

**MEMORANDUM OF UNDERSTANDING
ALABAMA WORKFORCE INVESTMENT AREA'S
CAREER CENTER PARTNERS**

May 24, 2012

Introduction

The purpose of this Memorandum of Understanding (MOU) is to define the roles and responsibilities of the Alabama Career Center partner agencies for the provision and improvement of employment and training services provided to Alabama citizens residing within the sixty-five county Alabama Workforce Investment Area (AWIA). This MOU is between the Alabama Local Workforce Investment Board (ALWIB) and the Career Center partners. It is a requirement of the Workforce Investment Act of 1998. This MOU establishes guidelines for the Career Center operator consortium and Career Center partners in creating and maintaining cooperative working relationships. The LWIB has designated a consortium comprised of the Alabama Department of Economic and Community Affairs (ADECA), Alabama Department of Industrial Relations (DIR), Alabama Department of Rehabilitation Services (DRS), and Alabama Department of Postsecondary Education as the designated Career Center operator.

Strategic Vision and Goals

The vision we share for Alabama's Career Centers is an integrated system, which provides high quality, seamless and customer responsive workforce development services to all Alabama citizens. These services are designed to connect the unemployed citizen and dislocated worker to a job, to prepare the underemployed citizen for a new job, and to introduce youth to employment. The goals of the Career Center operator and the Career Center partners are: 1) assist individuals in obtaining employment, 2) eliminate duplication of services, 3) reduce administrative costs, 4) enhance participation and performance of customers served through the system, and 5) improve job seeker and employer customer satisfaction. Achievement of these goals will allow Alabama to connect agencies and service providers into a workforce development system that prepares individuals for high skill, high demand, and high wage occupations in support of Alabama's economic development efforts. A strong workforce development system is economically beneficial to both the job seeker and employers and results in Alabama becoming even more competitive in the global market.

ALABAMA'S CAREER CENTER PARTNERS' PROGRAMS AND ACTIVITIES:

The following are the agencies that form the comprehensive Alabama Career Center System, along with the various services and funding resources that each brings to the operation:

Alabama Department of Economic and Community Affairs (ADECA):

Employment and Training Services-Workforce Development Division:

ADECA's Workforce Development Division (WDD) serves as the Administrative entity for all Workforce Investment Act (WIA) Title I Adult, Youth, and Dislocated Worker funds for the State. These funds assist Adults, Youth and Dislocated Workers with education, training/retraining, and employment services to assist them to either successfully enter or reenter the workforce.

State Level Services/Activities:

Under the Workforce Investment Act, the Workforce Development Division's State WIA Office provides grant administration to include required grant reporting to the United States Department of Labor (USDOL), issues statewide policies as applicable, provides oversight and monitoring of the WIA program, and provides Rapid Response Services for dislocated workers due to mass layoffs and/or plant closures.

The WIA State Office also administers the incumbent worker training program and other statewide programs allowed under the WIA for statewide activities. The allocation of the annual WIA Formula Funds to the local workforce investment areas is also conducted by the State WIA Office. The State WIA Office administers discretionary grants awarded to ADECA as a result of the development of grant applications by the State WIA Office.

Alabama Workforce Investment Area Services/Activities:

The Division provides staffing for the delivery of WIA Title I activities in the Alabama Career Center system via contracts for staff with various entities as well as programmatic oversight for the delivery of WIA services. Services and activities provided include the funding of Individual Training Accounts (Scholarships) to Adults, Youth, and Adult Dislocated Workers to provide training in occupations that are identified as High Demand, High Growth, and High Wage and support the economic development efforts of the State. Additionally, an extensive On-the-Job

Training program is operated by the Division and marketed by the Career Centers to reimburse employers for the extraordinary costs of training WIA eligible workers. Employers agree to hire first and train these workers on-the-job for immediate job openings. Competitively procured Youth Providers provide an array of services to low income Youth with additional barriers to employment, such as High School Drop-out, Pregnant/Parenting Teens, Offenders, or Youth who are deficient in basic literacy skills (reading and/or math).

