

## **Memorandum of Understanding**

### **I. PURPOSE**

The purpose of this Memorandum of Understanding (MOU) is to set forth the respective responsibilities of the Napa County Workforce Investment Board (NCWIB), and the Training and Employment Center of the Health and Human Services Department (hereinafter, One-Stop Operator) for the provision of One-Stop Career Center Operations and Workforce Investment Act (WIA) Adult and WIA Dislocated Worker program services, for the period July 1, 2010 through June 30, 2011 with automatic renewal options beginning on July 1 of each year through the year 2015 with the majority vote of the WIB. The terms and conditions in this MOU supersede the previous agreement between the aforementioned parties covering obligations during the period of July 1, 2007 through June 30, 2010.

### **II. ONE-STOP OPERATOR OBLIGATIONS**

One-Stop Operator will be responsible for the following:

#### **A. GENERAL RESPONSIBILITIES**

##### **1. Reporting**

One-Stop Operator will provide regular reports to NCWIB. Required reports are:

##### **a. Programmatic, Performance and Demographic Reporting**

One-Stop Operator will submit monthly outcome and quarterly Outcome and Performance reports on Universal Customer, Employer Customer, WIA Adult and Dislocated Worker activity. Reports will be tied to MOU Participant Plan Summary and WIA Local Performance Goals.

##### **b. Fiscal Reporting:**

HHSA, as the fiscal and administrative agent for the One-Stop Operator, will submit quarterly reports on MOU expenditures, matching funds and funding obligations. Fiscal reports will be tied to the MOU budget to be negotiated by the WIB and One-Stop Operator.

##### **c. Annual Report**

In consultation with HHSA, as the One-Stop Operator's fiscal and administrative agent, One-Stop Operator will prepare data and performance outcome information for an annual presentation to NCWIB, Napa County Board of Supervisors and other key entities.

##### **d. Ad-Hoc Reports**

One-Stop Operator will make every reasonable effort to provide additional or non-customary reports or data as requested by NCWIB.

##### **2. Information Management and Data Collection.**

One-Stop Operator will use the NCWIB designated information management and data collection systems for gathering and tracking services to Universal

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customers, Employer customers and WIA Adult and Dislocated Worker program clients. At a minimum, One-Stop Operator will ensure the following:

a. Use of Virtual One Stop

One-Stop Operator will:

- i. Require all Universal job seeker customers to complete a Virtual One Stop application and input Virtual One Stop application data into the Virtual One Stop system.
- ii. Issue a Virtual One Stop Number to new Universal job seeker customers and explain its use in the One-Stop Center.
- iii. Enter all available employer data into the Virtual One Stop Employer Module, including contact information, services provided, referrals made and industry information.
- iv. Use the Virtual One Stop case management/case note function to track case manager contact with and activities of WIA Adult and Dislocated Worker clients.

b. Use of Job Training Administration (JTA)

One-Stop Operator will:

- i. Use the required JTA WIA forms for collecting WIA Adult and Dislocated Worker client personal information and tracking on-going client activity.
  - ii. Input required client application and activity information into the JTA system no later than the 20th of the month following the month in which the application or activity occurred.
- c. Collection of information on Rapid Response services provided to employer and job seeker customers.
  - d. Collection of Universal Customer and WIA enrolled client referrals to partners and other services.
  - e. Collection of Universal Customer placement information. A Universal Customer self-reporting system will be utilized to capture information about Universal Customers obtaining employment.
  - f. Accuracy of all data and supporting documentation input into NCWIB designated Information Management and Data Collection Systems.

3. Subcontracting and Subcontract Monitoring

One-Stop Operator will submit to NCWIB staff a written request for approval of any planned subcontracts to be paid for with NCWIB funding. The request for approval will include the reasoning for the subcontract, the merits and potential

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benefits to be derived and any other relevant information. No subcontracts will be awarded by One-Stop Operator without prior approval of NCWIB.

