



MASSACHUSETTS

# Workforce Investment Act

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**WIA Communication No. 01-21**

**Policy**    **Information**

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**To:** Chief Elected Officials  
Workforce Investment Board Chairs  
Workforce Investment Board Directors  
Title I Administrators  
Career Center Directors  
Title I Fiscal Officers  
DET Regional Directors  
DET Area Directors

**cc:** WIA State Partners

**From:** Jack King, Director  
MA Division of Employment and Training

**Date:** May 10, 2001

**Subject:** Wagner-Peyser, Unemployment Insurance, Veterans Services and One-Stop Career Center State Appropriation MOU Modification Instructions

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**Purpose:** To distribute guidelines for the local memoranda of understanding for the Wagner-Peyser, Unemployment Insurance, Veterans Services programs, and for the FY2002 One-Stop Career Center State Appropriation.

**Policy:** LWIBs and CEOs must submit a local MOU modification on May 15, 2001, as part of the Five Year Local Plan Modification, that includes revisions to the negotiated MOU(s) for which DET is the funding agency.

**References:** Workforce Investment Act of 1998, Public Law 105-220  
Workforce Investment Act Final rule (20CFR 652 et al)  
Wagner-Peyser Act, as Amended  
Title 42 United States Code, Chapter 7 (Social Security), Subchapter III, Sections 501, 502, and 503  
Title 38 United States Code, Chapters 41 and 42  
Code of Federal Regulations 20CFR 1001.100 et seq.

**Inquiries:** Questions should be directed to David Manning of DET's Employment Service, Policy and Systems Department at 617-626-5684 or at [dmanning@detma.org](mailto:dmanning@detma.org)

**Filing:** Please file this in your notebook of previously issued WIA Communications as #01-21.

**FY2002  
INSTRUCTIONS AND GUIDANCE  
FOR THE COMPLETION OF MEMORANDA OF UNDERSTANDING  
FOR DET PROGRAMS**

**Background**

The Workforce Investment Act of 1998 (WIA) has been fully implemented in Massachusetts as of July 1, 2000. The Act requires the coordination and integration of a number of formally discrete workforce development activities within a common delivery system of One-Stop Career Centers (OSCCs). Each of the sixteen regions in Massachusetts must have at least one comprehensive physical site that provides access to all the required programs identified in the Act. In the case of the Division of Employment and Training these required activities include services available through:

**Wagner-Peyser  
Veterans Services  
Unemployment Insurance**

The Career Center system also offers non-required services through additional DET administered funding:

**Skills Plus  
State Appropriation  
EAS**

Services are coordinated by the Local Workforce Investment Boards (LWIBs) through a series of Memoranda of Understanding (MOUs) developed with each of the required partners. The MOUs delineate the services to be provided, the resources that support the services and operation of the OSCC, the methods used to insure referral of customers throughout the system, and any regulatory or programmatic restrictions or requirements which must be considered in conjunction with the use of the various funding streams.

An Annual Employment Services Plan has been developed as a requirement of the Wagner-Peyser Act. To avoid duplication of effort Massachusetts will, for FY2002, again utilize the local MOU process between DET and each LWIB as the method to identify changes or adjustments to customer services, and to ensure their provision in accordance with funding source requirements (as well as requirements related to both WIA specified MOU content and DOL regulations).

The FY2002 Memorandum of Agreement developed between DET and each Local Workforce Investment Board will consist of four parts:

- **PREAMBLE:** provides the statutory authority for the development of the MOU.
- **SCOPE OF SERVICE:** consists of six individual Sections, relevant to each of the distinct DET funding streams (as identified above). Each section will include a:
  1. “Background” that delineates the specific statutory and/or regulatory basis for the specified funds.
  2. “Narrative” that describes service changes/adjustments from FY2001,
  3. “Assurances” that articulate the requirements of the funding, and
  4. “Resource Sharing Summary” that provides a broad overview of the level of staff and financial resources associated with delivery and support of specific program services in the local area.
- **DURATION OF AGREEMENT:** describes the effective date and term of the MOU and the conditions under which it may be renewed, amended or modified.
- **BUDGET:** details the use of specific funds for career center related activities and services.
- **PRINCIPAL SIGNATORIES:** indicates the understanding and intent, on the part of all the local partners to the MOU, that DET funded services/activities will be provided in accordance with the terms of the MOU and in a manner consistent with programmatic requirements and regulation.