Employment and Training Services Community Services Block Grant: ADECA's Community and Economic Development Division in cooperation with Alabama's twenty-one Community Action Agencies carry out a variety of services under 42 U.S.C.S. 9901 et.seq. (Community Services Block Grant Act) to assist low-income individuals and families to achieve self-sufficiency (no longer eligible for governmental assistance). These services include activities that will enable families and individuals:

- A. to remove obstacles and solve problems which block the achievement of self-sufficiency;
- B. to secure and retain meaningful employment;
- C. to attain an adequate education;
- D. to make better use of available income;
- E. to obtain and maintain adequate housing and suitable living environment;
- F. to obtain emergency assistance through loans or grants to meet immediate and urgent individual and family needs;
- G. to achieve greater participation in the affairs of the communities involved;

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

- Customer/client evaluations and assessments;
- Information and referral based on client needs for education, employment or other assistance services (some services and assistance provided in house);
- Job readiness and skills counseling (not all agencies);
- Limited skill development, computers, day care and others (not all agencies);
- Job placement and development with local employers (not all agencies);
- Employability skills orientation and classes (not all agencies);

- Programs for youth and family development (not all agencies);
- Day Care and Head Start services (not all agencies);
- After school and summer programs for youth (not all agencies);
- Transportation (not all agencies);
- Emergency and special needs; and
- Client/customer case management, follow-up/tracking and results management.

Alabama Department of Industrial Relations:

The Department of Industrial Relations includes several mandated partners in WIA. The Employment Service (Wagner-Peyser) is the primary delivery system for labor exchange core services to job seekers including reemployment services for Unemployment Compensation (UC) claimants in the Career Center system. Information about Unemployment Compensation and the process to self-file claims by telephone or internet is accessible to the Career Center customers. Telephones, internet computer, and staff assistance are available at each Center for the filing of Unemployment Claims.

Employment Service staff located in the Career Centers also deliver Veterans Employment and Training Program services to eligible veterans. Veterans' services are augmented by Local Veteran's Employment Representatives (LVER) and Disabled Veteran's Outreach Program (DVOP) staff located in select Career Centers serving large veteran populations.

Trade Readjustment Act / Trade Assistance Act training programs are designed to assist the dislocated workers who lose their jobs due to foreign imports. These programs are closely coordinated with WIA funded activities.

The Labor Market Information Division has been designated by the Governor as the entity responsible for managing the Employment Statistics System for the state of Alabama.

Department of Rehabilitation Services:

The mission of the Department of Rehabilitation Services (ADRS) is to enable Alabama's children and adults with disabilities to achieve their maximum potential. ADRS is comprised of state and federal programs that provide a continuum of services from birth through life for Alabamians with disabilities. Operationally, ADRS programs function within three divisions: Alabama's Early

Intervention System (AEIS), which coordinates services statewide for infants and toddlers with disabilities and developmental delays from birth to age three. Children's Rehabilitation Services (CRS) that provides services to children with special health-care needs from birth to age 21, and Vocational Rehabilitation Services (VRS) that provides rehabilitation, education, and employment-related services to adolescents and adults with disabilities.

VR Services are designed to empower individuals with disabilities to maximize their employment, economic self-sufficiency, independence, inclusion and integration into society. Services to eligible individuals with disabilities are delivered through an Individualized Plan for Employment and may include, but are not limited to:

- X Vocational evaluation and counseling;
- X Job training;
- X Medical and psychiatric treatment;
- X Assistive technology/equipment;
- X Rehabilitation Teaching / Orientation and Mobility training for blind individuals;
- X Job placement;
- X Post-employment assistance; and
- X Employment and disability services for businesses.

VRS utilizes a statewide network of partner state agencies, community rehabilitation programs, local school systems, postsecondary institutions, and consumer organizations to achieve its goals. VRS has embraced the vision of the Career Center system in Alabama and is committed to be a full and active partner in the system in order to increase the employment of individuals with disabilities in Alabama.

Department of Human Resources:

The Department of Human Resources (DHR) administers an array of human services programs that assist thousands of individuals and families. Major programs administered by DHR include the Food Assistance Program, the Child Support Enforcement Program, Family Assistance Programs (Financial Assistance, JOBS and Kinship), Child Care Subsidy Program, Family Services to protect children and strengthen families, and Adult Services for elderly, disabled, or abused adults. Services provided by DHR, as part of the Alabama Career Center

System, will be those provided to recipients of Family Assistance (FA) through the JOBS Program and will primarily be those that enable FA recipients to find and retain employment.

