

## **MEMORANDUM OF UNDERSTANDING NORTH CAROLINA JOBLINK CAREER CENTER SYSTEM**

This Memorandum of Understanding (Agreement) sets forth the terms for cooperation and support in regard to building, maintaining, and improving the workforce development system in North Carolina known as the JobLink Career Center System (JobLink System). As originally described in the proposal dated May 1995 to the U. S. Department of Labor for implementing one-stop career centers, North Carolina continues to focus on delivering quality customer service, developing common identities across programs, and continuously improving the JobLink System. The parties to this Agreement will work cooperatively through the JobLink System to provide high quality services that are responsive to the needs of workers and businesses and to the economic viability of all communities in our state.

It is understood that the programs operated by these parties are funded through a variety of federal and state funding allotments. The laws and regulations governing the use of these funds require that the partner agencies maintain fiduciary responsibility for the funds.

### **Parties:**

This Agreement is entered into by the following North Carolina agencies:

- North Carolina Department of Commerce (Commerce)
  - Commission on Workforce Development (Commission)
  - Division of Employment and Training (DET/WIA)
- The North Carolina Employment Security Commission (ESC)
- The North Carolina Community College System (NCCCS)
- The North Carolina Department of Health and Human Services (DHHS)
  - Division of Vocational Rehabilitation (VR)
  - Division of Services for the Blind (DSB)

## **SECTION I**

### **Vision:**

The JobLink System is established to provide improved performance, more coordinated access to services, and accountability of workforce development service delivery in North Carolina. The vision of the JobLink System is that all customers of the system will be served through a seamless delivery system characterized by effective technology, well-trained customer focused staff, and conveniently located service access points around the state. This agreement sets forth general and specific provisions that complement this vision and protect the integrity of the JobLink System.

## **SECTION II**

### **Mutual Understandings, Common Roles and Responsibilities**

The revision of the JobLink Career Center Chartering Criteria enhances the short-term movement towards the seamless, united approach and emphasizes the need for and support of

partner agency and organization collaboration across the state. Through this Agreement, the parties hereto concur with the Chartering Criteria and also agree to the following:

1. Core Services: Provision of at least the core services, and related requirements as mandated by the Workforce Investment Act (WIA), through on-site staffing in communities where the agency/organization provide service. A list of services and one-stop mandated program/funding streams are attached to this document.
2. Staffing: Provision of staffing to JobLink Career Centers by working cooperatively with the WDB to determine staffing needs and meeting those needs based on available staffing resources, regardless of the Center's location. The parties of this agreement will retain organizational supervision (hiring, performance appraisal, disciplinary action, etc.) for those staff assigned to work at JobLink Career Centers. The parties do understand that JobLink Coordinators may direct partner agency staff while they are working at JobLink Centers to facilitate customer service. All Staff, regardless of employing agency of organization, shall adhere to certain JobLink Center policies and procedures applicable to the Center in which they work as such policies and procedures are developed by the JobLink leadership/management team. If conflicts and/or grievances arise, they will be handled as set forth by the Center's leadership/management team.
3. Co-location: Commitment to coordination among partners to access/provide space for co-location of partner agency operations through facility renovation or location to a new facility. Through leadership and coordination by the local Workforce Development Board (WDB), the parties hereto agree to co-location in facilities agreed upon by the partners and the WDB.

When co-location of operations at a single facility is being considered, the partners and the WDB will jointly determine appropriateness of location and adequacy of facilities. In determining the adequacy of facilities for co-location, the parties will consider the workforce development needs of the local area, public access, building space, condition of the facility, parking space, square footage cost, availability of resources and other such issues when making the decisions. The WDB and ESC also agree to work towards the establishment of single access points of WIA and ESC services where chartered JobLink Career Centers are located.

Further, the parties hereto agree to share all space leasing information with each other to enhance decisions concerning co-location. Providing services in common facilities allows for better customer service and enhanced service delivery.