One-Stop Operator will monitor all approved subcontractors at least annually. Monitoring will include a site visit, use of a written monitoring tool, a written report of any areas of non-compliance, and a written corrective action plan from subcontractors to address areas of non-compliance. One-Stop Operator will provide NCWIB staff with copies of subcontractors monitoring documents upon request.

### 4. Grant Development and Acquisition

One-Stop Operator will provide input around the design and scope of any and all supplemental grant applications that have a connection to One Stop Career Centers to ensure that there are adequate resources for implementation.

### 5. Staffing

One-Stop Operator will directly employ, or arrange for, sufficient staff to fulfill its obligations and meet performance outcomes under this MOU. This includes the provision of services by partner staff. One-Stop Operator will:

- a. Ensure that all staff are qualified to provide services under this MOU and, to the extent possible, representative of the diverse community they serve.
- b. Pursue on-going professional training opportunities for staff.

### 6. Accessibility

One-Stop Operator will ensure that all facilities, programs, and services offer adequate accessibility to those with disabilities and non-English language needs. To this end, One-Stop Operator will work with NCWIB staff when funding and compliance level surveys are conducted regarding program and facility accessibility. One-Stop Operator will work with NCWIB staff to implement any improvements and/or modifications required. Costs incurred for accessibility improvements and/or modifications are not included in this MOU.

### 7. Performance and Accountability

One-Stop Operator will meet or exceed all negotiated performance outcomes under this MOU, including WIA Performance Measures, supplemental grant program goals, and locally developed system measures.

### 8. Marketing and Outreach.

One-Stop Operator will coordinate outreach and marketing efforts for the One-Stop Career Center System including services provided under this MOU, partner services, and services provided by other NCWIB contractors in the One-Stop Career Center System. One-Stop Operator will conduct all marketing and outreach efforts in accordance with NCWIB Marketing Guidelines.

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### 9. Local System Development.

In an effort to enhance and expand programs and services available through the One-Stop Career Center System, the One-Stop Operator will:

- a. Ensure that appropriate staff attends monthly meetings convened by NCWIB staff to discuss opportunities and concerns identified by both parties.
- b. Coordinate to share and implement best practices and facilitate technical assistance.
- c. Participate in NCWIB designated North Bay Employment Connection teams as may be necessary to ensure implementation of NCWIB adopted regional operational policies, strategies, and systems.

### B. ONE-STOP OPERATOR SERVICES

One-Stop Operator will serve as the primary conduit to all mandated partner program staff and other NCWIB contracted providers providing services within the One-Stop Career Centers regarding One-Stop Career Center operations, facilities, operational policy, and implementation of NCWIB funded programs. One-Stop Operator agrees to provide:

#### 1. Oversight and Administration.

One-Stop Operator is responsible for the oversight and administration of staffing, programs and services provided through the One-Stop Career Centers. One-Stop Operator agrees to:

- a. Ensure that the One-Stop Career Center is open for business Monday through Friday, from 8:00 a.m. to 5:00 p.m. In the event that a One-Stop Career Center will be closed for any amount of time during regular business hours, or for holidays, One-Stop Operator will provide and post advance written notice to the community and the NCWIB. One-Stop Operator will work with NCWIB in an effort to determine the need for expanded or flexed Career Center options.
- b. Support and implement NCWIB policy by developing and communicating effective and timely operational plans to affected staff, subcontractors, and partner staff within 30 days of notice.
- c. Provide input on NCWIB policy development and development of MOUs and contracts with providers who may offer services within or linked to the One-Stop Career Centers.
- d. Develop a policy and procedures manual for One-Stop Career Center operations based on NCWIB policy direction.
- e. Convene regular meetings, prepare agendas, and record meetings that include provider agencies in the One-Stop Career Center.