JOBS Services for eligible individuals will include, but are not limited to:

- Child care payment/reimbursement;
- JOBS participation-related expenses;
- Transportation expenses;
- Work-related expenses;
- Community Employment Program (CEMP) expenses;
- GED course supplies and testing expenses;
- Short-term Employment Aid (S.E.A.);
- Family Coaches/Mentoring programs;
- Domestic Violence Assessment, Intervention, and Liaison Services (SAIL); and
- Job Readiness classes.

Department of Postsecondary Education:

The Department of Postsecondary Education (DPE), through public two-year colleges, provide assessment, counseling, basic education, and job training services for youth and adults served through the Workforce Investment Act (WIA). For employers, ACT Work Keys job profiling and assessment services and customized training programs are available through two-year colleges.

Career/Technical educational programs are administered by the DPE and are funded through state and federal legislation, including the Carl D. Perkins Career and Education Act of 2006. Although the Workforce Investment Act stipulates that institutional recipients of Perkins' funds are mandatory partners in carrying out the Act, it is noted that Perkins' funds are used by a college for overall improvement of career/technical education. Perkins funds are allocated to the college- within the parameters of the legislation- to address various CTE related needs identified by college staff and the local career/technical education advisory group from business and industry.

Also within the DPE, the Adult Education Division provides opportunities for adult learners to improve skills in reading, writing, mathematics, and communications. Diagnostic testing identifies individual needs and as a result, an individualized education plan is designed to help learners reach their educational goals. For many learners, the goal is to earn the General Educational Development

(GED) Diploma, generally considered to be equivalent to a high school diploma.

Instruction methods are tailored to meet the needs of the learners. Methodologies range from one-on-one tutoring to group instruction and normally feature computer-based training. Multimedia approaches are being increasingly utilized to aid in individual development. Interactive group instruction and peer tutoring are frequently employed.

Adult education classes can provide the academic instruction that many people in Alabama need to secure the required credential so they can obtain and maintain employment. According to the 2000 Census, 25% of Alabamians 18 years old and older do not have a high school credential or its equivalent. Most adult education students read at the seventh grade level or lower. Studies have shown that the lack of basic literacy skills is the single most persistent barrier to obtaining employment, whether the group studies welfare recipients, the chronically unemployed, or others. Adult Education classes provide the means by which they can get the basic education they need to succeed, and in doing so, improve their self esteem and productivity significantly.

Source of funding is both state and federal.

Adult education classes will be available through all Alabama Career Center locations whenever possible and may be accessed by referral from any of the participating partner agencies based on the identified need(s) of the client. Other adult education classes may be in the community and could be more convenient for the individual to attend. Information regarding the location(s) and schedule of all adult education classes will be available in the one-stop Career Centers.

The Adult education program also offers the following classes that could be of benefit to people who visit the Career Centers: job readiness classes for welfare participants, English as a Second Language (ESL) classes, English literacy/civics classes, adult education classes in all of the major correctional institutions, family literacy classes, and adult education classes for special populations.

Alabama Department of Senior Services:

The Alabama Department of Senior Services (ADSS) is designated as the state entity on aging and as such, is the lead agency relative to all aging issues on behalf of older Alabamians. ADSS proactively carries out a range of functions related to advocacy, planning, coordination, interagency linkages, monitoring, and evaluation

designed to lead to the development of comprehensive, coordinated, community-based systems throughout the State. Through thirteen regional Area Agencies on Aging, ADSS provides services supported by the Older Americans Act, Title XIX of the Social Security Act, and other federally supported grants.

In response to a critical need in the field of aging, older worker employment, ADSS directs the Title V Senior Community Service Employment Program (SCSEP). This program provides part-time community service work-based training assignments for persons with low incomes who are age 55 and older while promoting transition to unsubsidized employment. ADSS will continue to collaborate with the Alabama Career Centers to place SCSEP participants in Career Center training positions, where appropriate. Also, ineligible SCSEP applicants are referred to the nearest Career Center.

SCSEP is administered through a grant from the U.S. Department of Labor (USDOL) funded through Title V of the Older Americans Act of 1965. For the program year ending June 30, 2011, Alabama was approved for 838 authorized slots (training positions), with a total budget of approximately \$6 million dollars. ADSS uses sub-grantees such as Councils of Local Government and Area Agencies on Aging to administer SCSEP locally. These service providers collaborate with ADSS and national grantees for equitable distribution of the senior worker slots within the planning and service areas of all 67 counties in Alabama. Easter Seals and Senior Service America, Inc. are the two national grantees operating SCSEP in the state.