**Development of the MOU is the responsibility of the local negotiator for DET and the LWIB. Every effort has been made to allow for local decision-making and negotiation wherever possible. Local negotiators for DET services must be aware of their responsibility to ensure that resources of all partners are used effectively and strategically to provide optimal services to individual and business customers, meet regulatory requirements and achieve performance goals in a mutually beneficial environment.**

**These instructions are intended to assist local negotiators to develop each DET MOU with the LWIB and other OSCC partners for FY2002.**

## MEMORANDUM OF UNDERSTANDING

FISCAL YEAR 2002

### I. PREAMBLE

In accordance with the Workforce Investment Act of 1998, Section 121(a)(1) and 121(b)(1)(xii), this Memorandum of Understanding is entered into by the

Workforce Investment Board (LWIB) and the Massachusetts Division of Employment and Training (DET) as the Administrative agency designated as the State Employment Service Agency (SESA) responsible for labor exchange activities funded under the Wagner-Peyser Act, as amended. This agreement, as required by Section 121 (c) (2) of the Act, specifies the services to be provided through the one-stop delivery system; how the costs of these services and operating costs of the system will be funded; methods of referral of individuals between the one-stop operator and the partner for appropriate services and activities; and the duration of this agreement and procedures for amending this agreement.

§118 (2) of the Workforce Investment Act requires each local plan to include, among other elements, a description of the local one-stop delivery system. Additionally, each local plan is to include a Memorandum of Understanding (MOU) between the local workforce investment board and each one-stop partner regarding the operation of the local one-stop delivery system.

§121(c) of the Workforce Investment Act describes the contents of the Memorandum of Understanding that is required between each One-Stop partner and the local Workforce Investment Board. These are:

(A) provisions describing - -

- i) The services to be provided through the one-stop delivery system;
- ii) How the costs of such services and the operating costs of the system will be funded;
- iii) Methods for referral of individuals between the one-stop operator and the one-stop partners, for the appropriate services and activities; and
- iv) The duration of the memorandum and the procedures for amending the memorandum during the term of the memorandum; and

(B) such other provisions, consistent with the requirements of this title, as the parties to the agreement determine to be appropriate.

## **II. SCOPE OF SERVICE**

### **SECTION A**

#### **TITLE III WAGNER-PEYSER**

##### **BACKGROUND**

§7.(a) of the Wagner-Peyser Act, as amended, allows Wagner-Peyser “90% funds” to be used for:

- 1) job search and placement services to job seekers including counseling, testing, occupational and labor market information, assessment, and referral to employers;
- 2) appropriate recruitment services and special technical services for employers, and any of the following activities:
  - (A) evaluation of programs;
  - (B) developing linkages between services funded under this Act and related Federal or State legislation, including the provision of labor exchange services at education sites;
  - (C) providing services for workers who have received notice of permanent layoff or impending layoff, or workers in occupations which are experiencing limited demand due to technological change, impact of imports, or plant closures;
  - (D) developing and providing labor market and occupational information;
  - (E) developing a management information system and compiling and analyzing reports therefrom; and
  - (F) administering the work test for the State unemployment compensation system and providing job finding and placement services for unemployment insurance claimants.

§7.(b) allows Wagner-Peyser “10% funds” to be used to provide:

1. Performance incentives for public employment service offices and programs, consistent with performance standards established by the Secretary, taking into account direct or indirect placements (including those resulting from self-directed job search or group job search activities assisted by such offices or programs), wages on entered employment, retention, and other appropriate factors;

2. Services for groups with special needs, carried out pursuant to joint agreements between the employment service and the appropriate local workforce investment board and chief elected official or officials or other public agencies or private nonprofit organizations, and
3. The extra costs of exemplary models for delivering services of the types described in subsection (a).