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- f. Serve as the lead in operationalizing NCWIB policies relative to operations and services provided under this MOU.
  - g. Function as lead in coordination of marketing for targeted program outreach provided by other NCWIB contractors and partners under this MOU.
  - h. Organize all staff providing services within the Center by function so as to minimize duplication in delivery of services to One-Stop Career Center customers.
  - i. Ensure that all partners and One-Stop Operators in the One-Stop Career Center make appropriate referrals to workshops, recruitment opportunities, and/or specific program staff who provide WIA-funded programs and/or mandated partner programs, supplemental grant-funded opportunities, or to other community resources.
  - j. Participate in NCWIB designated customer satisfaction surveys and develop and implement any required corrective action plans.
  - k. Initiate discussion of joint staffing for appropriate customers with other partnering agency case managers within the One-Stop Career Center to ensure that no services are duplicated.
2. Facilities Management Agreements - HHSA, as the One-Stop Operator's fiscal and administrative agent, will assume responsibility for One-Stop Career Center facilities. One-Stop Operator agrees to:
- a. Oversee general conditions and ensure the professional appearance of the One-Stop Career Center.
  - b. Open and close facility and provide for adequate security, based on existing resources.
  - c. Notify the NCWIB staff when there are significant and/or long-range issues regarding facilities that impact service delivery.
  - d. Provide equipment, Information Technology (IT) support, Internet and other phone services to support One-Stop Operator staff. All new equipment must meet minimum NCWIB equipment standards, and be inventoried as property of the NCWIB (on behalf of County) if purchased with WIA funds. Non-One-Stop Operator equipment is not included under this MOU.
  - e. Coordinate and schedule use of classrooms and conference rooms as needed and for purposes appropriate to the services set forth in this MOU.
3. Partnering and Coordination
- One-Stop Operator agrees that an effective One-Stop Career Center system should include and encourage the participation of partner agencies and

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organizations. In support of this, One-Stop Operator agrees to provide the following services:

- a. Encourage and document partner services provided as part of Universal Services in the One-Stop Career Center.
- b. WIA Mandated Partner MOUs. One-Stop Operator, along with HHSA as the fiscal and administrative agent, will work with NCWIB staff in the development and implementation of One-Stop cost-sharing methodology and tool. Upon execution of these MOUs, One-Stop Operator will:
  - i. Facilitate the implementation of mandated partner MOUs and cost-sharing agreements executed by the NCWIB staff in accordance with the Workforce Investment Act;
  - ii. Utilize mandated partner staff to ensure compliance with the cost sharing agreements developed by the NCWIB staff; and,
  - iii. Assist the mandated partners in meeting the required outcome measures of their programs.
- c. Coordinate with other NCWIB contractors, including NCWIB youth One-Stop Operators, according to NCWIB policy.
- d. Ensure appropriate co-enrollment across partner-funded programs; WIA programs including youth programs, and other NCWIB funded programs.
- e. Actively support the NCWIB in its effort to develop cooperative relationships with other workforce development entities including community and faith-based agencies for the purpose of delivering additional services in the One-Stop Career Center.

### C. EMPLOYER SERVICES

One-Stop Operator agrees to provide Employer Services that focus on job development and placement services to job seeker and employer customers. Employer Services will include:

#### 1. Direct Business Services

One-Stop Operator Shall provide staffing who will interface with employer customers. These staff will serve the employer as their primary customer and shall provide the following services:

##### a. Job Order Development and Tracking

The One Stop Operator staff will work with employers to develop job opportunities for One-Stop Career Center customers.

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b. On-Site Recruitment Activities with Local Employers

On-site recruitment services may include scheduling interviews, company orientations, assessment and screening, prescreening, workshop presentations, and screening interviews. This recruitment activity will be offered primarily to employers who agree to report relevant performance information to the One-Stop Operator and the NCWIB.

c. Coordination with Other Job Placement Assistance Agencies

Staff will coordinate job placement efforts with other agencies, including education providers, to reduce or eliminate multiple calls made to employers.

d. Matching Job Opportunities to WIA Clients

Staff will work with WIA & CalWORKs case managers to develop an understanding of the job-ready customer base. These customers will be screened and referred to developed job openings.

e. Matching Job Opportunities to Universal Customers

Staff will work with and understand the demographic make-up and skill sets of the Universal Customer base. All job opportunities and recruitment efforts will be organized for Universal Customer access.