Under Title III of the Older Americans Act, ADSS provides for such services as nutrition, transportation, information and referral, outreach, legal assistance, recreation, in-home supportive services, and long-term care ombudsman services for Alabamians age 60 years and over. ADSS administers the Title XIX Medicaid Waiver home and community-based services program, which is designed to serve the Medicaid-eligible client who requires nursing care or is at risk of nursing home placement.

ADSS also administers other grants to educate and counsel older individuals on Medicare, Social Security benefits and other public benefits. By providing these services, ADSS seeks to make older Alabamians and their advocates better health care consumers.

Job Corps:

Two Job Corps Centers are located in the Alabama Workforce Investment Area, one in Gadsden and one in Montgomery. Job Corps is a federally funded job-training program for disadvantaged youth, ages 16-24, in need of education and training in a variety of marketable skills, and job placement assistance to graduates. The Montgomery and Gadsden Job Corps Centers agree to offer core services to their clients according to the provisions of the Workforce Investment Act. Job Corps centers offer a broad array of training services to low-income youth within their service area. Services are offered to commuter clients as well as offering residential facilities for youth outside the commuting area. NOTE: The Job Corps Centers will be included in the negotiation of the locally developed Resource Sharing Agreement at their specific locations (Gadsden/Montgomery).

Employment and Training Activities –The Department of Housing and Urban Development (HUD):

No mandatory partners have been identified in this category.

Native American Programs funded by WIA:

There are currently two Native American grantees funded under the authority of the Workforce Investment Act, section 166, Indian and Native American Programs (INA) in the 65 county Alabama Workforce Investment Area. These INA grantees are represented on the Alabama WIA Local Board by a representative of the Intertribal Council of Alabama. The Poarch Band of Creek Indians is a federally recognized tribe, and serves 4 counties with the largest Indian population located in Mobile County. The tribe is located in Atmore, Alabama. The Inter-Tribal Council of Alabama, located in Millbrook, Alabama is a non-profit organization consisting of representatives from the State Recognized Tribes, serving the Indians and Native Americans located in the other 63 counties of the State. The Intertribal Council also serves the Poarch Creek Indians when that Tribe is low on funds. The largest populations of Indian and Native Americans served by ITC of Alabama are located in Lawrence, Madison, Jackson, Jefferson, Washington, Morgan, Escambia, Baldwin, DeKalb, and Montgomery counties (with the other counties supporting populations of a high range of 957 to a low of 18).

A summary of employment and training program services available to Indians and Native Americans through the section 166 program and the Alabama Career Centers include classroom training, job search assistance, job referrals, and job

placement assistance, work experience and support services (i.e., books, meals, transportation, child care, stipends, tools, and uniforms). Recognizing that there are limited funds available through the WIA section 166 program, the AWIA is committed to working with the INA employment and training programs to provide a full array of services via the Alabama Career Center System.

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

Telamon Corporation funded by WIA:

The Telamon Corporation is the National Farmworker Jobs Program (NFJP) operator that delivers services to the migrant and seasonal farmworkers throughout the State of Alabama. Section 167 of the Workforce Investment Act offers an array of services to the migrant and seasonal farmworkers and their families that more broadly addresses the needs that exist for those who perform seasonal agricultural labor, and suffer its debilitating effects on their lives. For this reason, operators are able to offer assistance to eligible individuals who remain in agriculture as well as those who choose to pursue more stable employment. As such, the provision of intensive services is more expensive and the operators provide other services, classified as *Related Assistance* that meets emergency needs or improves one's chances of surviving the seasonal agricultural employment environment.

A summary of program services encompass the following activities to assist in meeting the needs of farmworker families as well as addressing the needs of an individual farmworker:

- Customer eligibility determination and assessments;
- Information and referral based on customer needs for education, employment, or other assistance services;
- Job readiness and skills counseling;
- Remedial education instruction;
- English language program;
- Job development and job placement;
- Work experience activities;
- On-the-Job training;

- Worker Safety training;
- Child Care;
- Housing/relocation assistance;
- Transportation;
- Emergency and special needs supportive services;
- Customer case management; and
- Follow-up services.

