



THE NORTH CAROLINA JOBLINK CAREER CENTER SYSTEM

Interim Chartering Criteria and Chartering Process Guide

A Framework for High Quality Service

And

Continuous Improvement

Effective Date: July 1, 2010

**AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER/PROGRAM
AUXILIARY AIDS AND SERVICES AVAILABLE UPON REQUEST TO INDIVIDUALS WITH DISABILITIES.**

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INTRODUCTION

Local Workforce Development Boards (WDB) in North Carolina have the responsibility to ensure that employment and training programs in their communities operate at a high level of quality and satisfy the expectations and needs of their customers. Because each WDB oversees the provision of services by various public and private organizations that may be quite different from each other, it is important that the WDB has tools and methods which it can use to push for and assure quality service delivery to workforce development customers.

The North Carolina Commission on Workforce Development (Commission), in partnership with WDBs, began working toward the development of a system of JobLink Career Centers in North Carolina in 1996. This system was envisioned to impact the State's workforce and economy through the provision of labor market information, access to career training, job placement services, and linkages between employers and workers. The JobLink system is the vehicle for WDBs to fulfill their "quality assurance" role.

The Commission developed a JobLink Career Center chartering process as the framework for assuring a consistent level of quality service delivery in the system. This process was originally developed in September 1996 and revised in 2002, 2007, 2008, and again in 2010. This document supports the concept of continuous improvement. While the Commission's vision is that these criteria move the system to higher levels of quality and seamless service, it is important to note that the general purpose of the chartering criteria and its related process requirements remain as originally established:

- To provide a framework for establishing that a JobLink Career Center (JLCC) is capable of meeting or exceeding quality standards set by the Commission and WDBs;
- To provide a framework that fosters performance accountability and continuous improvement;
- To establish minimum standards that would allow for local flexibility, while protecting the minimum service expectations of the JobLink brand.

The chartering criteria and process has been modified as of July 1, 2010 using an interim chartering process. This modification is the result of the dramatic evolution over the years that have affected JLCC services, customer base, economy, technology, and more. This interim chartering process provides North Carolina the opportunity to conduct an in-depth review to identify how to better meet the needs of customers while continuing North Carolina's focus on maintaining a world-class workforce development system that encompasses contemporary criteria, standards and expectations.

The interim charter process maintains JLCC standards and expectations during the assessment and evaluation period of North Carolina's workforce delivery system. Key aspects of the Interim Chartering Process include:

- **Eliminate** Charter period Extensions as of July 1, 2010.
- **Discontinue** use of the Continuous Improvement Matrix and associated documentation requirements,
- **Discontinue** assignment of Levels I, II, or III and eliminate charter scoring system,
- **Approve** charters for 1 year only,
- **Require** re-chartering annually until new chartering standards are established by the NC Commission on Workforce Development, and

- **Continue** to require Business Plan, Minimum Standards documentation, and site visit conducted by JobLink Liaison Staff.

Thus, WDBs will use the interim chartering criteria found in this document to assess the capacity of operator partnerships to develop and manage JobLink Centers, to charter JobLink Centers, and to provide subsequent oversight and performance management.

ROLES OF GOVERNING BODIES AND STAFF

THE NC COMMISSION ON WORKFORCE DEVELOPMENT (COMMISSION)

The Commission on Workforce Development works on behalf of the Governor and under the authority of the Workforce Investment Act (WIA) and NC General Statutes Chapter 143B to develop an effective and efficient workforce development system in North Carolina. The Commission maintains general oversight responsibilities for the implementation and ongoing development of the JobLink Career Center system.

The Commission establishes minimum chartering criteria, related documents and processes, and in partnership with WDBs, helps to carry out the chartering process of JobLink Career Centers. The Commission is assisted by the following entities:

- The designated Committee is the subcommittee of the Commission that reviews and advises the Commission on matters related to the JobLink Career Center System.
- The JobLink Unit (Unit) carries out the Commission's administrative and operational duties as it relates to the JobLink system. It carries out pre-assessment of JobLink chartering applicants and makes recommendations to WDBs on chartering applicants' conformity to minimum chartering standards. The Unit also has a technical assistance and support role for the system and is responsible for working with state and local agency partners, and WDBs in identifying capacity building and training needs and ensuring that these needs are being addressed by the appropriate entities. The Unit has an ongoing responsibility of evaluating the overall performance of JobLink Centers and the JobLink system and providing information to the Commission concerning the condition and the needs of the system.

THE LOCAL WORKFORCE DEVELOPMENT BOARD (WDB)

The WDBs, under the WIA and NC General Statutes 143B, are policy, planning, and oversight entities responsible for organizing a comprehensive, community-wide response to the challenges of building a highly skilled workforce. In carrying out this responsibility, WDBs are responsible for assessing the needs of employers and job seekers and determining the appropriate geographical locations where JobLink Centers are needed. WDBs designate JobLink operators as defined in the WIA. The WDB is responsible for establishing performance expectations of the JobLink system, establishing an accountability method for the JobLink system, and providing ongoing monitoring and evaluation of the JobLink system in the local workforce area.

WDBs have the responsibility of chartering and re-chartering JobLink Career Centers in their area. Working in partnership with the Commission, it is expected that WDBs work toward ensuring that the JobLink brand is protected and that operational and service quality standards are being followed by chartered JobLink Centers.

CHARTERING POLICY

The Workforce Investment Act requires that there be at least one (1) comprehensive One-Stop site (JobLink Career Center) in each workforce investment area that delivers core, intensive, and training services from certain programs or legislation.

WIA Adult	Welfare to Work
WIA Dislocated Worker	Migrant & Seasonal Farm Worker Program
WIA Youth	Trade Act
Wagner-Peyser	Veterans Employment
Unemployment Insurance	Title V Older Workers
Community Service Block Grants	Rehabilitation Act of 1973 (OVR)
HUD	Job Corps
Native American Program	Adult Education and Literacy
Carl Perkins Vocational Education & Technical Education	

While the above programs are mandated by federal law to be in each comprehensive JobLink Career Center, North Carolina has recognized that all of these programs are not available in all parts of the state and have identified the minimum program services that must be present in a chartered JobLink: Workforce Investment Act Adult and Dislocated Worker services and the NC Employment Security Commission's labor exchange services.

The minimum chartering standards, as established by the Commission, will be used as a baseline to charter or re-charter Centers. Each WDB charters the Center(s) in its geographic area and may set chartering requirements and/or standards that exceed the Commission's minimum criteria. When the Commission reviews a Center for charter/re-charter, the review will be to verify that minimum State standards are met and do not involve the assessment of any additional criteria required by the WDB.

JobLink Career Centers must meet federal requirements as stated in the Americans with Disabilities Act (ADA) before a Center is eligible to receive the JobLink charter or utilize the JobLink name or official signage. Centers are to work with their Division of Vocational Rehabilitation (VR) partners to assure ADA compliance.

To be considered for a charter, the JobLink operator and the JobLink partners are required to **jointly** prepare a JobLink Business Plan and the other documentation required to meet the elements of the the minimum JobLink standards.