f. Placement and Retention

Staff will be the primary contact to the employer customer during the interview and follow-up process, in coordination with WIA case managers for WIA clients. Staff will implement a follow-up process for collecting data regarding placements for Universal Customers.

g. Information and Referral

Staff will provide information relevant to employers seeking to hire employees. In addition, Staff will make appropriate referrals of employers to the NCWIB, Napa Valley Community College, Napa Valley Economic Development Corporation and other services that support employer stability and growth in the community.

h. Development of On-the Job Training Opportunities

Staff will work with WIA case managers and employers to develop On-the-Job Training opportunities that meet the training needs of WIA clients and result in successful use of resources.

i. Resource Room Staffing

Staff will staff the resource room on a regular basis in order to ensure a close relationship to the Universal Customer base.

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### D. UNIVERSAL SERVICES

One-Stop Operator will ensure the availability and provision of services to job-seeking Universal Customers. One-Stop Operator will coordinate with WIA mandated partners, NCWIB contractors and other partner agencies in the One-Stop Career Center to provide staff to serve this population. Universal Services will include:

1. Intake

Intake for new Universal Customers will be conducted in accordance with NCWIB designated information management and data collection systems.

2. Orientation

Daily orientations and tours to provide an overview of general and specific services available through the One-Stop Career Center. Orientation and tours can be made available on a 1x1 basis or by group. Orientation information will be available in the predominant languages of the Napa Community. One-Stop Operator will seek to expand existing One-Stop Career Center tours and orientation services through the use of today's technology, to include a variety of media.

3. Resource Room

Computers with internet access, fax, phone, copier, and other office equipment will be available to assist all customers in gaining information about labor market information, training opportunities, and job related topics, posting resumes, researching jobs and employers, writing resumes, conducting self-assessments, and other self-service job search activities.

4. Initial Assessment

A variety of assessment options will be available to help universal customers determine skill levels, interests, aptitudes, and abilities as they define/redefine career goals. Supportive service and other referral services may be identified as well.

5. Initial Determination

One-Stop Operator will assess whether individuals are eligible to receive WIA funded services, services available through other supplemental grant funding, or other mandated partner services.

6. Information and Referral

Appropriate information will be provided and referrals made to programs and services that best meet the needs of individual Universal Customers, including but not limited to supportive services programs, assistance with filing claims for unemployment compensation, and information on financial aid assistance.



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### 7. Provision of Training Provider Information

Information will include training services available, including cost and performance information for eligible training providers.

### 8. Job Search and Placement Assistance

Job search and placement assistance will include but it is not limited to the following:

- a. Identification of interests and aptitudes
- b. Labor market information
- c. Application process
- d. Salary negotiations
- e. Interviewing techniques
- f. Resume development
- g. Mentoring opportunity with employment coaches
- h. Recruitments at the Centers

### 9. Job Seeker Learning Events

A variety of learning events targeted to assist customers with job search/decision-making will be available at the One-Stop Career Centers. Learning events will be scheduled to accommodate Universal Customer work schedules and availability. All events that are not specific to a targeted population and/or eligibility specific program will be available to Universal Customers.

## E. WIA ADULT AND DISLOCATED WORKER PROGRAM SERVICES

One-Stop Operator will provide WIA services to participants who are determined eligible for the WIA Adult program. These services will be provided in accordance with the WIA Sections 134(d) and 134(e), the Code of Federal Regulations (CFR) Part 663 and applicable federal, state and NCWIB policies and requirements. WIA Adult program services will be provided utilizing an integrated case management approach, as follows:

### 1. Program Orientations

One-Stop Operator will provide orientations on the WIA Adult and Dislocated worker programs at the One-Stop Career Center. One-Stop Operator may provide additional orientations based on individual need and/or customer demand. Program orientations will include a full description of WIA Adult program core, intensive and training services, as well as the WIA registration requirements. Orientation of these services can be made available on a 1x1 basis or by group

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### 2. Determine Participant Eligibility

One-Stop Operator will consider an individual eligible for enrollment in the WIA Adult program if he/she is age 18 and older and is either unemployed or underemployed. All underemployed WIA Adults must meet Napa County's Self-Sufficiency Guidelines, as adopted by the NCWIB and maintained on file at HHS.