Currently, there are three field offices located in Dothan, Oneonta, and Mobile and the State office is located in Millbrook for a statewide delivery of program services. As a Career Center Partner, the Telamon field office located in Mobile is in the Alabama Career Center through provisions outlined in cost sharing agreements. Telamon programs are rooted in the communities served. Through grant support and cooperative agreements, the program coordinates with the Career Centers partners and various local partners to ensure quality service delivery.

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

Services to be provided through the Alabama Career Center System:

A consortium of agencies has been designated by the AWIA local board to be the Alabama Career Center Operator and the primary provider of services in the Career Centers. Currently, there are twenty-four comprehensive Career Centers strategically located in the sixty-five county area. The Career Center operator in coordination with the local board determines locations of Career Centers. In addition to walk-up service, internet based technology will provide customers self-help capability to access information about required Career Center partners' services, thus providing access to some of the required core services at the Career Center off-site 24/7. The Career Center partners will provide cross training, cross awareness training, and co-location of staff as appropriate. A network of affiliated sites (nineteen as of March, 2012) to include thirteen full-time Satellite Centers and six less than full time Itinerant points of service provide two or more of the programs, services, and activities of the Career Center partners. These sites will provide information on the availability of services not available in the local area that are available through comprehensive Centers.

The operating system for the Career Center System is Alabama JobLink (AJL), an internet based, customer-driven, service delivery system. AJL is available to all one-stop partners for registration, eligibility determination, service tracking and outcome reporting.

Career Center partners will be primarily responsible for providing those core services, which they are authorized to deliver and for which they are funded. The applicable core services for each Career Center partner are identified in Section 134(d)(2) of the WIA. DIR will provide basic Labor Exchange Services and other Core Services with Wagner-Peyser funds. ADECA will provide core, intensive, and training services using WIA funds. It is expected that all Alabama Career Center operator staff and Career Center partner staff will be knowledgeable about all services provided at the Career Center and at affiliated sites. This will be achieved by cross training or cross awareness training of all partner agency staff. Career Center partners will be responsible for providing technical assistance and training to the local Career Center staff as well as to other Career Center partner staff not located in the Career Center on referral processes and services related specifically to the respective Career Center partner. A customer pathway for obtaining core services from the Career Center partners is developed locally.

Career Center partners retain eligibility determination for their respective services whether co-located or connected through another method. Costs for core, intensive, and training services for customers who are determined to be best served by and eligible for a particular Career Center partner's services or programs is borne by the Career Center partner that is authorized to deliver the service and for which they are funded. If eligible, some customers receive non-duplicated services from multiple partners.

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

DIR will provide Labor Market Information for job seekers and employers, to include employment statistics, occupational and industrial projections data, career information, and wage data in the Career Centers as well as through Alabama JobLink and the Department of Industrial Relations website. All Career Center partners and the public will have access to the information either hard-copy or electronically. Career Center partners requiring customized Labor Market Information and reports should contact the LMI Division of DIR.

Referral Process

The Alabama Career Center Operator, primarily DIR and ADECA staff, will complete initial assessments with customers. Staff will, in consultation with the customer, determine which one of the partners is most appropriate to provide the core, intensive, and training services that best meet the needs of the customer. If it is determined that a customer's need can be better served by another Career Center partner a referral will be made to the appropriate Career Center partner. Referrals for supportive service needs are made utilizing Career Center locally developed supportive service referral listings, and/or computer assisted listings where available. Customers will be able to learn about services provided by Career Center partners by utilizing social media to include AJL, Face Book, One-Stop Career Centers, and the recently announced American Job Center, or visiting partner agency websites.

Alabama Career Center System Performance Criteria

It is agreed that the Alabama Career Center system partners will strive to achieve the following standard of quality service for its customers, employees, and partners:

All customers will receive:

- Prompt and courteous customer service; and
- Appropriate services, education and training that will help them to reach their employment goals.

All partners will:

- Deliver high quality services through the Alabama Career Center System; and
- Survey customers as they receive services to determine whether or not the services rendered met their needs and to determine the level of customer satisfaction.