Whether a non-comprehensive site is chartered through a comprehensive site or independently is determined at the discretion of the WDB. Each site chartered independently will complete the full chartering process. A local area may have a combination of non-comprehensive sites chartered through a comprehensive center and those chartered independently. Regardless of the WDB's decision on how non-comprehensive sites are chartered, all sites must meet the minimum criteria and any additional requirements of the WDB.

BASIC CHARTERING STEPS

Comprehensive and Independently Chartered Non-comprehensive Sites

General steps to follow when applying for charter are as follows:

- Step One* WDB establishes a vision for the local JobLink system
- Step Two* WDB establishes local chartering process and criteria incorporating minimum Commission criteria
- Step Three* WDB selects the JobLink Operator and the site
- Step Four* Business Plan is developed and submitted to WDB
- Step Five* Site opens
- Step Six* WDB reviews all chartering documentation from the site and takes appropriate action.
- Step Seven* WDB formally requests the Division of Workforce Development review of site for conformity to minimum criteria.
- Step Eight* JobLink Unit staff is designated by the Commission and will visit the site and advise WDB on site's conformity to minimum criteria.

Steps Six through Eight are followed for re-chartering purposes.

To aid with determining whether a site has met all the minimum State requirements to bear the JobLink brand name, the Business Plan and Minimum Standards requirements will be used to provide consistency in the JobLink Unit charter site visits across the State. Both comprehensive and non-comprehensive sites must meet the minimum standards.

NOTE: The following information may be submitted electronically.

A complete chartering "package" consists of:

- 1. Letter from WDB Chair submitting the JobLink Charter for review**
- 2. Documentation of minimum Comprehensive or Non-Comprehensive JobLink standards (pages 10-11)**
- 3. Business Plan (pages 12-14)**

JobLink Unit staff will review the Business Plan and Minimum Standards documentation submitted and confirm during the on-site visit:

During the site visit, the JobLink Unit staff designated by the Commission will assess each site to determine that the State minimum criteria are met. Staff will summarize the assessment and advise the WDB within one (1) week of completing the review, including the site visit, of the Center's readiness for charter based on the State's minimum criteria (see page 15). Documentation from the visit will be kept on file at the Commission office.

The JobLink Unit staff will provide technical assistance to each Center in addressing items that may prevent the site from meeting minimum State standards. In the event that the Commission does **not** recommend charter/re-charter, the WDB will be provided with information that will assist it in working with the Center for charter/re-charter at a later date. The WDB will then request a follow-up visit by the JobLink Unit staff. After the site is determined ready for charter under the minimum State criteria, the WDB will then proceed with appropriate actions to complete the process.

NOTIFICATION OF CHARTER APPROVAL

The JobLink Unit staff will complete the review of the Business Plan, Minimum Standards documentation and conduct the on-site visit. Once all aspects of the review process are determined to have met the required criteria, the JobLink Liaison will inform the JobLink Coordinator and copy the local area Workforce Development Board Director that the charter is approved. Attached to the email will be a copy of the completed JobLink Career Center Interim Chartering Review Guide.

A formal approval letter from the Chair of the North Carolina Commission on Workforce Development will be sent to the Chair of the Workforce Development Board with the completed JobLink Career Center Interim Chartering Criteria Review Results form (see page 15).

TIME OF PERFORMANCE FOR CHARTERS

A charter will be issued for a period of no more than **one** (1) year.

REVOCAION OF JOBLINK CAREER CENTER CHARTER

A WDB or the Commission can terminate a charter for failure to meet the minimum State chartering requirements.

Revocation by the WDB

If the WDB determines that a charter should be revoked because the minimum standards are not met, it will meet with the leadership of the Center and provide technical assistance, including the development and deployment of a corrective action plan, within sixty (60) days of notification to the Centers' leadership of failure to meet charter requirements. The WDB can also revoke a charter if the Center meets the above-referenced standards but does not meet the additional requirements of the WDB. The WDB may request technical assistance from the Commission during the corrective action process. The WDB will update the Commission of the status of the Center after the corrective action plan is completed.

Revocation by the Commission

The Commission retains the right to revoke use of the JobLink brand name and access to the JobLink MIS if the WDB has not taken action to do so. JobLink Unit staff will notify the Operations and Programs Committee of the Commission if it is determined that the above-referenced standards are not being met and a charter should be revoked. Since the WDBs are the chartering bodies, the Operations and Programs Committee will work cooperatively with WDBs to seek remedial action and provide technical assistance. Development and implementation of a corrective action plan must occur within sixty (60) days of notification to the WDB of failure to meet standards. In the event that compliance is not reached, the Operations and Programs Committee will take the recommendation for revocation of charter to the Commission and the WDB may be directed by the Commission to revoke the charter.

CHARTER UPDATE VISITS AND SELF-ASSESSMENT

Each WDB is to provide ongoing oversight to the JobLink Career Centers. The Commission will conduct a charter update visit to each Center at least one time during the length of the charter or more often if requested by the WDB. The purpose of the interim visit is to check adherence to operations as described in the approved Business Plan and Minimum Standards requirements and offer technical assistance prior to re-chartering.

WDBs are encouraged to have each Center conduct an annual self-assessment to use as an indicator of its progress in maintaining services as outlined in the charter package.

IDENTIFICATION OF JOBLINK SYSTEM SITES

Only chartered JobLink Career Centers may display the official JobLink Career Center signage, as appropriate. The WDB may define and set local policies for sites that do not qualify as chartered centers, but do provide JobLink information and are a valuable part of the local JobLink system. These sites may display a JobLink label, but the term “Career Center” cannot be used on the signage. Information sites, partner sites, and kiosks are examples of these locations.

Comprehensive

NC JobLink Career Centers Chartering Minimum Standards

	<u>Requirements</u> <i>Documentation of these standards may be submitted electronically with the Business Plan in the Charter Package.</i>
<u>Hours of Operation:</u>	The Center must be open full time as defined by the WDB.
<u>Levels of Staffing:</u>	Simultaneous presence and full service capacity shall be present for WIA Adult and Dislocated Worker services and ESC core and intensive (Job Seeker and Employer) services for no less than full time (demonstrated by a written staffing schedule and/or organizational chart). Customers must also be able to access support services for training.
All JobLink Career Centers must:	
Provide a designated "JobLink Coordinator" as defined on page 19.	
Provide a Resource Room as defined on page 20.	
Provide a designated "greeter" as defined on page 19.	
Provide a written referral process to services not provided on site.	
Have all full time and itinerant on-site staff participate in and complete JobLink Management Information System (MIS) and customer service training that includes the components as defined on page 18 & 20.	
Provide a process established for the integration of job development and job placement.	
Have all JobLink partners participate in staffing the Resource Room and provide their core services.	
Provide an inventory of Community Resources maintained and available for customer and staff use.	
Provide a facility that is ADA compliant (with reasonable physical and programmatic accessibility).	
Encourage the participation of more partners and make efforts to extend hours of operation beyond what is minimally required to ensure that the needs of the customer and the community are met.	
Have all appropriate JobLink staff trained in the use of and have access to the ESC system that contains job orders, including employer contact information.	
Have a completed Business Plan.	