- a. One-Stop Operator will implement the NCWIB Priority of Service policy at the direction of the NCWIB. NCWIB agrees to discuss and consider renegotiating One-Stop Operator's performance measures and other performance goals reflected in this MOU based on the implementation of any Priority of Service policy that may compromise the successful achievement of negotiated performance measures.
- b. One-Stop Operator will refer individuals who have been dislocated from employment for enrollment in the WIA Dislocated Worker program.

### 3. WIA Registration and Documentation

One-Stop Operator will enroll and register eligible individuals in the WIA Adult program.

#### a. Intake and Enrollment Activities

One-Stop Operator will utilize required WIA forms to document all WIA application and enrollment information.

#### b. Case Record Maintenance

One-Stop Operator will create and maintain a case file for every WIA Adult program client. At a minimum, case files will include information on and documentation of all required WIA forms and case notes documenting all client contact.

### 4. Core Services

One-Stop Operator will ensure that at least one Core service has been provided to each WIA Adult program client and document the service in the client case file. In addition, One-Stop Operator will provide and document at least one staff assisted, or "registered," Core service to each WIA Adult client before a client may receive Intensive services. Core services must include an Initial Assessment for all WIA Adult program clients.

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### 5. Intensive Services

One-Stop Operator will provide and document the required Intensive Services listed below to each WIA Adult program client. In addition to the required services, One-Stop Operator will provide at least one additional Intensive Service to each WIA Adult client before a client may receive Training services. Intensive services include:

#### a. Required Services

One-Stop Operator will provide the following services to all WIA Adult program clients receiving Intensive services:

##### i. Comprehensive and Specialized Assessment

One-Stop Operator will conduct comprehensive and specialized assessments for all WIA Adult program clients receiving Intensive services in order to assess skill levels and needs. This may include, but is not limited to, diagnostic testing and in-depth interviewing and evaluation.

##### ii. Individual Employment Plan (IEP)

One-Stop Operator will develop an IEP for all WIA Adult program clients receiving Intensive services. IEPs must include, at a minimum, employment goals, objectives, specific activities to move the client toward stated goals, supportive services needs, and any services the client is receiving from other agencies or One-Stop Operators. One-Stop Operator will develop IEPs in partnership with the WIA Adult program client. The IEP will be signed by One-Stop Operator and client and updated on an on-going basis.

#### b. Additional Services

One-Stop Operator will provide the following services to WIA Adult program clients, based on each individual client assessment and IEP:

- i. Group counseling and peer support sessions;
- ii. Individual counseling sessions and assistance with career planning;
- iii. Short term prevocational services and workshops on learning skills and communication skills;
- iv. Interviewing skills workshops;
- v. Resume skills workshops;
- vi. Professional conduct and self-marketing;

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- vii. Workshops focused on developing the “soft skills” of job seeker clients as identified by employers;
- viii. Out-of-area job search assistance with a concentration on providing support for interviews that result in jobs back in Napa County or the North Bay region.

Note: Workshops topics identified above may be combined into one workshop.

### 6. Training Services

One-Stop Operator will provide training services to those WIA Adult and Dislocated Worker program clients needing specific skills to enter the workplace and retain employment. Training services will be provided in demand occupations, or in stable occupations with career advancement and mobility potential. Specific training services will include:

#### a. Required Services

One-Stop Operator will provide the following services to all WIA Adult program clients receiving Training services:

##### i. Informed Consumer Choice

One-Stop Operator will provide training services in a manner that maximizes the WIA Adult program client’s ability to make an informed choice in selecting a training provider and/or training service.

##### ii. Documentation of Demand/Advancement Potential

One-Stop Operator will assist WIA Adult program clients to research and document the demand and/or advancement potential for jobs in the particular field/industry for which they are seeking training services.