4. JobLink Brand: Parties to this Agreement will work with the Commission in the development and implementation of a plan to transition the state's workforce development system to a common identifiable JobLink System brand. Where there are chartered Centers, the JobLink Career Center shall be the predominant and recognized brand for that service delivery location/facility. All agencies offering services at the JobLink Career Centers will be identified as service providers/partners under that brand

at the location/facility. The parties to this agreement acknowledge that this provision maintains individual partner agency identity, while identifying the JobLink brand as the system under which the agencies are providing services as a partnership.

It is agreed that the implementation of the JobLink brand will take place when a new Center is chartered or a re-charter is issued.

5. Capacity Building: Participation of agency personnel providing services as JobLink staff in training and capacity building activities related to Center operation and delivery of high quality customer service. These training and capacity building activities include cross-education and cross training and are subject to the availability of funds. Parties to this agreement understand that staff development and training activities will be scheduled in a manner that does not disrupt services to customers.

The parties also support participation in staff cross-education activities that enable each partner to understand the performance measures and goals of all partners involved in the Center. The partners agree to support efforts to help each other in achieving the individual program goals.

6. Chartering: Participation in the chartering and re-chartering application and business plan development process. Agency partners agree to work collaboratively to leverage resources, minimize the duplication of services, and support local JobLink partners and local WDBs in JobLink System development and chartering activities.

The parties encourage the participation of local agency management leadership on JobLink leadership/management teams.

7. Cost Allocation and Resource Sharing: Participation by partner agencies at the State level in developing, implementing and using a common method for cost allocation and resource sharing for the JobLink Career Center System.
8. MIS and Information: Use/interface with the JobLink MIS (when functional). The partners will provide appropriate information in a timely manner for JobLink reporting and performance evaluation required by WDBs.
9. Job Development/Placement: Participation of staff in JobLink Career Centers in an integrated job development and job placement service delivery approach that results in a common system for job opening entry and retrieval for all partners and staff.
10. Cooperation in making service delivery improvements at the state and local level as indicated by JobLink customers.
11. Participation in developing, implementing and refining local and state Memorandums of Understanding as applicable to the JobLink System.

## SECTION III

### **Partner-specific Roles and Responsibilities for Governance Components**

In addition to the common roles and responsibilities stated above, each party hereto agrees to its specific responsibilities as stated below.

#### ***NC Department of Commerce***

##### **Commission on Workforce Development**

As the Governor's advisory body on workforce development issues and solutions, the Commission is responsible for the coordination of all workforce development programs, including the JobLink workforce development service delivery system. It is responsible for JobLink System building efforts, oversight of the implementation and operation of the JobLink service delivery system, and the integrity of the JobLink brand name.

The JobLink Chartering Policy sets forth the minimum standards for JobLink Career Center operation under the JobLink name. The policy is framed around quality assurance criteria. The Commission supports and maintains:

1. A system vision for high quality services.
2. A minimum system of standards for JobLink Career Center readiness and operation.
3. A continuous improvement process for performance outcomes and customer satisfaction.
4. Oversight of the implementation and operation of the JobLink System and ongoing system building activities.
5. A monitoring and evaluation process for the JobLink System that ensures the minimum standards set forth in the chartering criteria are met.
6. Methods for the provision of technical assistance to WDBs, JobLink System operators, management and staff.

The Commission is responsible for JobLink System issues including policy development and implementation, partnership building activities, system support, training, and marketing. Additionally, the Commission is responsible for the mediation of impasse situations that arise between the agency partners in the development of the JobLink System at the state and local levels.

#### ***Local Workforce Development Boards (WDB)***

The WDB are responsible for coordinating and aligning workforce development services and strategies that meet local and regional workforce and economic needs. This is accomplished, in part, by the WDB carrying out its responsibility of developing and overseeing the JobLink System in its local area. WDBs will utilize the Chartering Policy, developed by the Commission, and its process requirements in establishing their local chartering process. WDBs will provide:

1. Assurance that all JobLink Career Centers meet the Commission Chartering Policy, as well as any additional standards established by the WDB, prior to chartering a JobLink Career Center.