Non-Comprehensive

NC JobLink Career Centers Chartering Minimum Standards

	Requirements <i>Documentation of these standards may be submitted electronically with the Business Plan in the Charter Package.</i>
Hours of Operation	Full time
Minimum Available Services	WIA and Employment Services core and intensive (Job Seeker and Employer Services)
Mandated Services Provided By	<ol style="list-style-type: none"> 1. On-site presence of WIA and ESC service delivery staff; and/or 2. Non WIA/ESC staff who are trained, enabled and authorized to provide WIA (Adult and dislocated workers) and Employment Services core and intensive (Job Seeker and Employer) services; and/or 3. Direct access to WIA and ESC staff via computer-based technology, i.e. computer, telephone, instant messaging, video/teleconferencing, etc; and/or 4. <u>Any combination of the options listed above.</u> Workforce Boards <u>must</u> be able to demonstrate how the required services are delivered on a full-time basis. <i>Delivery of services must be demonstrated during the on-site charter visit.</i>
Exceptions	If there is <u>no</u> capacity to provide these services full-time, the Workforce Development Board <u>must</u> submit a written justification to the Division of Workforce Development. These services must be available for <u>no</u> less than 16 hours per week.

All JobLink Career Centers must:

Provide a designated "JobLink Coordinator" as defined on page 19.

Provide a Resource Room as defined on page 20.

Provide a designated "greeter" as defined on page 19.

Provide a written referral process to services not provided on site.

Have all full time and itinerant on-site staff participate in and complete JobLink Management Information System (MIS) and customer service training that includes the components as defined on page 18 & 20.

Provide a process established for the integration of job development and job placement.

Have all JobLink partners participate in staffing the Resource Room and provide their core services.

Provide an inventory of Community Resources maintained and available for customer and staff use.

Provide a facility that is ADA compliant (with reasonable physical and programmatic accessibility).

Encourage the participation of more partners and make efforts extend hours of operation beyond what is minimally required to ensure that the needs of the customer and the community are met.

Have all appropriate JobLink staff trained in the use of and have access to the ESC system that contains job orders, including employer contact information.

Have a completed Business Plan.

BUSINESS PLAN GUIDE

The Business Plan provides the structure for how a JobLink Career Center is managed and how partners work together to provide services to its customers. All partners to a JobLink Career Center are required to develop, sign, and abide by the Business Plan that they collectively develop.

Each comprehensive and independently chartered non-comprehensive site must have its own Business Plan. If a non-comprehensive site is chartered through a comprehensive site, then the Business Plan of the comprehensive site must be amended to show how the non-comprehensive site will operate. All Centers must keep the Business Plan current. This should be done through an amendment process that includes signatures of all the partners. At re-charter, the Business Plan will be reviewed to see that it is up-to-date and includes any governance, operational, and provisional changes for the upcoming term of charter. All framing questions should be considered when updating the Business Plan.

The following sections must be included in the completed and signed document:

- I. Defining the Business
- II. Governance and Management Structure - Definition of Relationships/Roles
- III. Products and Services to be Provided
- IV. Operational Methods
- V. Measuring Success - Performance Goals
- VI. Marketing
- VII. Terms
- VIII. Signature Page

The completed Business Plan is to be formatted as listed above with the framing questions in each section addressed within the section they are asked. Local WDBs have the flexibility to add additional requirements to the Business Plan.

MINIMUM BUSINESS PLAN CONTENT

INTRODUCTORY SECTION

1. What is the date, month and year the Plan/Agreement is being entered?
2. Who are the parties entering into the Plan/Agreement?

PART I – DEFINING THE BUSINESS

1. What is the JobLink Career Center's vision and mission in the community?
2. Is the JobLink Career Center a comprehensive or non-comprehensive site?
3. Who comprises the JobLink Career Center's current and/or proposed customer base and how is the customer base related to the local labor market needs?
4. What location has been chosen for the JobLink Career Center and why? How may the location change in the future after lease agreements, etc. are considered?

PART II – GOVERNANCE AND MANAGEMENT STRUCTURE – DEFINITION OF RELATIONSHIPS AND ROLES

1. What is the oversight role of the WDB relative to the JobLink Career Center? What are the roles and responsibilities of the JobLink Career Center in relation to the WDB?
2. What is the Center's management structure and what are the roles and responsibilities of the partners at the JobLink Career Center as they relate to the management and governance of the Center?
3. Who is the JobLink Operator and what is its role and responsibilities in the Center? If the JobLink Operator is a consortium of 3 or more entities, what are the roles and responsibilities of each consortium member?

PART III – PRODUCTS AND SERVICES TO BE PROVIDED

1. What are the primary products and services of the JobLink Career Center for employers and job seekers? How will these services be delivered? (Refer to pages 21-22 for a detailed listing.)
2. What are the plans for expanded, on-site service delivery by partners and recruitment of non-traditional partners? (Examples of what may be included are: service integration, co-location of partners by full time presence of existing partners, on-site presence of additional partners, and extended hours of service.)

PART IV – OPERATIONAL METHODS *(* Evidence will be verified at site visit review.*

1. What are the challenges that effect operations at the JobLink Career Center, such as space constraints, staffing, up-to-date equipment and technology, etc.?
- *2. What is the Center's service delivery structure as it relates to the referral process to both on-site and off-site partner services/agencies and customer flow through the Center?
3. Non-comprehensive Centers **must** describe the option(s) used to provide job seeker and employer services full-time.
4. How does the Center plan to address needs of its customers during non-traditional hours?
- *5. What are the collaborative efforts of the Center's partners in coordinating job development activities, job placement, and gathering information on employer skill requirements and other human resource needs?
- *6. What are the Center's plans for gathering customer satisfaction feedback from employers, individuals and JobLink staff? What methods will be used?
- *7. What is the operating budget of the Center and are costs divided among the partners?

PART V – MEASURING SUCCESS – PERFORMANCE GOALS (See pages 29-30 for examples of measures)

1. What are the performance goals of the JobLink Career Center and how will these goals be measured?
2. How will the results of the measures be used for continuous improvement plans of the Center?

PART VI - MARKETING

1. What is the short and long-term marketing strategy of the JobLink Career Center? Please describe the marketing strategy for both jobseekers and employers.
2. What is the community's awareness of the JobLink Career Center and what is the JobLink Career Center best known for in the community?