Cost Allocation

The Alabama Career Center System partners will follow cost allocation plans as approved by their agency. The costs of unique services provided by a Career Center partner that are not generally available to all customers in the Career

Centers will be borne by that respective partner. In general, costs relating to this MOU will be allocated in compliance with the Office of Management and Budget Circulars, as appropriate, and in accordance with approved cost allocation plans. Multiple funding streams may fund programs and services that are delivered by Career Center partners. These may include Family Assistance, Food Assistance Employment and Training, WIA, Wagner-Peyser, Vocational Rehabilitation, Veterans, TRA/TAA, Adult Ed, and State funds. These funds will provide core, intensive, and training services as provided in the appropriate enabling legislation. Career Center partners will control their own resources, and remain autonomous while working with other Partner Agencies to provide a continuum of services through the Career Centers in accordance with 20 C.F.R. part 662. Each partner will perform the functions and provide the services as mandated by State and Federal statute. These partners will continue to maintain their own individual program delivery, personnel, accounting, and other management systems. Each Career Center partner will pay for its own fixed and variable costs as direct charges.

Conflict Resolution and Grievance Procedures

Employee grievances and complaints related to terms and conditions of employment will be handled according to applicable Career Center partner agency procedures (i.e., the employing agency's procedures). Customer grievances and complaints about any WIA Title I-funded services will be handled according to WIA grievance and complaint procedures, including discrimination complaint procedures. The partner agency will handle grievances and complaints related to the programs or services by that agency. Employees, customers, and other interested persons will be notified of grievance and complaint procedures through postings (written and electronic), other written notice and, as necessary, verbally. Notice and information about WIA and other partner agency grievances and complaint procedures will be made available in alternative formats to persons with disabilities. Every possible effort will be made to combine and coordinate notices, policies and procedures where not prohibited by law or regulation.

Partner agencies and the Alabama Career Center Operator will designate a person to be responsible for coordinating Career Center grievance and complaint activities. This person will serve as the Career Center contact for information, referral and assistance regarding filing and processing grievances and complaints.

Duration and Modification of Plan

At any time, any Career Center partner may request an amendment to the MOU in writing to the WDD/AWIA. However, the Career Center partners must agree upon the amendments before presenting them to the Alabama Local Workforce Investment Board (ALWIB). All requests will be presented to the LWIB for final approval. The Memorandum of Understanding will be in effect upon approval by the AWIA Local Board and will remain in effect until any of the Career Centers partners requests a revision. If a Career Center partner does not sign the MOU, the Chair of the LWIB will notify the Governor. If the impasse cannot be resolved between the partners through negotiation or mediation, the Governor will notify the Secretary of Labor and the national office of the partner who has not signed the MOU. The Governor can remove required Career Center partners who do not sign the MOU from the Board. Administration and oversight of this MOU will be the responsibility of the LWIB.

Summary

The Alabama Career Center Operators have established a service delivery pathway that provides customers access to training services based on customer need, eligibility, and funding availability. Before customers can access training, Career Center staff must provide core services, which include job search, initial assessment, eligibility, and supportive services. However, if the customer is unable to obtain employment through core services and he or she meets the eligibility requirements, then he or she can receive intensive services, such as comprehensive and specialized assessment, individualized employment planning, individual or group counseling and career planning, or case management services. If the customer remains unemployed or underemployed after receiving intensive services, then the customer may be eligible to receive training funds to increase his/her skills so that he or she can obtain employment in an occupation in demand. Local pathways must address how customers can access the variety of services provided by all required partners and other resources in the community which will support and enhance the customers' attachment to the workforce.

Training in a work first environment, such as Work Experience and Try-Out Employment is available to customers who are unable to obtain employment after receiving core and intensive services. Those customers who lack the necessary skills to obtain initial employment or to move from low wages to better wages and who are determined eligible for training funds will be provided a list of eligible training providers who provide training in high-demand, high-wage occupations.

Customers will choose from this list. Our goal in providing training services to customers is to enable them to connect to the workforce, to increase earnings, increase job retention, and reduce welfare dependency. It is our goal to increase employment, job retention, and earnings of customers. This may require an increased occupational skill attainment.

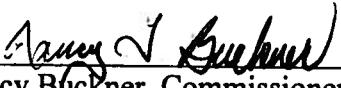
An "Umbrella" Memorandum of Understanding (MOU), being more general in nature, works best to set direction with enough flexibility so each Career Center can develop a Cost Allocation Agreement with each required partner per the Workforce Investment Act and other locally participating agencies. Using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

Attached to this MOU is a set of Matrices (3) providing, in detail, the CORE, INTENSIVE, and TRAINING SERVICES provided by each of the Career Center partner agencies in the Alabama Workforce Investment Area. This set of Matrices provides the foundation for the local Career Center partner Agencies for use in establishing their local agreements in terms of the services to be made available from each Partner. Based on local staffing, dedicated space, customer needs, and the availability of funding from each partner agency, each local Career Center will develop their Cost Allocation Agreement to include the sharing of costs of the center, as well as the sharing in the delivery of services to all customers at that location.

