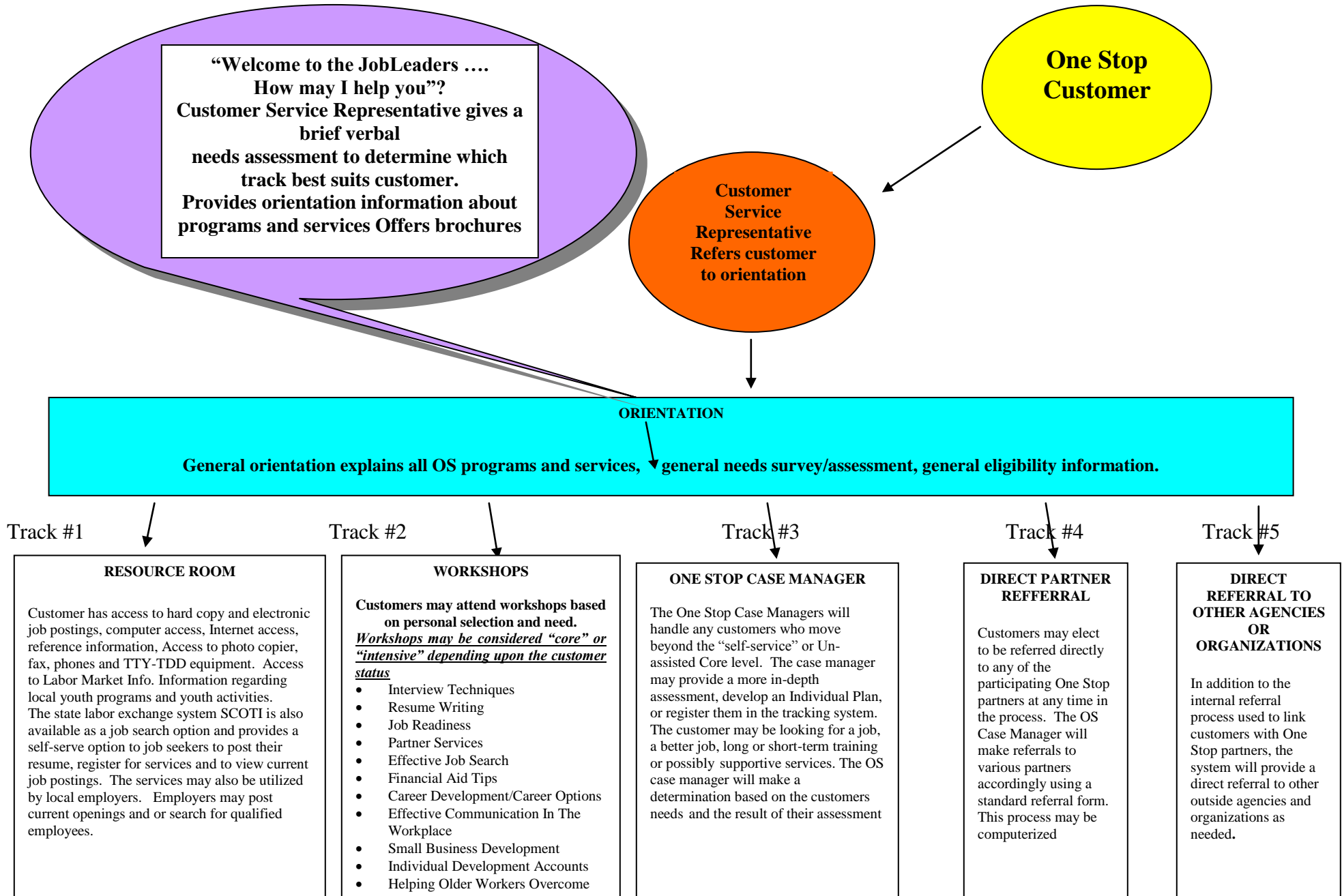
(Enrollment, training, tracking, marketing and placement services provided by the JOBLeaders System)