PART VII – TERMS

1. What is the process for revising the Business Plan? Include when it can be modified and by whom.

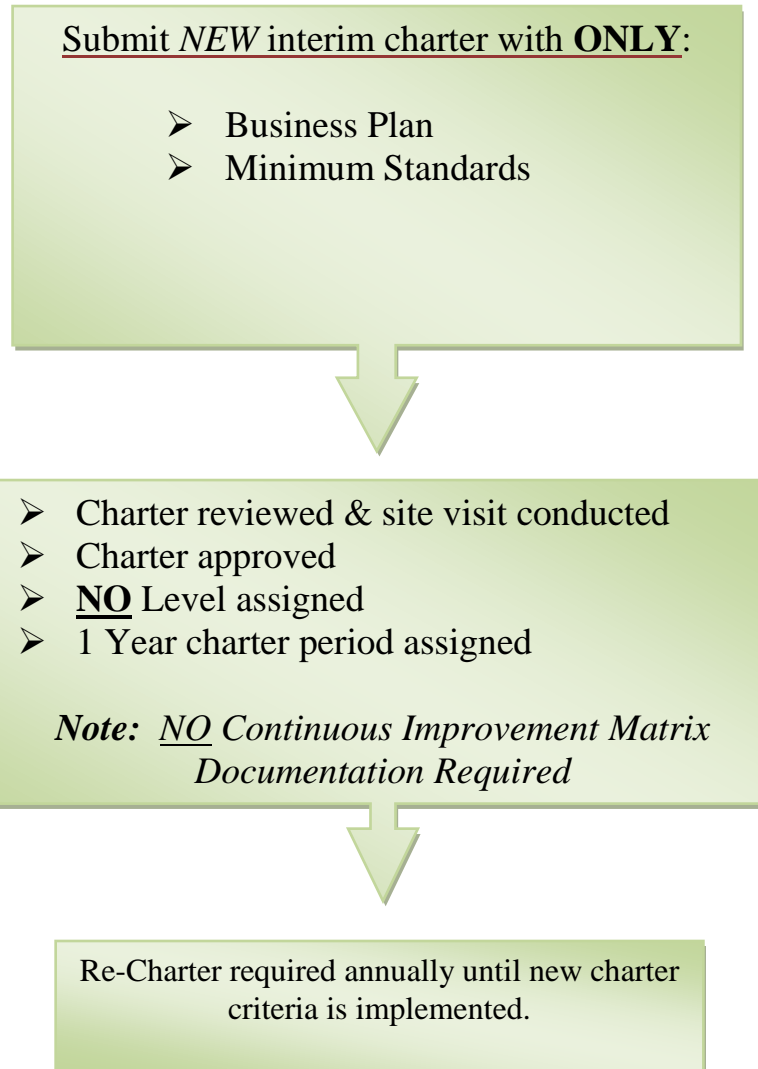
PART VIII – SIGNATURE PAGE

- 1.1 The signature page must include the signatures of all the partner of the JobLink Career Center.

The following statement will be included on the signature page: By signature hereto, the parties attest to participation of development of the plan and agree to abide by all terms and conditions of the Business Plan.

REFERENCES

INTERIM RE-CHARTERING PROCESS FOR JOBLINK CAREER CENTERS



Key aspects of the *Interim* Chartering Criteria include:

- **Eliminate** Charter period *EXTENSIONS* as of *July 1, 2010*.
- **Discontinue** use of the Continuous Improvement Matrix and associated documentation requirements
- **Discontinue** assignment of Levels I, II or III and eliminate charter scoring system
- **Approve** Charters for 1 year **only**
- **Require** re-chartering annually until new chartering standards are established by the NC Commission on Workforce Development
- **Continue** to require Business Plan, Minimum Standards documentation, and site visit conducted by JobLink Liaison Staff.

DEFINITIONS

Comprehensive Site: A physical location where all JobLink mandated partners' services are accessible. A comprehensive center meets the minimum chartering standards defined by the Commission and any required by the WDB (see page 6). A comprehensive site simultaneously offers full service capacity of all WIA and ESC core, intensive and training services on a full time basis. Active participation, where available, from mandated partners is required in the following manner: on-site presence at the Center, provision of each program's core and intensive services, updated and plentiful supply of program information, orientation of JobLink staff to general program information, and staffing of the resource center. All staff that serves on-site is required to complete customer service training. An on-site JobLink Coordinator must be present and responsible for coordinating JobLink activities and services on a daily basis; providing functional supervision and coordination of JobLink staff; and serving as point of contact for JobLink information and data between the Center, WDB, and the Commission.

***Cross-Education:** The process of providing information to partner staff about local, regional, state, and federal programs and initiatives that may be beneficial to customers of the JobLink system. This can occur in an individual or group setting. **RECOMMENDED**

***Cross-Training:** The process of training a co-worker in, at least, the minimum job knowledge and tasks of job responsibilities in a position not related to the duties of the co-worker's normal responsibilities. Suggested areas for minimum cross training of co-workers are: 1) general program knowledge, 2) eligibility requirements for the program, 3) initial eligibility assessment of the customer, and 4) initial enrollment process. The purpose of cross training is to allow a Center to continuously provide minimum expected services to customers when the usual program service provider is unable to serve the customer.

RECOMMENDED

Customer Service Training: A separate class involving a trained instructor which meets the following standards:

These training sessions will be designed specifically for JobLink center staff and meet the customer service training requirement in the JobLink chartering criteria. In these workshops participants will be actively engaged in analyzing their current customer service delivery and will develop plans for improvement.

At a minimum, JobLink customer service training will address the following topics:

- What is good JobLink customer service and why is it important?
- Who are your JobLink customers?
- What is your customer service environment?
- Methods for determining customer satisfaction.
- JobLink customer service and satisfaction assessment.
- Influencing customer satisfaction.
- Dealing with customer complaints.
- Personal action planning for customer service improvements.

The minimum number of contact hours for training is 6. This does not include lunch or breaks.

Additional training guidelines:

- A professional trainer who has experience in the workforce development arena should deliver the training.
- Training should be conducted in a face-to-face classroom setting attended by JobLink partners.
- A certificate of completion signifying that the staff member has completed X hours of customer service training and signed by the instructor will serve as documentation of the training.
- Any new JobLink partner staff member must be provided customer service training within six months of beginning work.

Employer Services: See page 21 for a listing of employer services.

Greeter: Staff providing the initial physical point of contact for customers to the Center. The greeter must be able to determine the general nature of the customer's needs; assess the customer's ability for self-service in the resource room or need for staff assistance; oversee the completion of assessment instruments and other intake forms as appropriate; and have knowledge of the resources available, both in the resource room and of services provided by partner agencies. The staff in this position will also be able to perform general duties such as answering the telephone and greeting the public in a customer-focused manner.

JobLink Coordinator: A designated on-site position responsible for coordinating JobLink activities and services on a daily basis, providing functional supervision and coordination of JobLink staff; and serving as point of contact for JobLink information and data between the Center, the WDB, and the Commission. The JobLink Coordinator is responsible for creating a professional and inviting atmosphere that will encourage customers to avail themselves of the JobLink services.

Duties that may be included in the job description for this position may include: schedule management team and committee meetings; maintain minutes of meetings; organize and maintain a schedule for staffing all aspects of the Center; schedule cross-education among partners and the community; facilitate and schedule cross-training among partners/staff; monitor completion of cross-training; act as point of contact for the public and employers; complete and submit quarterly reports and other records to the Local Area and/or the Commission; work to achieve independent funding; manage financial issues (such as JobLink enhancement funds, local government funding, or grants); ensure that the examples of evidence for chartering certification are developed, used, and maintained in an orderly fashion; represent JobLink Center at relevant community functions; and all the other various activities and responsibilities established by the Local Area and the local JobLink team.

JobLink Operator: A single (public or private) entity or a consortium of entities with demonstrated effectiveness in employment and training. The agreement between the WDB and the JobLink Operator shall specify the operator's role. That role may range between simply coordinating service providers within the Center, to being the primary provider of services within the center, to coordinating activities throughout the JobLink system.

JobLink System: A JobLink service delivery strategy that includes local JobLink sites (comprehensive and non-comprehensive) where job seekers and employers are provided assistance in the core, intensive and training services of workforce development.