2. Coordination with system stakeholders and partners in determining the appropriate JobLink services and service access locations, based on local and regional needs.
3. Designation of the local area JobLink Operator(s).
4. Assurance that WIA services provided in the local areas are delivered in a manner consistent with the Commission Chartering Policy (including the minimum staffing and service requirements).
5. Assurance that a local Memorandum of Understanding is executed between the WDB and the required JobLink partners as identified in the WIA.
6. Consistent and continuous oversight and monitoring of the JobLink System service delivery in their local areas.

WDBs will provide the leadership and advocacy for maintaining a quality and continuous improvement focus in order to ensure excellent customer service in their local JobLink Systems.

## SECTION IV

### **Partner-specific Roles and Responsibilities of Service Providers**

In addition to supporting the common roles and responsibilities stated above, each party hereto agrees to its specific responsibilities as stated below.

#### ***North Carolina Department of Commerce***

##### **Division of Employment and Training/Workforce Investment Act**

Operating within Commerce, the Division of Employment and Training (DET) administers a statewide system of workforce programs that prepare North Carolina's citizens facing economic disadvantage, job loss, and other serious barriers to employment for participation in the labor force. It is the administrator for WIA funding and is one of the key partners of the JobLink System. DET will provide the administrative/policy guidance and funding resources to local Workforce Development Boards for the:

1. Provision of the necessary full time WIA staffing and services required for comprehensive JobLink Career Centers.
2. Provision of the necessary staffing and services required for non-comprehensive JobLink Career Centers.
3. Inclusion of local JobLink Career Centers in Rapid Response initiatives.

#### ***North Carolina Employment Security Commission***

As administrator for Wagner-Peyser services, unemployment insurance, labor market information, and other workforce development programs, and as a key partner in the JobLink System, ESC agrees to support, maintain, and provide:

1. Access to all information on job orders, including employer information, to all JobLink Career Centers; and the training of JobLink staff on the process and use of the system that supplies said data.
2. The necessary full time staffing and services required for comprehensive JobLink Career Centers.

3. The necessary staffing and services required for non-comprehensive JobLink Career Centers.

### ***North Carolina Community College System***

The NCCCS offers local community colleges as primary resources involved in educational and vocational opportunities for addressing the training needs of the State's citizens and businesses. NCCCS will work with the local community colleges to provide administrative/policy guidance for the provision of:

1. Information on college admissions, the Pell Grant and other financial aid resources.
2. Information on all classes and services available and assistance in registering customers for them.
3. Services offered by the Human Resources Development Program (HRD), including instructional training, skill assessments, and career development activities, to JobLink Career Centers.
4. A strong HRD presence at JobLink Career Centers. Maintaining a presence includes, but is not limited to, the following: on-site instruction, co-location of program operations, consistent JobLink office hours, and/or HRD staff with JobLink Career Center responsibilities.
5. Skills and occupation assessments, where available, for employers.

### ***North Carolina Department of Health and Human Services***

#### **Vocational Rehabilitation and Division of Services for the Blind**

The DHHS offers the division of VR and DSB programs and services to enhance the facilities and services of the JobLink System. VR and DSB support and maintain:

1. Provision of guidance and advice on matters related to facility and service access for the disabled.
2. Strong considerations of opportunities for co-location in JobLink Career Centers, as leases expire.

Further, DHHS will encourage County Departments of Social Services to provide TANF/Work First services and other pertinent services at JobLink Career Centers.

## **SECTION V**

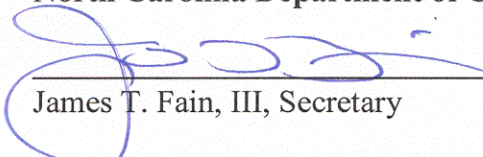
### **Terms**

This Agreement will remain in effect until renegotiated by authorized representatives from the entities hereto. It shall be reviewed by the Commission as necessary or at least every two years, and may be amended to change the scope and terms if mutually agreed upon and approved by authorized representatives of the participating entities. Such changes shall be incorporated as a written amendment to this Agreement.