The Final Regulations for the Workforce Investment Act (20CFR §652.207) require that the One-Stop delivery system afford universal access to services provided under the Wagner-Peyser Act, as Amended.

## **NARRATIVE**

In developing your local Wagner-Peyser MOU, based upon the requirements as described above, please provide (to the fullest extent possible) the following information:

1. Please list and briefly describe any **new** core and intensive services that will be available to job seeker customers for FY2002 that will be based on your 90% Wagner-Peyser allocation. For each service, indicate if it will be available to customers on a self-service, facilitated self-help, or staff assisted basis. If new job seeker services are not being implemented for FY2002, indicate such in your response.
2. Please list and briefly describe any **new** core and intensive services that will be available to business customers for FY2002 that will be based on your 90% Wagner-Peyser allocation. For each new service, indicate if it will be available on a self-service, facilitated self-help, or staff assisted basis. If new business services are not being implemented for FY2002, indicate such in your response.
3. Please list any services based on FY2001 90% Wagner-Peyser allocation that **will no longer** be offered to either job seeker or business customers in FY2002. For each service listed, briefly indicate why the service will not be offered during FY2002. If all previously offered services will be continued in FY'2002, indicate such in your response.
4. Describe any planned changes to procedures for ensuring full customer access to Wagner-Peyser labor exchange services, benefits, and/or protections for unemployment insurance claimants, customers with physical/mental disabilities, dislocated workers, and migrant and seasonal farm workers. If no changes/adjustments are planned, indicate such in your response.
5. Please describe the approach that will be used to make decisions on whether to reassign Wagner-Peyser staff to other non Wagner-Peyser duties, either on a temporary or permanent basis.
6. Describe how 10% Wagner-Peyser funds will be utilized in your local area for FY2002. Indicate the level of 10% funding associated with each activity/use listed.
7. Please complete the following FY2002 Wagner-Peyser Performance Chart:

## WAGNER-PEYSER PERFORMANCE LEVELS

	<b>FY2002 (Year two of five year plan)</b>
<b># of Wagner-Peyser job seeker customers served</b>	
<b># of Wagner-Peyser customers who entered employment (meets the MOSES definitions of “HIRED” or “OBTAINED EMPLOYMENT)</b>	
<b># of veterans served</b>	
<b># of employers served</b>	
<b># of job openings received</b>	
<b># of job openings filled</b>	

### ASSURANCES

Pursuant to the requirement at §121(c)(B) of the Workforce Investment Act, this section delineates specific assurances with regard to the performance of workforce investment related activities provided in conjunction with the local Wagner-Peyser allocation. By signing this Memorandum of Understanding, the parties certify that:

#### **Universal Access:**

The Board assures that the local one-stop system [as described in Part 662.100 (b) of the Workforce Investment Act, and §7 (e) of the Wagner-Peyser Act, as amended; and in accordance with all relevant state policies and procedures] will provide universal access to all Wagner-Peyser funded labor exchange services. The Board also assures that core and applicable intensive services, including staff-assisted labor exchange services, will be provided in at least one physical center in the local area.

#### **Reporting:**

The Board assures that the local one-stop system (in accordance with all relevant state policies and procedures) will collect data on customer characteristics, service/activity participation, and outcomes consistent with the requirements of the Massachusetts One Stop Employment System (MOSES) so as to ensure the integrity of all federal and state reporting requirements.

#### **Alien Labor Certification – Agricultural:**

The Board assures that the local one-stop system (in accordance with all relevant state policies and procedures, and as required under provisions for the equitable delivery of labor exchange

services at 20 CFR Parts 651, 653 and 658) will: identify Migrant and Seasonal Farm Worker (MSFWs) customers; refer such identified customers to appropriate job openings, training opportunities and any other workforce investment services as needed; conduct appropriate follow-up with employers and other applicable service providers; and report all relevant activities through MOSES.