Job Seeker Services: See pages 22 for a listing of job seeker services.

Local JobLink System: A local JobLink service delivery strategy that includes one or more comprehensive sites, management infrastructure, and systems for capacity building and integration of staff and services in the local workforce area.

Non-Comprehensive Site: A physical location where job seeker and employer services are available full-time. Services may be offered through any of the following methods:

1. On-site presence of WIA and ESC service delivery staff; and/or
2. Non WIA/ESC staff who are trained, enabled and authorized to provide WIA (Adult and dislocated workers) and Employment Service job seeker and employer services; and/or
3. Direct access to WIA and ESC staff via computer-based technology, i.e. computer, telephone, instant messaging, video/teleconferencing, etc.; and/or
4. **Any combination of the options listed above.**

Workforce Board's must be able to demonstrate how the required services are delivered on a full-time basis. ***The delivery method of services must be demonstrated during the on-site charter visit.***

Exception: *If there is no capacity to provide employer and job seeker services full-time, the Workforce Development Board must submit a written justification to the Division of Workforce Development. **These services must be available for no less than 16 hours per week.***

In addition, access to the web-based JobLink Management Information System (MIS) is provided, and staff assistance to customers is provided. The site meets the minimum chartering criteria defined by the Commission as well as that required by the WDB (see page 5). The site can be chartered independently or through a comprehensive site in the same Local Area. An on-site JobLink Coordinator is present and responsible for coordinating JobLink activities and services on a daily basis; providing functional supervision and coordination of JobLink staff; and serving as point of contact for JobLink information and data between the Center, WDB, and the Commission. All staff that serves on-site is required to complete customer service training. The site is required to have a written referral process to services not provided on-site.

Resource Room: An area located near the entrance of the Center that contains various local, regional and State resources on job seeking, career development, and employability skills for customers. It includes computers with Internet connections, phone, fax, copier and informational materials presented in an orderly fashion and in various formats such as books and other texts, videos, and audiotapes. Tables and chairs are available for use, as well as a TV and VCR with headphones. Signage is simple and thorough. A resource guide that summarizes the categories of materials available in the resource room and their locations is easily accessible to customers. The resource room is monitored at all times so customer assistance and guidance is available. Resources should be chosen and presented in a manner that makes them useful to customers with a variety of disabilities, learning styles, interests and education levels. The focus of resource options should be that they are of good quality, in good repair, up-to-date, and well understood by staff rather than on large quantity.

Trained, Enabled and Authorized (TEA): WIA and Employment services that can be delivered by non-WIA/ESC staff. Staff who are trained, enabled, and authorized may provide the specific employer and job seeker services listed on pages 23-27. Staff authorized to provide these services must agree to and sign the appropriate WIA and/or ESC assurance/confidentiality statements to ensure they will comply with the regulations pertaining to the delivery of services.

**** Cross –Education and Cross-Training are strongly recommended - Although not specified in the Business Plan or Minimum Standards, these are valuable activities to ensure all JobLink staff are knowledgeable of all services and resources available to the JobLink Career Center.***

EMPLOYER SERVICES

- Orientation to JobLink system and promotions of (including solicitation of job listings) services through in-person and telephone contacts
- Service capacity which allows employers to list job openings in a variety of ways and to have customer choice in referral methods
- Labor exchange services delivered through the internet-based JobConnector system and the ESCS system.
- Employee recruitment assistance through screening and referral of qualified candidates
- Work with employers to list job openings. Providing information to improve the quality of referred candidates by helping the employer provide a better description of hiring requirements
- Job Fairs (online/in-person)
- Provide interview space
- Information and preparation for Career Readiness Certification
- TAA information for employers
- Assist in providing Rapid Response services when major layoffs occur; services related to WARN notices
- Provide information on Work Opportunity Tax Credits, Earned Income Tax Credits, hiring incentives, and other information
- Provide information on the labor market and training programs to bridge economic and workforce development
- Information on customized outplacement assistance per request of employer
- Education and training resource referrals
- Promotion of programs available in the community

JOB SEEKER SERVICES

- Outreach and orientation to JobLink Services and registration
- Initial assessment of skill levels, aptitudes, abilities and supportive service needs; and brief career guidance
- Intake, labor exchange services, job search and placement assistance, such as:
 - ESCS/JobConnector System
 - Job Fairs (online/in-person)
- Access to a variety of labor market, career & training information for local, regional, & statewide job markets
- Information and access to internet filing for unemployment insurance benefits
- Resume preparation services
- Information on training programs and providers, cost information and performance, information on financial aid, and consumer reports on effectiveness of specific providers
- Information on and referral to supportive services and community resources
- General JobLink follow-up services (non program specific)
- Provision or linkage to pre-testing reading and math aptitude assessments in support of Career Readiness Certification (CRC)
- Preferential services for veterans
- Job screening and referral services
- Job development, discussion of employment potential, and advice on career advancement
- Short-term pre-vocational service, such as interviewing skills, resume writing and soft skills development
- Reemployment services for targeted groups to move customers from unemployment and dislocated worker statuses to employment
- Employment counseling and career planning (group or individual)
- TAA information for customers who meet eligibility criteria
- Access or linkage to Career Readiness Certification (CRC)
- Program intake eligibility determination (i.e. WIA, TAA) , including required reading and math assessments
- Case management
- Comprehensive and specialized assessments of skill levels and service needs
- Development of an individual employment plan
- Follow-up activities
- Provision of supportive services

Employer Services Eligible For Trained, Enabled or Authorized (TEA)

	SERVICES	TRAINING AND ACCESS REQUIREMENTS*
1	<p>Orientation to JobLink system and promotions of (including solicitation of job listings) services through in-person and telephone contacts</p>	<p><u>Training:</u></p> <ul style="list-style-type: none"> ▪ Provide orientation to JobLink system, employer and business services available; orientation to concept of business services and how to market/promote to businesses; importance of delivery and follow-up. <p><u>Enabled/Authorized:</u></p> <ul style="list-style-type: none"> ▪ No authorization is required
2	<p>Service capacity which allows employers to list job openings in a variety of ways and to have customer choice in referral methods</p> <ul style="list-style-type: none"> • Labor exchange services delivered through the internet-based JobConnector system. 	<p><u>Training:</u></p> <ul style="list-style-type: none"> ▪ Training on ESCS/JobConnector ▪ Training on methods available for listing of job openings and customer referral; basic awareness of how to deliver excellent services to businesses, including importance of delivery and follow-up. ▪ Training on orienting employers to self-services available to them. <p><u>Enabled/Authorized:</u></p> <ul style="list-style-type: none"> ▪ Access to staff level ESCS/JobConnector system ▪ Access to other job listing systems
3	<p>Employee recruitment assistance and screening and referral of qualified candidates</p> <ul style="list-style-type: none"> • Work with employers to list job openings. Providing information to improve the quality of referred candidates by helping the employer provide a better description of hiring requirements <ul style="list-style-type: none"> ○ Job Fairs (online/in-person) ○ Provide interview space 	<p><u>Training:</u></p> <ul style="list-style-type: none"> ▪ Training on staff level version of ESCS/JobConnector ▪ Training on other job listing methods. ▪ Training on how to write accurate/legal job descriptions; how to enter into system(s); how to deliver timely and appropriate referrals to business customers <p><u>Enabled/Authorized:</u></p> <ul style="list-style-type: none"> ▪ Access to staff level ESCS/JobConnector system ▪ Access to other job listing systems
4	<p>Information and preparation for Career Readiness Certification</p>	<p><u>Training:</u></p> <ul style="list-style-type: none"> ▪ Training on CRC and provide capacity to link to partners if service can't be provided directly. ▪ Provide an introduction to WorkKeys, KeyTrain/WIN, especially benefits to businesses; local policies/procedures; linkages to local community college <p><u>Enabled/Authorized:</u></p> <ul style="list-style-type: none"> ▪ No authorization is required
5	<p>TAA information for employers</p>	<p><u>Training:</u></p> <ul style="list-style-type: none"> ▪ Training on TAA services, benefits, basic eligibility, application process and capacity to link to partners if service can't be provided directly. <p><u>Enabled/Authorized:</u></p> <ul style="list-style-type: none"> ▪ No authorization is required