Target Areas	Available	Improvements/Missing	Actions/equipment
Communication	<ul style="list-style-type: none"> • Workshops & forums marketing JOBLeaders services • Connection between employers and community • Advertise employment opportunities. • Events (e.g. On & Off-site Interviews sessions, Job fairs, Target Fairs) • Employer presentations on site for potential employees • Informational brochures on OneStop Partner or CBO services • Quarterly newsletter • Open communication between the OneStop, employee and employer 	<ul style="list-style-type: none"> • Ongoing communications with employers regarding diversity • Employer focus groups • More employer recruitment service accountability from both sides • Seamless recruitment process • Lack of marketing circulation of services and events • Self quick employee searches • Unemployment compensation information • Marketing on the JOBLeaders Partner/CBO services • Enhance network system to the satellites 	<ul style="list-style-type: none"> • Conduct more industry focused events • Include diversity regulations and background information into development package. • Include custom demographic chart and LMI report to the employer upon development. • Create a regularly monitored survey process • Establish on site public relation and printing department • Make News Letter web base accessible
Technology	<ul style="list-style-type: none"> • Website (SCOTI) for the One Stop • Computer available for SCOTI input • Self job order registration 	<ul style="list-style-type: none"> • Web based user friendly information • Video conferencing for the potential employee who is seeking a job here from another state • Online prescreening with the ability to 	<ul style="list-style-type: none"> • Easier access with limited screens • Install a kiosk or dedicate a computer for online application • Kiosk should be able to link to employer database • Dedicated phones and video

	<ul style="list-style-type: none">• Comprehensive website• Centralized database system to have all information and resources• Self serve Web based employment posting board	<p>reach back out to the potential employee</p> <ul style="list-style-type: none">• Computer dedicated for jobseeker search and match• Online application site• Linkage to other resources• Links to employer's website• Employer web access ports• A web page for each employer to showcase information	<p>equipment for interview</p> <ul style="list-style-type: none">• Supply CD or a website that an employer can see a mock interview from a jobseeker who matches the company's qualifications. As well as reviewing their resumes• Phone line with employer directory• Account based employment referral system giving the employer the ability to check their private web based account for customer referrals• Direct line to state registration for business start –up• Employers hook in on a web access portal to do business related projects• A technical support unit needs to be created for the OneStop. They should be accessible to the employer
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<p style="text-align: center;">Facility</p>	<ul style="list-style-type: none"> • Area to display employment opportunities • Screening / assessment/ interview areas • Provide space for employee training • Meeting areas • Rooms for private interviewing • Have resources that are available visible to employers • Regional satellite offices 	<ul style="list-style-type: none"> • Professional atmosphere • One point of direction • Enhanced area for employment notification • Business Friendly environment • Flexible service times • On site employers posting area that offers testing, job descriptions and benefits descriptions • Computer room 	<ul style="list-style-type: none"> • Service directory • Simplified service flow • Employer resource library • Develop a mobile resource room. This will give the JOBLeaders System the ability to outreach for the underdevelopment , development or downsizing employer areas and needs (good for Rapid response scenarios) • Private areas for employer development • Shirts display the colors and participating CBOs/Partners names, have a logo to represent the JOBLeaders System or professional attire be made mandatory • Business cards and ids that display OneStop seamless information. (Titles, numbers, etc.)
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Attachment A-2
Job Seeker Track Flow



JOBLeaders System

Core Services Application/Referral Form

GENERAL INFORMATION	Date _____
Name: _____ Social Security Number: _____	
Address: _____	
City: _____ State: _____ Zip: _____	
Phone () _____ Alternate # _____ Fax _____ Email _____	
Birth Date _____ <input type="checkbox"/> Male <input type="checkbox"/> Female US Citizen? <input type="checkbox"/> yes <input type="checkbox"/> no Alien Reg. _____	
Expires _____	
Education Level _____ Currently/scheduled to attend school _____	

Income (Please check the following that applies to you or the customer)					
Source	Yes	No	Amount	How Often	OFFICE USE Only
Employment					WIA Adult
Full-time					TANF/PRC
Part-time					Dislocated Wkr.
Unemployment Benefits					Older Worker
TANF/Food Stamps					Disabled
Veterans Benefits					Veteran
Social Security Benefits					Older Youth
Retirement or Disability Pension					Migrant/Seasonal
Other (Specify)					

<h2>Customer Service Detail</h2>	
Referring Agency: _____	Staff Name: _____
Phone: () _____ Fax: _____	Email: _____
Agency: _____	Address: _____
Services Provided by Referring Agency: _____	
Service Length: Weeks Days Hours Other	
Referring Customer To: _____	
Reason for Referral: _____	

Release of Information
I, _____ agree that the staff of the One-Stop Service System may exchange and disclose information on me in order to make determinations of my eligibility for benefits and services provided by programs under the One Stop partner agencies. I further agree that information regarding any employment obtained while in the One Stop System may be disclosed by my employer.
Signature _____ Date _____

TO BE COMPLETED BY RECEIVING AGENCY/PERSON

Referral taken by: _____ Date _____
 Phone _____ Fax _____ Email _____ Electronic _____
 Customer Assignment _____
 Follow-up to Referring Agency by _____

General Instructions

JOBLeaders System

Core Services Application/Referral Form

Function:

1. To make an initial determination of customer's eligibility for services.
2. Identifies the customer's category for WIA services.
3. Serves as documentation that customer was referred by a partner agency.
4. Identifies the type of services provided by the referring agency.
5. Provides a release of information that allows One Stop partner's agencies to share benefit, service and employment information.
6. Identifies who receives the application/referral and its disposition.