#### **Alien Labor Certification – Non-Agricultural:**

The board assures that the local one-stop system (in accordance with all relevant state policies and procedures, and consistent with provisions for the hiring of non-U.S. workers at 20 CFR Part 656) will assist job seekers to comply with the requirement of forwarding two resumes to the DET Special Programs/Alien Labor Certification unit for consideration of their qualifications with regard to a specified employer job order. There are no reporting requirements applicable to local one-stop service providers with regard to this section.

#### **Work Opportunity Tax Credit (WOTC)/Welfare-to-Work (W-t-W) Tax Credit:**

The board assures that the local one-stop system (in accordance with all relevant state policies and procedures) will: determine eligibility of interested customers as members of targeted groups; and assist interested customers to complete related documentation including IRS Form 8850 Work Opportunity Credit Pre-screening Notice and Certification Request, and DOL Form ETA-9062 Conditional Certification. Issuance of final certifications will remain a central administrative responsibility of DET. There are no reporting requirements applicable to local one-stop service providers with regard to this section.

#### **General Quality Assurance:**

The board assures that the local one-stop system will carry out all activities relevant to the provision of labor exchange services under the Wagner-Peyser Act as amended, in accordance with all federal/state policies and procedures. The board also assures that this local Memorandum of Understanding (MOU) which must be included as part of the local plan required at § 118(b)(2)(B) of the Workforce Investment Act, has been developed in concert with the DET Area Director (or other designee as determined by DET). The board further assures that a schedule for the monitoring of local one-stop activities associated with the delivery of labor exchange services, provided on the basis of the local allocation of Wagner-Peyser funds, will be developed and agreed upon in concert with the DET Employment Service Policy and Systems Department. The board also assures that local staff training relevant to the delivery of labor exchange services will be developed and agreed upon in concert with the DET Office of Labor Exchange Operations.

#### **Equal Opportunity/Affirmative Action Compliance**

The board assures that the local one-stop system (in accordance with the federal requirements at 29CFR, Part 34 and all relevant state policies and procedures) will operate a formal complaint system as described at 20CFR §658.400-658.500 with regard to the execution and/or results of labor exchange services and activities provided under the Wagner-Peyser Act as amended. The board also assures that the local one-stop system will appoint an Equal Opportunity Officer to ensure compliance with the regulatory requirements cited above.



## RESOURCE SHARING SUMMARY

Required partners in the OSCC delivery system are required to provide proportional support to the operation of the OSCC. Please provide the following information and complete budget sections in Section III fiscal section for Wagner-Peyser.

1. Indicate the number and positions of staff providing Wagner-Peyser services in your region.
2. The Personnel services contribution to the OSCC for these staff is: \_\_\_\_\_
3. The Non-Personnel Cost Contribution is: \_\_\_\_\_
4. The Premises Cost Contribution is: \_\_\_\_\_
5. Other Contributions (if applicable): \_\_\_\_\_

**TOTAL WAGNER-PEYSER CONTRIBUTION:** \_\_\_\_\_

## SECTION B

### UNEMPLOYMENT INSURANCE

#### BACKGROUND

Sections 501, 502 and 503 of Subchapter III of Chapter 7 (Social Security) under Title 42 of the United States Code, provides for the use of Grants to the States for the administration of the Unemployment Compensation system. Section 502 specifically calls for the payment, to each state, of funds “necessary for the proper and efficient administration” of the state’s Unemployment Compensation system established under State law approved by the Secretary of Labor under the Federal unemployment Tax Act (F.U.T.A.).

Under Section 121(c) (2) of the Workforce Investment Act of 1998, the State’s unemployment Compensation program, administered by DET, is a required One-Stop partner.

#### NARRATIVE

1. Please describe any changes or adjustments related to how your local area will offer UI walk-in services (include new locations, staffing patterns and schedules). If no changes are planned, indicate such in your response.