6	Assist in providing Rapid Response services when major layoffs occur; services related to WARN notices	<p><u>Training:</u></p> <ul style="list-style-type: none"> ▪ Training on basic concepts and procedures for Rapid Response – both state and local; partners/agencies involved, benefits to businesses and capacity to participate in responses, if appropriate. <p><u>Enabled/Authorized:</u></p> <ul style="list-style-type: none"> ▪ No authorization is required
7	Provide information on Work Opportunity Tax Credits, Earned Income Tax Credits, hiring incentives, and other information	<p><u>Training:</u></p> <ul style="list-style-type: none"> ▪ Training on the information, access to information, and capacity to share the information. ▪ Training on the basic information to include federal, state, regional and local incentives, i.e., NC Tier tax credits / hiring incentives training; Incumbent Worker, etc. <p><u>Enabled/Authorized:</u></p> <ul style="list-style-type: none"> ▪ No authorization is required
8	Provide information on the labor market and training programs to bridge economic and workforce development	<p><u>Training:</u></p> <ul style="list-style-type: none"> ▪ Training on websites and electronic services that are available. <p><u>Enabled/Authorized:</u></p> <ul style="list-style-type: none"> ▪ No authorization is required
9	Information on customized outplacement assistance per request of employer	<p><u>Training:</u></p> <ul style="list-style-type: none"> ▪ Training on basic concepts, resources, delivery methods. <p><u>Enabled/Authorized:</u></p> <ul style="list-style-type: none"> ▪ No authorization is required
10	Education and training resource referrals	<p><u>Training:</u></p> <ul style="list-style-type: none"> ▪ Provide a list of local resources and train on how to provide the information. ▪ Provide an introduction to NCSTARS, NC Career Choices; educational system including K-12, community college, university system, private colleges, and proprietary schools. Provide information on the basics of financial aid including Free Application for Federal Student Aid (FAFSA). <p><u>Enabled/Authorized:</u></p> <ul style="list-style-type: none"> ▪ No authorization is required
11	Promotion of programs available in the community	<p><u>Training:</u></p> <ul style="list-style-type: none"> ▪ Provide cross-training on programs and resources ▪ Train on the basics of how to promote to business customers and the importance of delivery and follow-up. ▪ Provide cross-training of programs. <p><u>Enabled/Authorized:</u></p> <ul style="list-style-type: none"> ▪ No authorization is required

****Applies to non-comprehensive sites that allow non-WIA/ESC staff to provide services.***

Job Seekers Services Eligible For Trained, Enabled or Authorized (TEA)

	SERVICES	TRAINING AND ACCESS REQUIREMENTS*
1	Outreach and orientation to JobLink Services and registration	<u>Training:</u> <ul style="list-style-type: none"> ▪ Training on JobLink MIS (JLMIS) ▪ Training on partner programs, services, philosophy, general procedures, customer service and customer flow. <u>Enabled/Authorized:</u> <ul style="list-style-type: none"> ▪ Access to JobLink MIS
2	Initial assessment of skill levels, aptitudes, abilities and supportive service needs; and brief career guidance	<u>Training:</u> <ul style="list-style-type: none"> ▪ Provide an overview of various types of assessments, what is used in the specific center; how to conduct an initial assessment interview, and general theory of career guidance. <u>Enabled/Authorized:</u> <ul style="list-style-type: none"> ▪ No authorization is required
3	Intake, labor exchange services, job search and placement assistance, such as: <ul style="list-style-type: none"> • JobConnector System • Job Fairs (online/in-person) 	<u>Training:</u> <ul style="list-style-type: none"> ▪ Training on JobLink MIS and ESCS/JobConnector system. ▪ Training on the Center’s intake process; processes for labor exchange, job search and placement. <u>Enabled/Authorized:</u> <ul style="list-style-type: none"> ▪ Access to JobLink MIS ▪ Access to ESCS/JobConnector
4	Access to a variety of labor market, career and training information for local, regional, and statewide job markets	<u>Training:</u> <ul style="list-style-type: none"> ▪ Provide orientation to Labor Market Information (LMI) and information on training opportunities. ▪ Provide labor market and career and training information for local, regional, and statewide job markets. <u>Enabled/Authorized:</u> <ul style="list-style-type: none"> ▪ No authorization is required
5	Information and access to internet filing for unemployment insurance benefits	<u>Training:</u> <ul style="list-style-type: none"> ▪ Provide orientation to electronic filing systems and how to use internet to file for unemployment insurance benefits. <u>Enabled/Authorized:</u> <ul style="list-style-type: none"> ▪ No authorization is required
6	Resume preparation services	<u>Training:</u> <ul style="list-style-type: none"> ▪ Training on resume preparation software, accepted formats, styles, etc. <u>Enabled/Authorized:</u> <ul style="list-style-type: none"> ▪ No authorization is required
7	Information on training programs and providers, cost information and performance, information on financial aid, and consumer reports on effectiveness of	<u>Training:</u> <ul style="list-style-type: none"> ▪ Provide lists of resources and other information. ▪ Provide training on Financial Aid forms and review NCSTARS training.

	specific providers	<u>Enabled/Authorized:</u> <ul style="list-style-type: none"> No authorization is required
8	Information on and referral to supportive services and community resources	<u>Training:</u> <ul style="list-style-type: none"> Provide lists of community resources and guides, train on how to document referrals, and review procedures for follow-up on referrals. <u>Enabled/Authorized:</u> <ul style="list-style-type: none"> No authorization is required
9	General JobLink follow-up services (non program specific)	<u>Training:</u> <ul style="list-style-type: none"> Training on local policies/procedures. <u>Enabled/Authorized:</u> <ul style="list-style-type: none"> No authorization is required
10	Provision or linkage to pre-testing reading and math aptitude assessments in support of Career Readiness Certification (CRC)	<u>Training:</u> <ul style="list-style-type: none"> Training on policies/procedures related to CRC; local resources; KeyTrain and/or WIN information. <u>Enabled/Authorized:</u> <ul style="list-style-type: none"> Access to KeyTrain and/or WIN
11	Preferential services for veterans	<u>Training:</u> <ul style="list-style-type: none"> Provide orientation to federal and state policies regarding preference to veterans Training on local policies/procedures. <u>Enabled/Authorized:</u> <ul style="list-style-type: none"> Access to ESCS/JobConnector system
12	Job screening and referral services	<u>Training:</u> <ul style="list-style-type: none"> Training on JobLink MIS (JLMIS) Training on ESCS/JobConnector Training on local policies/procedures; local labor market info; basic customer service principles and counseling techniques. <u>Enabled/Authorized:</u> <ul style="list-style-type: none"> Access to JobConnector system.
13	Job development, discussion of employment potential, and advice on career advancement	<u>Training:</u> <ul style="list-style-type: none"> Provide Job Development training. Provide Employment advancement training. Train on local policies/procedures; local labor market info; basic customer service principles and counseling techniques. <u>Enabled/Authorized:</u> <ul style="list-style-type: none"> No authorization is required