Form Completion:

1. **GENERAL INFORMATION:** used to capture basic demographic information on the customer. Be sure to obtain Alien Reg # and expiration date if it applies. Also list the current level of education for the individual.
2. **INCOME:** used to capture individual income. Please denote the source as applicable.
3. **OFFICE USE ONLY:** used to capture the customer's category for WIA services.
4. **CUSTOMER SERVICE DETAIL:** used to document any core or supportive services provided to the customer by the referring agency. Also identifies the agency or service the customer is being referred to and the reason for the referral.
5. **RELEASE OF INFORMATION:** used to capture the signature for permission to release information to, from, among one stop partners, employers etc.
4. **TO BE COMPLETED BY RECEIVING AGENCY:** identifies the accepting staff person and the type of service the customer has been assigned. It also identifies when follow-up will be conducted by the accepting agency.

Distribution:

1. Original - distribute (fax or mail) to agency partner.
2. 2nd copy - to customer.
3. 3rd copy – to case file.
4. 4th copy – to Valerie Powell (This is the copy the auditors will look at to count and verify partner referrals) Franklin County DJFS, 1111 East Broad Street, Columbus Oh 43215 or fax copy to 614-462-3883

* If this emailed form is used and copied for use, the individual making the referral will need to make a total of 3 copies after obtaining the customers signature having a total of 4 documents.

Central Ohio Workforce Investment Board- WIA Application

Application Approval Date: _____ **SSN:** _____

Adult Dislocated Worker Older Wkr. Disabled Veteran Older Youth TANF/PRC

Seasonal/Migrant If Dislocated Give Date: _____ Dislocation Employer: _____

Name: _____

Address#1: _____ **First** _____ **MI** _____ **Last** _____ Address #2: _____

City: _____ State: Ohio Zip: _____ Phone: _____

County of Residence: _____ Emergency Contact Person: _____

Contact Persons Phone: _____ Applicants Email: _____

1. Date of Birth: _____ Age at Application: _____

2. Gender: Male Female

3. County of Service: _____

4. Ethnicity : Hispanic/Latino Not Hispanic/Latino

5. Race: (check all that apply)

American Indian/Alaskan Native

Black or African American

Asian White Other

Hawaiian Islander or Other Pacific Islander

6. Currently Employed Yes No

If yes, hours per week: _____ Wage per hour: _____

7. UI Status at Intake (check one)

Exhaustee

Not current and not exhaustee

Eligible claimant referred by WPR

Eligible claimant not referred by WPR

8. Education Level: Highest Grade Completed: _____

(please select appropriate level)

No grade completed

Completed grade 12 but no diploma

Obtained GED or equivalent

High School Graduate

Some Post High School Training

Associates Completed Bachelors Completed

Masters Completed Doctoral Completed

9. Education Status:

Student HS or less

Student Attending Post HS

Not Attending, High School Drop Out

Not Attending, High School Graduate

10. Military Service: Yes No

If yes, Start Dt: _____ End Dt: _____

Spouse of a Veteran Recently Separated Vet

Disabled Vet If disabled give % _____

Military Campaign Served: _____

11. Pell Grant: Yes No

12 Cash Public Assistance Yes No

13. Food Stamps Last 6 Months : Yes No

14. Dislocated Worker: Yes No

15. Registered Selective Service: Yes No N/A

16. Citizenship:

US Citizen Registered Alien Refugee

Other Legal Alien Other

17. Individual With a Disability: Yes No

ADA Major Life Activity Impairment

ADA and Employment Impediment

18. Single Parent: Yes No

19. Limited English Proficiency: Yes No

WIA APPLICATION HOUSEHOLD INCOME STATEMENT

DOCUMENTED REASON FOR ELIGIBILITY

Cash Public Assistance
 Low Income
 Disability
 Homeless
 Food Stamps

***Must show income amount for each household member unless one of the reasons for eligibility above are marked**

NAME	RELATIONSHIP TO APPLICANT	SOURCE OF INCOME	PREVIOUS 6 MONTH INCOME
1			
2			
3			
4			
5			
6			
7			

A. Family 6 month includable income total: \$ _____

B. Individual 6 month includable income total : \$ _____

***Use eligibility guideline chart provided by Training Manager to determine financial eligibility**

ASSESSMENT	READING	MATH
Testing Instrument Used _____	Initial Reading Score: _____ Test Date: _____	Initial Math Score: _____ Test Date: _____

* Family= Any person related to the applicant by blood, marriage or decree of court, who live in a single residence and is included in one or more of the following categories: husband, wife, dependent children, guardian, guardian's dependent children, guardian's wife/husband

ACKNOWLEDGMENT:

I certify that the information that I have provided herein, is accurate to the best of my knowledge.