2. Describe any planned changes regarding the local strategies for ensuring that UI walk-in customers are informed of employment, training and other services available through the One-Stop Center? If no changes are planned, indicate such in your response.
3. Describe any changes related to how UI claimants receive orientation to your local Career Center services. If no changes are planned, indicate such in your response.
4. Describe any changes planned for FY2002 related to how customers who are UI claimants will be informed of Section 30 and /or TAA benefits and the associated time limits for making application for these benefits? If no changes are planned, indicate such in your response.
5. Describe any changes/enhancements planned for FY2002 related to how UI program services will be coordinated with Rapid response activities. Please describe the process for making a determination on whether UI staff will be included in employee meeting presentations, or otherwise provide on-site UI services during plant closings/major lay-offs. If no changes are planned, indicate such in your response.
6. Describe any new services that will be provided to Profiled UI claimants in FY2002. If no changes are planned, indicate such in your response.
7. Describe any services provided to Profiled UI claimants during FY2001 that *will no longer* be provided during FY2002. For each service, indicate why it will not be offered during FY2002. If all services are to continue, indicate such in your response.
8. Describe any planned strategies to improve communication between the One-Stop center(s) and the UI Telephone Claim Center (UITCC). If no changes are planned, indicate such in your response.
9. Describe any planned changes planned for FY2002 related to the use of claimant information to outreach and market Career Center services to UI claimants? If no changes are planned, indicate such in your response.

## **ASSURANCES**

In accordance with Section 121 (c) (2) (B) of the Workforce Investment Act, this section delineates the specific assurances with regard to the performance of workforce investment related activities provided in conjunction with the Unemployment Insurance program. By signing this agreement the parties are certifying that they adhere to these assurances.

## **UNIVERSAL ACCESS**

The LWIB assures that the local one-stop system will provide universal access to all Unemployment Insurance programs and services.

## **REPORTING**

The LWIB assures that the operators of the local one-stop career centers will

participate in the Worker Profiling and Reemployment Services program for designated UI claimants. The LWIB further assures that the local one-stop operators will collect data on profiled claimant service/activity participation, outcomes and results, including conformance with the Worksearch Plan activities, through the Massachusetts One Stop Employment System (MOSES).

### **SECTION 30/TAA/NAFTA**

The LWIB assures that the operators of the local one-stop career centers will provide timely and appropriate services for any claimant wishing to apply for benefits under either Section 30 of the Massachusetts UI program or the TAA/NAFTA programs and conform to the regulations controlling these programs.

### **ACCESS TO UI INFORMATION**

The LWIB assures that the operators of the local one-stop career centers and other one-stop partners, as appropriate, will use any information received from the UI system about claimants solely for the purpose of providing reemployment services to UI claimants. The LWIB further assures that all information on UI claimants received by the one-stop partners will be used in a manner that is consistent with state and federal confidentiality statutes.

### **INTEGRATION**

The LWIB assures that the one-stop delivery system will fully integrate the Unemployment Insurance program into the full range of available career development services.

### **RESOURCE SHARING SUMMARY**

Required partners in the One-Stop delivery system are required to provide proportional support to the operation of the system. Please provide the following information:

1. The number of UI FTE's providing services in the local area's one-stop delivery system. \_\_\_\_\_
2. The personnel services contribution to the system is \$ \_\_\_\_\_
3. The non-personnel services contribution to the system is \$ \_\_\_\_\_
4. The premises cost contribution to the system is \$ \_\_\_\_\_
5. Other contributions (if applicable) \$ \_\_\_\_\_