#### b. Training Approach

One-Stop Operator will make the following training approaches available to WIA Adult program clients:

- i. Occupational skills training, including training in non-traditional jobs;
- ii. On-the-Job Training (OJT) will be available with any willing employer for up to six months, based on client and employer need;
- iii. Programs that combine workplace training with related instruction;
- iv. Training programs operated by the private sector;

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- v. Skills upgrading and retraining;
- vi. Job readiness training;
- vii. Adult education and literacy activities in combination with other training services; and,
- viii. Referral to other agencies for entrepreneurial training.

### 7. Supportive Services

One-Stop Operator will identify WIA Adult program client supportive services needs and document identified needs in the individual client IEP. In addition, One-Stop Operator will identify and refer clients to non-WIA funded support services prior to providing support services through the WIA Adult program. Supportive services funded under this MOU may include:

- a. Child Care
- b. Transportation
- c. Supplementary Supportive Services, including special clothing and/or uniforms or shoes, tools, books and supplies, certification and licensing fees, and parking permit fees.
- d. Housing Assistance
- e. Domestic Violence Services.

### 8. Job Placement

One-Stop Operator is responsible for and will provide direct job placement services to job ready WIA Adult program clients. To this end, One-Stop Operator will counsel WIA Adult program clients on how to successfully apply for, interview for and secure employment. In addition, WIA case managers will support the Business Liaisons in job development efforts.

### 9. Job Retention/Follow-Up Services

One-Stop Operator will provide the following job retention/follow-up services:

#### a. Follow-Up Services

One-Stop Operator will provide follow-up services to WIA Adult program clients for a minimum of twelve (12) months following their being exited from WIA. Follow-up services will include:

- i. Provision of support services; and
- ii. Appropriate referrals to other resources.

#### b. Job Retention Services

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One-Stop Operator will provide services to employed WIA Adult program clients to ensure job retention, assist with problems that may arise and ensure further progress toward long-term employment and self-sufficiency. Job Retention services may include:

- i. Job retention incentives;
- ii. Job coaching services; and,
- iii. Post-employment counseling support.

F. ADDITIONALLY FOR WIA DISLOCATED WORKERS:

a. Rapid Response Program

One-Stop Operator will identify and document WIA Dislocated Worker client referral from Rapid Response program activities at the time of intake and enrollment.

### **III. WORKFORCE INVESTMENT BOARD OBLIGATIONS**

The Napa County Workforce Investment Board (NCWIB) and its staff will:

- A. Provide on-going technical assistance to One-Stop Operator on NCWIB policies, applicable legislation and regulations and other appropriate operational matters, including information management and data collection systems. When possible and appropriate, technical assistance will be provided within a 4 week timeframe.
- B. Provide a minimum of two weeks notice when possible to the One-Stop Operator for any additional or non-customary report request. Any unanticipated requests will be provided to the One-Stop Operator at the earliest possible opportunity.
- C. Review all requests for approval of subcontracts and provide written authorization to One-Stop Operator. The NCWIB staff will respond to the One-Stop Operator's written request for subcontract approval within two weeks of notification. If additional time is necessary in order to research request, NCWIB staff will notify One-Stop operator in writing.
- D. Pursue additional revenue, including grants, for the One-Stop system and seek One-Stop Operator input related to design and practical impact on operations prior to submission of grant proposals to funding sources.
- E. Work with WIA mandated partners to develop One-Stop cost-sharing methodology and tools.
- F. Monitor One-Stop Operator's work at least once per MOU term (1 year). Specific monitoring schedules, instruments and procedures will be communicated to One-Stop Operator in accordance with NCWIB Monitoring Policies.
- G. Continue to expand and enhance the capacity of its information management and data collection systems and seek One-Stop Operator input related to design and practical impact on operation, including necessary timelines and technological elements for transition.