Applicant's signature: _____ Date: _____

WIA staff signature: _____ **Date:** _____

Budget Worksheet

Attachment B

Attachment B

Budget Worksheet

Attachment B

Budget Worksheet

MOU Attachment C

PY07 WIA Performance Measures

[This page will be replaced with the PY07 WIA Performance Measures when negotiated and approved by Ohio Dept. of Job & Family Services]

General One-Stop Partner Staffing Duties and Policies

*Actual Policies and Procedures are in development and will be added at a later time
Currently all co-locators observe their own agency policies and procedures.

1. Greet Customers:

Greet the customer and have them sign in as they enter the One-stop area. “**May I help you?**” should be the standard greeting. The customer may have an appointment with one of the agency staff or they could be a “walk-in”. They may be in the office to obtain job leads or to inquire about possible training opportunities, or for a variety of other services. In any event, the partner should direct them to the appropriate staff person, or resources. Depending on the situation, the customer may be satisfied with self-service or they may need some one-on-one.

2. Provide General Orientation About One-Stop Services:

If the customer is new to the system and is unaware of the services that are available in the One-stop, the partner should provide a general orientation outlining the basic services, which are available. At this time brochures, fact sheets or pertinent information can be given to the customer.

3. Guide Customers Around The One-stop:

The customer may need some actual assistance regarding where various resources are displayed throughout the One-stop. The partner should direct them in person if necessary to show them where the actual resources are located, and how to use or access them. Again, this may include reference materials on how to draft a resume, how to interview effectively, how to review educational provider information online etc.

4. Make Referrals To Other Services:

The partner should become knowledgeable with the **basic** programs and resources, which are offered by all other One-Stop Partners. A general resource book will be available for partner use. If an actual referral is made to a partner for services the core services referral form should be used to track the actual referral. The core application and referral form will be the standard form used.

5. Provide Basic Initial Needs Assessment:

General Needs Assessment may simply be “How may I help you”? The Workforce Today Form or similar questionnaire will be used to capture the information. The partner may assist the customer in completing the form if time and customer flow permit. If not, the customer may be directed to have a seat to complete the form. The forms should be maintained in order to track why customers are here and what services they are accessing.

6. Provide Job Postings (Hardcopy and Internet):

The partner should be able to assist the customer with the most recent job postings. There should be hardcopy job postings and or the customer should be assisted with accessing the Internet to view online postings and or to post resumes electronically. Partners may also be needed to assist customers with the actual drafting and preparation of a resume. Guidebooks and sample resumes are provided as a resource.

7. Staff The Reception Desk:

From time to time it may also be necessary for the partner to staff the front reception desk of the One-stop. This may also include answering the phone, taking messages, transferring calls, etc.

8. Escort Customers To Other Areas In The Building:

Customers may need to be escorted to other parts of the building to the restroom area, or to another staff person outside the one-stop area. Partners should familiarize themselves with the building lay out and agency staff.

9. Provide Seminars (day or evening):

At some point in the operation, we will be scheduling ongoing seminars for the general public. Partners who agreed to provide seminars will be placed on a service schedule, which has been pre-arranged with them. Seminars/Workshops may be provided on a variety of topics such as resume writing, interviewing techniques, budgeting, effective job search techniques, starting your own business, credit counseling, etc. Partners are encouraged to make the topics, titles and content relevant to the needs of the general public.

10. Assist Customers With SCOTI Registration:

All partners should become familiar with the state job matching system called SCOTI (Sharing Career Opportunities and Training Information). This system is available through Internet access and provides hundreds of job leads to the general public. If an individual is not already registered, the partner should assist them with the online registration process. A guidebook is provided to step the staff and the customer through the process.

11. Other Duties As Outlined In General Core Services:

Federal law prescribes and outlines the general core services, which must be available to all customers who enter the One-Stop. An outline of the core services will be available to each partner.

12. Supervision of the One-Stop Operation will be the general responsibility of the on-site One-Stop Manager. The Manager will not have final authority over Partner staff but will serve as a liaison. Each partner will have the authority to designate the One-Stop Manager as supervisor over their respective OS personnel.