**TOTAL COST CONTRIBUTION \$ \_\_\_\_\_**

## SECTION C

### SERVICES TO VETERANS

#### BACKGROUND

This agreement specifies the provision of services to veterans, the roles and responsibilities of the Workforce Investment Act of 1998 (WIA) service providers, and the integration of Disabled Veteran Outreach Program (DVOP) specialists and Local Veteran Employment Representatives (LVERs) into one-stop delivery systems within Massachusetts. This agreement has been developed to assure coordination and avoid duplication of services. The agreement extends the historical preferential precedents for veterans and other eligible persons to the State Workforce Investment System. In administering veterans' service programs under Chapter 41 and 42 of Title 38 United States Code, the Massachusetts Division of Employment and Training (DET) will undertake the functions described in this Agreement. The parties to this document agree to maximize and resolve priority services to veterans. The DET and LWIB agree that the one-stop delivery system will integrate fully the multiple career development services provided to veterans. One-stop delivery system veteran customers will have access to the full array of services available within the system, empowered with customer choice and customized access to those services that satisfy their individual needs for career development. Access to the system will be provided universally to assure customers that there is no wrong door. In the provision of these services veteran's priority will be followed in accordance with Title 38, U.S. Code, Chapters 41 and Chapter IX, Code of Federal Regulations, codified at 20 CFR 1001.100 et seq., and the provisions of the DVOP and LVER grants. The LVER and DVOP program will also facilitate veteran access to all WIA employment and training programs, as required by Section 112(b)(17)(B) of the Workforce Investment Act of 1998.

#### NARRATIVE

Describe any changes in LVER/DVOP assignments or outstation locations that have occurred since the submission of the MOU for Fiscal Year 2001. (If there are no changes from the previous Veterans MOU please indicate such in your response).

What steps will be taken to ensure that all veterans enrolled as Career Center members are provided all appropriate reportable services, particularly case management services. Please describe the process for determining which veterans will receive case management services. Who is responsible for monitoring the delivery of these services?

Please describe how management will insure that LVER/DVOP staff are fully integrated into Career Center operations and held accountable for their performance.

The assurances contained in this Memorandum clearly state that the One Stop Operator can provide “guidance” to the LVER/DVOP on the performance of their duties (Section IV, F, 1) What strategies will be implemented to establish a clear line of responsibility between Career Center Management and DET Management staff for the supervision of LVER/DVOP performance? How will lines of communication be established and maintained between the One Stop Operator and DET management?

## **ASSURANCES**

The following outline reflects the elements of universality, customer choice, integration and performance which have been identified as key factors for the efficient functioning of one-stop delivery systems in the Workforce Investment system. These elements are applicable to all the program components and activities listed below and relative to priority services for veterans and other eligible persons.

### **A. INTAKE, ASSESSMENT and REGISTRATION**

#### **Universality:**

Veterans will be allowed to register at all locations at which registration is offered, using standardized data elements as prescribed by Federal guidelines through the MOSES system. Veteran needs will be assessed to determine the provision of core services, intensive services, and training services, as needed, in all one-stop delivery systems. If veterans’ needs cannot be met at the point of intake, veterans will be referred promptly to the appropriate service provider. Access to LVER and DVOP staff will be provided through the one-stop delivery system, if requested by a veteran.

#### **Customer Choice:**

Veterans will be encouraged by one-stop delivery system staff to self-identify in order to establish their eligibility for priority services. Veterans will be provided the options to:

1. self-register for core services
  2. request assessment for intensive services; and/or
  3. request assessment for training services as appropriate to meet their needs.
- Veterans will be provided maximum access to America’s Labor Market Information System (ALMIS) including both printed and electronic data.

#### **Integration:**

Qualified veterans will be provided priority in all services provided under the Wagner-Peyser Act at the point of intake and in assessment for all services.

#### **Performance:**

Performance will be measured by comparing needs of veterans as identified at the point of intake with the service provided at the point of exit. Measures of performance will be client-centered and outcome-oriented and will include timeliness of services provided.

## **B. MEDIATED and NON-MEDIATED SERVICES IN PLACEMENT, DEVELOPMENT OF JOBS and JOB TRAINING OPPORTUNITIES**

### **Universality:**

Veteran one-stop delivery system customers assessed as being “job ready” will be provided with priority access to job information services, including all types of job referrals. In those instances where appropriate job listings are not available, veterans will be instructed in the use of self-directed job search techniques and technology. Veterans who are unsuccessful in accessing job opportunities will be identified and provided job development services.