### **Signatures**

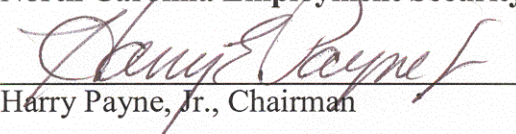
By signature hereto, the parties attest to participation of the development of this Agreement and will support and implement the provisions contained herein.

**North Carolina Department of Commerce**

  
James T. Fain, III, Secretary

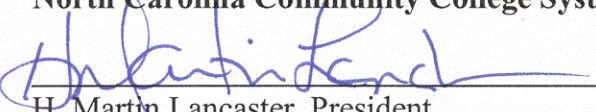
Date: 3/6/03

**North Carolina Employment Security Commission**

  
Harry Payne, Jr., Chairman

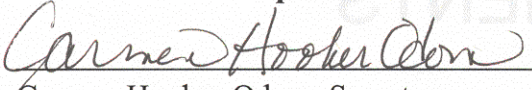
Date: 5/12/03

**North Carolina Community College System**

  
H. Martin Lancaster, President


Date: 3/5/03

**North Carolina Department of Health and Human Services**

  
Carmen Hooker Odom, Secretary

Date: 2/28/03

**North Carolina Commission on Workforce Development**

  
Don Dixon, Chairman

Date: 2/17/03

# ATTACHMENTS

MEMORANDUM OF UNDERSTANDING  
NORTH CAROLINA JOBLINK CAREER CENTER SYSTEM

## **SERVICES FOR JOB SEEKERS**

### **JOB SEEKERS – CORE SERVICES**

- OUTREACH, INTAKE (WHICH MAY INCLUDE WORKER PROFILING AND REEMPLOYMENT SERVICES), AND ORIENTATION TO THE JOBLINK SYSTEM.
- INITIAL ASSESSMENT.
- ELIGIBILITY INFORMATION FOR SERVICES FOR ALL PARTNER EMPLOYMENT AND TRAINING PROGRAMS.
- JOB SEARCH ASSISTANCE (I.E. WORKSHOPS), CAREER INFORMATION, AND COUNSELING.
- JOB MATCHING AND REFERRAL
- LOCAL, REGIONAL AND STATEWIDE LABOR MARKET INFORMATION.
- INFORMATION ON FINANCIAL AID, INCLUDING UNEMPLOYMENT INSURANCE (UI).
- INFORMATION ON:  
CERTIFIED EDUCATION AND TRAINING PROVIDERS,  
LOCAL PERFORMANCE OUTCOMES OF SERVICE PROVIDERS,  
JOBLINK ACTIVITIES, SUCH AS JOB FAIRS, AND SUPPORTIVE SERVICES.
- ORIENTATION TO PERSONAL COMPUTERS FOR ACCESS TO SELF-DIRECTED SERVICES, SUCH AS INTERNET ACCESS AND RESUME SOFTWARE.
- FOLLOW-UP ACTIVITIES, INCLUDING REASSESSMENT SERVICES, WHERE NEEDED.

### **JOB SEEKERS – INTENSIVE SERVICES**

- COMPREHENSIVE ASSESSMENT OF KNOWLEDGE, SKILLS, ABILITIES AND INTERESTS THROUGH USE OF VARIOUS ASSESSMENT TOOLS, SUCH AS TESTING.
- DEVELOPMENT OF AN INDIVIDUAL EMPLOYMENT PLAN.
- GROUP COUNSELING.
- INDIVIDUAL CAREER PLANNING.
- CASE MANAGEMENT.
- SHORT-TERM PRE-VOCATIONAL AND STAND-ALONE SERVICES, SUCH AS ADULT BASIC EDUCATION, ENGLISH AS A SECOND LANGUAGE, GENERAL EDUCATIONAL DEVELOPMENT (GED), BASIC COMPUTER LITERACY, INTERVIEWING SKILLS, AND SOFT SKILLS.