Included, as an Attachment to this MOU, is a listing of the various partner agency local offices and/or organizations providing services pertinent to the delivery of workforce investment activities, to include agencies providing supportive services that may be needed by Career Center customers.

This Memorandum of Understanding has been developed with the full cooperation and input of all Career Center partner agencies, or their representative, in the Alabama Workforce Investment Area, and remains in effect until modified by one or more of the partners. Additional partners may be added to this MOU as identified, and their services integrated into the Alabama Career Center System.

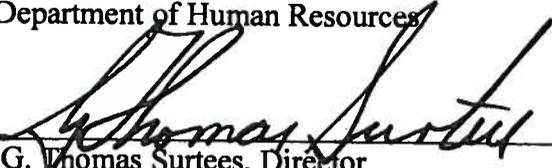
**SIGNATURE PAGE
FOR
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CAREER CENTER PARTNERS**



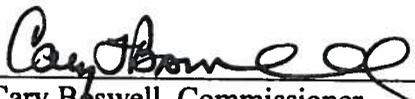
Nancy Buckner, Commissioner
Department of Human Resources



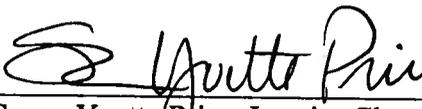
Frank Coiro, Executive Director
Job Corps (Montgomery)



G. Thomas Surtees, Director
Department of Industrial Relations



Cary Boswell, Commissioner
Department of Rehabilitation Services



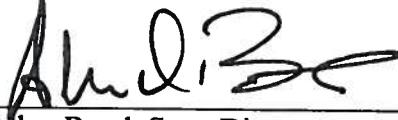
Susan Yvette Price, Interim Chancellor
Postsecondary Education



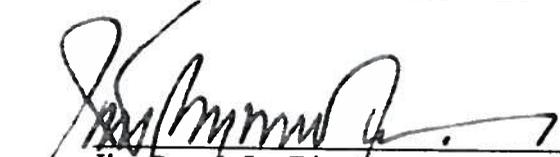
Neal Morrison, Commissioner
Department of Senior Services



Sharon B. Keith
Alabama Intertribal Council-WIA



Allen Boyd, State Director
Telamon Corporation



Jim Byard, Jr., Director
Department of Economic and
Community Affairs



Approved
Anne Payne, Board Chair
Alabama Workforce Investment Area (AWIA) Local Board

CORE SERVICES

(May 2012)

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

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

- A. Department of Industrial Relations (DIR)/Employment Service
- B. DIR/Unemployment Service
- C. DIR/Veterans
- D. DIR/TAA/TRA
- E. DIR/Labor Market Information
- F. Job Corps (Montgomery/Gadsden)
- G. Department of Postsecondary Education/Adult Education
- H. Department of Rehabilitation Services
- I. Department of Senior Services/Title V
- J. ADECA /Workforce Development Division (WDD)(WIA)
- K. ADECA/Community Service Block Grants
- L. Telamon Corporation (National Farmworker Jobs Program)
- M. Dept. of Postsecondary Education/Two-Year Colleges
- N. Department of Human Resources
- O. Native American Programs

INTENSIVE SERVICES

(May 2012)

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

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- E. DIR/Labor Market Information
- F. Job Corps (Montgomery/Gadsden)
- G. Department of Postsecondary Education/Adult Education
- H. Department of Rehabilitation Services
- I. Department of Senior Services/Title V/Older Americans Act
- J. ADECA/Workforce Development Division (WDD)(WIA)
- K. ADECA/Community Service Block Grants
- L. Telamon Corporation (National Farmworker Jobs Program)
- M. Department of Postsecondary Education/Two-Year Colleges
- N. Department of Human Resources
- O. Native American Programs

TRAINING SERVICES

(May 2012)

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

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- K. ADECA/Community Service Block Grants
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- N. Department of Human Resources
- O. Native American Programs