### **Customer Choice:**

Veterans will be provided with maximum access to labor market information. Services provided will be customer driven. Where available, veterans will be trained in the use of technology, Internet resources, and other career information delivery systems including ALMIS.

### **Integration:**

DVOP and LVER staff will provide technical assistance and staff training to one-stop delivery system staff relative to programs, resources and the priority of services for veterans. LVER staff, as functional supervisors for veteran services, will make recommendations to one-stop delivery system operators for improvements in services to veterans. DVOP and LVER staff will, where feasible, provide direct services or assist one-stop delivery system staff in the provision of priority services for veterans under the Wagner-Peyser Act.

### **Performance:**

The Division of Employment and Training will be responsible for assuring priority services for veterans leading to achievement of performance standards for veterans’ services within the one-stop delivery system. The LWIB acknowledges that it must attain the measures of performance for veterans’ services established through the Veteran’s Performance Indicators of Compliance (VPIC).

## **C. OUTREACH/OUT-STATIONING OF LVER/DVOP STAFF**

### **Universality:**

LVER and DVOP staff will provide outreach services to veterans at Service Delivery Points (SDPs) that have no LVER or DVOP assigned. DVOPS and LVERS will also

conduct outreach to employers, community agencies, veterans' organizations, etc. and share the information gained from these contacts to Service Delivery Point staff.

**Customer Choice:**

Veteran customers will be provided with options to obtain assistance at out-stationed site during scheduled outreach visits, at full service centers, or by electronic access from other points.

**Integration:**

LVER/DVOP staff assigned to OSCCs will be completely integrated into the operation of the Center.

**Performance:**

Measures of performance will include an annual assessment by the State VETS Director of all formal and informal agreements established to facilitate priority of services for veterans in one-stop delivery systems, including out-station and outreach sites.

**D. FEDERAL CONTRACTOR PROGRAM (FCP) and VETERANS' PREFERENCE for FEDERAL JOBS**

**Universality:**

Federal Contractor Program job information and listings of Federal jobs will be available at all One-Stop Career Centers through the MOSES system. LVER staff designated as Monitors for the workforce investment area will provide training to one-stop delivery system staff relative to the Federal Contractor Job Listing Program and Complaint systems as well as the Federal employment opportunities for veterans.

**Customer Choice:**

Veterans will be provided both printed and electronic Federal Contractor Program and Federal job information, including information relative to filing complaints with the State VETS Director. Federal Contractors and Federal Agencies will be provided with recruitment assistance in accordance with their obligation for Affirmative Action and veterans' preference requirements pursuant to 38 U.S.C., Chapter 42.

**Integration:**

The FCP and Federal job opening listings will be integrated into the MOSES system to assure that veteran customers, Federal Contractors and Federal Agencies have full access to job listings, qualified applicants and program information. Veterans will be provided information in the filing of complaints as necessary. LVER and DVOP staff will provide technical assistance and staff training to one-stop delivery system staff relative to Federal Contractor Programs.

**Performance:**

Performance will be measured by surveying customer satisfaction with FCP assistance provided by one-stop delivery system staff, and by evaluation of the quality and timeliness of services provided by LVER/DVOP staff.

## **E. CASE MANAGEMENT SERVICES FOR TARGETED VETERANS**

### **Universality:**

Case Management services for targeted veterans will be provided by LVER and DVOP staff and appropriate one-stop delivery system staff. Targeted veterans include; recently separated, disabled, veterans with a campaign badge, minority, female and any veterans with a barrier to employment. These Case Management services will parallel similar services provided for other customers within one-stop delivery systems.

### **Customer Choice:**

Case Management services for targeted veterans will be client focused and client driven. Targeted veterans will be provided choices based upon need and the resources available to meet those needs. When necessary and when appropriate, clients will be assisted in accessing resources outside the one-stop delivery systems.