14	<p>Short-term pre-vocational service, such as interviewing skills, resume writing and soft skills development</p> <p>Reemployment services for targeted groups to move customers from unemployment and dislocated worker statuses to employment</p>	<p><u>Training:</u></p> <ul style="list-style-type: none"> ▪ Training to provide the service directly. Provide orientation to services and the capacity to link to partners if service cannot be provided directly. ▪ Training on local resources available; websites; linkages to HRD/continuing education division at community college; basic customer service principles and counseling techniques; local policies/procedures; and local labor market information. <p><u>Enabled/Authorized:</u></p> <ul style="list-style-type: none"> ▪ Access to ESCS/JobConnector ▪ Access to WorkforcePlus
15	<p>Employment counseling and career planning (group or individual)</p>	<p><u>Training:</u></p> <ul style="list-style-type: none"> ▪ Training on providing the service directly. Provide orientation to services and the capacity to link to partners if services cannot be provided directly. ▪ Training on local policies/procedures; local labor market information; basic customer service principles and counseling techniques. <p><u>Enabled/Authorized:</u></p> <ul style="list-style-type: none"> ▪ Access to ESCS/JobConnector ▪ Access to WorkforcePlus
16	<p>TAA information for customers who meet eligibility criteria</p>	<p><u>Training:</u></p> <ul style="list-style-type: none"> ▪ Provide orientation to services and the capacity to link to partners if services cannot be provided directly. ▪ Provide training on TAA basic information, benefits, basic eligibility. <p><u>Enabled/Authorized:</u></p> <ul style="list-style-type: none"> ▪ No authorization is required
17	<p>Access or linkage to Career Readiness Certification (CRC)</p>	<p><u>Training:</u></p> <ul style="list-style-type: none"> ▪ Provide orientation to services and the capacity to link to partners if services cannot be provided directly. ▪ Provide orientation to CRC training, WorkKeys, KeyTrain/WIN; local policies/procedures; and linkages to local community college. <p><u>Enabled/Authorized:</u></p> <ul style="list-style-type: none"> ▪ No authorization is required

***APPLIES TO NON-COMPREHENSIVE SITES THAT ALLOW NON-WIA/ESC STAFF TO PROVIDE SERVICES.**

WORKFORCE INVESTMENT ACT (WIA) Required One-Stop Partners

Required Programs and Services	Agency Providing Program or Service
Programs under WIA Title 1	
<ul style="list-style-type: none"> • Adults 	<ul style="list-style-type: none"> • Division of Workforce Development • Workforce Development Boards • WIA service providers
<ul style="list-style-type: none"> • Dislocated Workers 	<ul style="list-style-type: none"> • Division of Workforce Development • Workforce Development Boards • WIA service providers
<ul style="list-style-type: none"> • Youth 	<ul style="list-style-type: none"> • Division of Workforce Development • Workforce Development Boards • WIA service providers
<ul style="list-style-type: none"> • Job Corps* 	<ul style="list-style-type: none"> • Job Corps Outreach Service Provider • Job Corps Center Operators • Job Corps Placement Service Providers
<ul style="list-style-type: none"> • Native American programs* 	<ul style="list-style-type: none"> • NC Commission on Indian Affairs • Local Tribes
<ul style="list-style-type: none"> • Migrant and seasonal farm workers programs* 	<ul style="list-style-type: none"> • Telamon Corporation
<ul style="list-style-type: none"> • Veterans' workforce programs* 	<ul style="list-style-type: none"> • Employment Security Commission
Programs under WIA Title 2	
<ul style="list-style-type: none"> • Adult Education and Literacy activities 	<ul style="list-style-type: none"> • NC Community College System • Local Community Colleges • Local Literacy Councils
Programs under WIA Title 4	
<ul style="list-style-type: none"> • Vocational Rehabilitation Act: Parts A and B of Title I 	<ul style="list-style-type: none"> • Division of Vocational Rehabilitation • Division of Services for the Blind
Wagner-Peyser Act programs	<ul style="list-style-type: none"> • Employment Security Commission
Welfare-to-Work programs*	These services are no longer available in North Carolina after December 31, 2002.
Title V of the Older Americans Act*	
<ul style="list-style-type: none"> • Senior community service employment activities 	<ul style="list-style-type: none"> • NC Division on Aging • Area Agencies on Aging • National Contractors
Carl D. Perkins Vocational and Applied Technology Education Act – Postsecondary vocational education activities	<ul style="list-style-type: none"> • NC Community College System • Local Community Colleges
Trade Adjustment Assistance and NAFTA Transitional Adjustment Assistance activities – Chapter 2 of Title II of the Trade Act of 1974 and as amended in 2002	<ul style="list-style-type: none"> • Employment Security Commission
Local veterans' employment representatives and disabled veterans outreach programs – Chapter 41 of Title 38, USC and as amended by PL 107-288	<ul style="list-style-type: none"> • Employment Security Commission
Community Service Block Grant employment and training services*	<ul style="list-style-type: none"> • Office of Economic Opportunity • Local Contractors (CBOs and CAPs)
Housing and Urban Development employment activities*	<ul style="list-style-type: none"> • Local Housing Authorities
Programs authorized under State unemployment compensation laws	<ul style="list-style-type: none"> • Employment Security Commission

*Indicates programs that may not be available in all areas of North Carolina

EXAMPLES OF MEASURES – SIMPLY A TOOL

The following list gives samples of measures from which a Center might choose when developing performance measures. These are examples only and not mandatory requirements.