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- H. Include One-Stop Operator in discussions prior to bringing new contractors into the One-Stop Career Center in order to effect smooth coordination of space, services and supervision.
- I. Approve location(s) for the One-Stop Career Center(s), based on collaborative decision making process.
- J. In the event that an affiliate site is determined as beneficial, establish criteria and procedures for formal affiliate site designation as part of the One-Stop Career Center System.
- K. Participate in North Bay Employment Connection teams and ensure implementation of NCWIB adopted regional operational policies, strategies, and systems.
- L. Designate local and regional work teams and meetings for One-Stop Operator participation.
- M. Develop and communicate NCWIB policy to define and guide the operations of the One-Stop Career Center system.
- N. Convene monthly meetings to discuss opportunities and concerns identified by both parties. NCWIB staff will schedule such monthly meetings (and any other special meetings as required) on a regular basis, prepare formal agendas, and distribute minutes, including any action or “next steps” and timelines for actions.
- P. Serve as a representative and single point of contact to State, Federal, and other funding agencies for services provided under this MOU.
- Q. Collect, submit and maintain all reports required by funding sources for services provided under this MOU. Report productivity and outcomes to the NCWIB and its committees.
- R. Report and present One-Stop Career Center system indicators and outcomes to the Napa County Board of Supervisors and other key entities.
- S. Obligate funds for the provision of services under this MOU.
- T. Provide One-Stop Operator with NCWIB designated customer satisfaction tools and associated protocol for both job seeker customer and employer customer.
- U. Work with One-Stop Operator when surveys are conducted regarding program and facility accessibility and coordinate the implementation of any improvements and/or modifications required. Any physical or structural modifications necessary to be made to One-Stop Career Center facilities in order to ensure adequate accessibility will be the primary responsibility of the NCWIB.
- V. Communicate guidelines and expectations to other NCWIB contractors regarding any required interaction and/or coordination with One-Stop Operator.
- W. Communicate within 30 days of development, all policies relevant to One-Stop Operator’s programs and activities.

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- X. Develop and communicate specific procedures and guidelines or action to be taken by the One-Stop Operator when ITA funds or ITA service levels reach limits.
- Y. Coordinate planning for regional and local meetings related to Rapid Response programs and other programs included in this MOU.
- Z. Represent and advocate for the Napa County workforce development system locally, regionally, state-wide and nation-wide.
- A1 Provide administrative services on behalf of the Workforce Investment System.
- B1 Set a team oriented tone with the One-Stop Operator through the implementation of collaborative decision making principles.
- C1 Serve as the lead in establishing business relationships with public and private sector employers throughout the community and assure a quality handoff to One-Stop Operator Direct Business Service providers.

### D1 Rapid Response Services

Staff assigned to Workforce Development Unit will provide Rapid Response services in the following manner:

- a. Identify employers who qualify to receive Rapid Response services, including WARN notices received from NCWIB staff and non-WARN notifications.
- b. Contact employers to outline available services, assess needs, and offer to schedule appointments/on-site orientations.
- c. Learn partner resources and lead transition team for on-site services.
- d. Conduct on-site orientations with employers, affected employees, representatives of the affected workers and the local community upon consent by the employer.
- e. Participate in (and possibly convene) labor-management committees when affected workers are represented by labor. Such committees will be voluntarily agreed upon by labor and management and will be comprised of representatives of the employer, the affected workers, labor, and any other appropriate community organizations.
- f. Conduct surveys of affected workers to ensure appropriate service delivery.
- g. Implement a process to connect Rapid Response client employees to the One-Stop Career Center, including services offered by mandated partner agencies and WIA programs.
- h. Assist with planning for and participate in NCWIB designated regional and local meetings related to Rapid Response programs.



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### IV. OPERATIONAL BUDGET AND ADDITIONAL FUNDING

Funds for the activities and expectations incorporated in this agreement will be monitored by the NCWIB. The full WIB will receive updated revenue and expenditure reports at all of its regularly scheduled meetings for discussion and approval.

NAPA COUNTY WORKFORCE INVESTMENT BOARD

By \_\_\_\_\_  
MARY ANN MANCUSO, Chair

"NCWIB"

NAPA COUNTY HEALTH AND HUMAN SERVICES  
AGENCY

By \_\_\_\_\_  
RANDOLPH F. SNOWDEN, Director

"One-Stop Operator"