### **Integration:**

Case Management services for veterans through the LVER and DVOP staff will include the resources of the one-stop delivery system and the Department of Veterans Affairs Vocational Rehabilitation & Counseling (VR&C) system.

The Veterans' Employment and Training Service (VETS) will define the procedures and services to be provided to targeted veteran clients who are case managed.

Case Management training at the National Veterans Training Institute (NVTI) will be requested for those one-stop delivery system staff, DVOP staff and LVER staff who will be providing case management services to veterans.

### **Performance:**

Measures of Performance will track veterans who have been referred to the one-stop delivery system for Case Management Services by the DVA. Measures of Performance will include the number of such veterans referred, the number of such veterans entered into case management, and the outcomes resulting from case management. Common definitions of data will be negotiated between VETS, the one-stop delivery system administrator and the DVA VR&C to insure standardized reporting of outcomes by each system.



**F. ROLE AND RESPONSIBILITIES OF WAGNER PEYSER SERVICE PROVIDER MANAGEMENT AND STAFF IN THE PROVISION OF SERVICES TO VETERANS.**

**Universality:**

Under the terms of this Memorandum of Understanding, LVER and DVOP staff can receive guidance from the one-stop delivery system operator. However, compensation, personnel actions and terms and conditions of employment, including performance appraisals and accountability of merit-staff employees will remain under the authority of the DET. LVERs assigned to one-stop systems will monitor and provide quarterly reports to their one-stop delivery system operator on the universality of veteran services provided by one-stop delivery system staff and the access and receipt of these veteran services.

**Customer Choice:**

To assist customers to make an informed choice, one-stop delivery systems will provide information during the intake process that advises veterans of the advantages of registration to access special programs and services for veterans and the availability of special staff to discuss employment issues.

**Integration:**

One-stop delivery system operators will encourage and promote all programs participating in the Workforce Investment system to provide the maximum of employment and training opportunities to veterans.

**Performance:**

One-stop delivery system operators will be responsible for assuring priority services for veterans where Wagner-Peyser, LVER, DVOP or public employment service resources are used. Measures of Performance to be achieved for services to veterans are as stated on the locally developed Wagner-Peyser Performance Level Chart and through the fourteen (14) federally mandated standards contained in the Veteran's Performance Indicators of Compliance (VPIC).

**RESOURCE SHARING SUMMARY**

Required partners in the OSCC delivery system are required to provide proportional support to the operation of the OSCC. Please provide the following information:

1. Indicate the number and type of LVERS/DVOPS in your region.  
\_\_\_\_\_

2. The Personnel Services Contribution to the OSCC for these staff is  
\_\_\_\_\_

3. The Non-Personnel Cost Contribution is

\_\_\_\_\_

4. The Premises Cost Contribution to be paid by Wagner Peyser funds

\_\_\_\_\_

5. Other Contributions (if applicable):

\_\_\_\_\_

**TOTAL COST CONTRIBUTION:** \_\_\_\_\_

## **SECTION D**

### **RESERVED FOR SKILLS PLUS**

**SECTION E**  
**STATE APPROPRIATION**

There are currently no restrictions associated with the use of State appropriated funds for the One-Stop Career Centers. Please describe how you will use these funds during Fiscal Year 2002.

**SECTION F**  
**RESERVED FOR EAS**

**DURATION**

This Agreement shall be fully executed and effective as of the date of signature on this document. The Agreement shall be renewed July 1<sup>st</sup> of each subsequent year, unless an express written notice of an intent *not* to renew by all parties is submitted at least 30 days prior to July 1<sup>st</sup>. This Agreement may be amended or modified if agreed to by all parties.

**BUDGET**

**PRINCIPAL SIGNATORIES**

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Local Workforce Investment Board Chair (or Designee) Date

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Chief Elected Official (or Designee) Date

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DET Area Director (or Designee) Date

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DET Regional Director (or Designee) Date