Customer Satisfaction Results	Financial & Market Results	Human Resource Results	Customer Focused Outcomes
<p style="text-align: center;"><u>(Job Seekers/Individuals)</u></p> <ul style="list-style-type: none"> -Initial needs of customer are met -Overall satisfaction with services received during visit -Availability of services needed on site -Number of first time customers referred by current or former JobLink customer -Customers referred to jobs -Customers placed in training -Satisfaction with training received -Repeat customers brought by quality of service -Satisfaction with job referral 	<p style="text-align: center;"><u>(Job Seekers/Individuals)</u></p> <ul style="list-style-type: none"> -How customers found out about Center -Services requested vs. services available -New services offered -New customers attracted to Center as a result of new services offered 	<p style="text-align: center;"><u>(Staff)</u></p> <ul style="list-style-type: none"> -Satisfaction with work environment -Satisfaction with communication methods at Center -Comparison of partnering agencies' contribution to staff training and development -Overall staff satisfaction -Comparison of rewards and recognitions given over time -Comparison of training needs in individual career development plans to individual training received 	<p style="text-align: center;"><u>(Job Seekers/Individuals)</u></p> <ul style="list-style-type: none"> -Number of customers -Response time for services received -Customer complaints -Satisfaction with handling of complaints -Duplication of efforts among agencies
<p style="text-align: center;"><u>(Employers)</u></p> <ul style="list-style-type: none"> -Number of job referrals -Overall satisfaction with employer services -Availability of services needed by employer -Number of employers as repeat customers -Satisfaction with referral of job seekers -Number of first time customers referred by current or former JobLink customer 	<p style="text-align: center;"><u>(Employers)</u></p> <ul style="list-style-type: none"> -Services requested vs. services available -New services offered -New customers attracted to Center as result of new services 		<p style="text-align: center;"><u>(Employers)</u></p> <ul style="list-style-type: none"> -Number of customers -Job order listings -Customer complaints -Response time for services received -Duplication of efforts among agencies -Satisfaction with handling of complaints

Customer Satisfaction Results	Financial & Market Results	Human Resource Results	Customer Focused Outcomes
	<p>(Center)</p> <ul style="list-style-type: none"> -Funds dedicated for staff development -Funds received through non-traditional means 		<p>(Staff)</p> <ul style="list-style-type: none"> -Attendance at JLMT meetings (obligated vs. actual) -Satisfaction with overall operational process at Center -Satisfaction with referral process among on-site partners -Satisfaction with process for staff input on operational issues -Staff fully trained to begin initial registration process in programs other than one for which responsible
			<p>(Partners)</p> <ul style="list-style-type: none"> -Attendance at LT meetings (obligated vs. actual) -Satisfaction with referral process among partners -Satisfaction with process for developing/revising Business Plan -Satisfaction with meeting goals set in Business Plan

WIA ASSURANCE STATEMENT

TRAINED, ENABLED AND AUTHORIZED WORKFORCE INVESTMENT ACT (WIA) ASSURANCE AND CONFIDENTIALITY AGREEMENT

I, [SPECIFY PERSON], WITH [JLCC NAME], AGREE TO PROVIDE ASSURANCES TO SAFEGUARD THE CONFIDENTIALITY OF INFORMATION RELATING TO INDIVIDUALS WHO MAY RECEIVE JOBLINK AND WORKFORCE INVESTMENT ACT (WIA) SERVICES. A SIGNED CUSTOMER INFORMATION RELEASE FORM MUST BE OBTAINED PRIOR TO ALL INQUIRIES AND RELEASE OF WIA INFORMATION. AS A WIA TRAINED, ENABLED, AND AUTHORIZED JOBLINK STAFF/PARTNER, I AGREE TO SECURE THE CUSTOMER INFORMATION RELEASE FORM. I HAVE BEEN GRANTED ACCESS TO WIA CUSTOMER RECORDS AND INFORMATION, INCLUDING WORKFORCE PLUS, AND HAVE THE RESPONSIBILITY TO FOLLOW THE FEDERAL AND STATE PRACTICES ACCORDING TO POLICIES AND LAW.

THE TERM OF THIS AGREEMENT IS FOR A TWELVE MONTH PERIOD FROM _____, 20__ THROUGH _____, 20__.

THIS AGREEMENT MUST BE RENEWED ON AN ANNUAL BASIS.

I UNDERSTAND THAT ANY VIOLATION OF THE CONFIDENTIALITY POLICIES AND LAWS PERTINENT TO MY ACCESS TO WIA CUSTOMER RECORDS AND INFORMATION MAY RESULT IN THE TERMINATION OF SAID ACCESS AND A REVIEW OF THE CIRCUMSTANCES REGARDING THE VIOLATION AND APPROPRIATE CONSEQUENCES.

STAFF: _____ (PRINT)

STAFF: _____ (SIGNATURE)

ORGANIZATION/AGENCY: _____

DATE: _____

COPIES OF THIS SIGNED AND EXECUTED AGREEMENT WILL BE MAINTAINED BY THE WDB, THE WIA SERVICE PROVIDER, THE JOBLINK COORDINATOR AND THE JOBLINK STAFF.

AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER/PROGRAM
AUXILIARY AIDS AND SERVICES AVAILABLE UPON REQUEST TO INDIVIDUALS WITH DISABILITIES.

**AGREEMENT FOR ACCESSING AND USING THE ESC/JOBCONNECTOR OPERATING SYSTEMS OF
THE EMPLOYMENT SECURITY COMMISSION'S EMPLOYMENT SERVICE DIVISION**

The North Carolina Employment Security Commission (ESC) will train and authorize staff of the _____ to provide labor exchange services at the _____ JobLink Career Center. *(Organization/Agency)*

To enable a staff member of the above named organization to provide labor exchange services, ESC agrees to make the Employment Service's operating system, JobConnector, available to staff as authorized by ESC Management. As Manager of the organization identified:

- I agree to take actions to ensure that staff that I oversee will adhere to ESC's statewide and local policies and procedures concerning confidentiality and the automated labor exchange system.
- I understand that in order to access the Employment Service Division's automated system; the named organization must have an account with the State's Information Technology Services (ITS). I further understand that the named organization will be responsible for costs associated with this account.
- I understand that the Employment Security Commission will not be responsible for any costs which might result from partner staff accessing its automated systems via the ITS mainframe.
- I understand that local ESC managers will ensure that appropriate training is provided and will monitor the use of JobConnector and do have the authority to cancel individual JobLink partner access privileges. I understand that access for staff is accomplished through a request to the local ESC/JobLink Manager.

CERTIFICATION

<i>Partner Agency Manager</i>	<i>Date</i>
<i>Name of Partner Agency</i>	
<i>ESC Local Office Manager</i>	<i>Date</i>

AGREEMENT FOR
ACCESSING AND USING THE AUTOMATED SYSTEM OF
THE EMPLOYMENT SECURITY COMMISSION'S EMPLOYMENT SERVICE DIVISION

The North Carolina Employment Security Commission (ESC) agrees to make the Employment Service Division's automated service system, including all versions of employer job orders, available to Workforce partner staff, as authorized by each local ESC Manager, under the following criteria:

- I agree to abide by the requirements included in ESC's Internal Security Handbook.
- I agree that I am responsible for following all ESC policies and procedures on selection and referral of individuals in response to employer job listings, and that referral of individuals who do not meet the employers' hiring requirements could result in the revocation of access to all ESC job orders.
- I acknowledge that all referrals of individuals in response to employer job listings will be subject to review for quality control.
- I agree to participate in training, as provided by ESC staff, on the use of the Employment Service Division's automated service system.
- I am aware that this agreement is subject to review and modification, and I hereby agree to comply with revised policies and procedures in order to continue my access to the Employment Service Division's automated system.
- I agree to adhere to local policies as set forth by the ESC Manager concerning the input of customer registrations and job referrals, the update of job orders, the closure of job orders, and the verification of hires.

CERTIFICATION

Partner Agency Staff

Date

ESC Local Office Manager

Date

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