### **JOB SEEKERS – TRAINING SERVICES**

- OCCUPATIONAL SKILLS TRAINING, INCLUDING TRAINING FOR NONTRADITIONAL EMPLOYMENT WILL BE PROVIDED THROUGH ITA(S) FOR ADULTS AND DISLOCATED WORKERS.
- ON-THE-JOB TRAINING.
- PROGRAMS THAT COMBINE WORKPLACE TRAINING WITH RELATED INSTRUCTIONS, WHICH INCLUDE COOPERATIVE EDUCATION PROGRAMS.
- PRIVATE SECTOR TRAINING PROGRAMS.
- SKILL UPGRADING AND RETRAINING.
- ENTREPRENEURIAL TRAINING.
- JOB READINESS TRAINING.
- ADULT EDUCATION AND LITERACY ACTIVITIES, WHERE INTEGRATED WITH OTHER TRAINING SERVICES.
- CUSTOMIZED TRAINING CONDUCTED WITH THE COMMITMENT TO EMPLOY THE INDIVIDUALS UPON SUCCESSFUL COMPLETION OF THE TRAINING.
- REGISTERED APPRENTICESHIP AND TRAINING PROGRAMS.

## **SERVICES FOR EMPLOYERS**

### **EMPLOYERS – CORE SERVICES**

- ORIENTATION TO JOBLINK SYSTEM AND SERVICES.
- SELF-ENROLLMENT AND COMMON APPLICATION FOR SERVICES WITH VALIDATION CRITERIA.
- MULTIPLE METHODS TO LIST JOB OPENINGS I.E. TELEPHONE, FAX, INTERNET, WITH EMPLOYER CHOICE REGARDING THE INFORMATION ON THE JOB LISTING AVAILABLE TO THE PUBLIC AND THE METHOD OF REFERRAL.
- ACCESS TO AMERICA’S CAREER KIT THAT INTEGRATES AMERICA’S JOB BANK SYSTEM, AMERICA’S TALENT BANK, AMERICA’S LEARNING EXCHANGE, AND THE CAREER INFO NET.
- AUTOMATED JOB MATCHING.
- SCREENING AND REFERRAL OF QUALIFIED CANDIDATES.
- TRAINING PROGRAMS, PROVIDERS, AND CONSUMER REPORTS ON EFFECTIVENESS OF SPECIFIC PROVIDERS.
- LABOR MARKET INFORMATION TO BRIDGE ECONOMIC AND WORKFORCE DEVELOPMENT.
- HUMAN RESOURCE INFORMATION; E.G., TAX CREDITS, UNEMPLOYMENT INSURANCE (UI), AND ACCESS TO LABOR LAW AND COMPLIANCE INFORMATION.
- INITIAL SKILLS ASSESSMENT/OCCUPATIONAL PROFILE OF POSITIONS.
- ACCESS TO COMPUTERIZED TRAINING TO UPGRADE INCUMBENT BASIC SKILLS.
- RAPID RESPONSE, INITIAL CONTACTS.

### **EMPLOYERS – INTENSIVE SERVICES**

- ACCOUNT EXECUTIVE SERVICES, INCLUDING BROKERING WITH OTHER SERVICE PROVIDERS/RESOURCES.
- JOB PROFILING.
- RAPID RESPONSE SERVICES, INCLUDING OUTPLACEMENT.
- SEMINARS AND INFORMATIONAL WORKSHOPS
- CUSTOMIZED ASSESSMENT FOR NEW HIRES/EXISTING STAFF.
- LINKAGES WITH OTHER EMPLOYERS THAT HAVE SIMILAR NEEDS.
- INDIVIDUALIZED RECRUITMENT PLANS.
- ACCESS TO ENTREPRENEURIAL ASSISTANCE.
- ACCESS TO ECONOMIC DEVELOPMENT PROGRAMS AND SERVICES.

### **EMPLOYERS – TRAINING SERVICES**

- INCUMBENT WORKER TRAINING.
- ON-THE-JOB TRAINING.
- CUSTOMIZED JOB TRAINING FUNDED THROUGH WIA.
- ADVANCED SKILLS TRAINING.

# Workforce Investment Act

## Required One-Stop Partners and Responsibilities

Required Programs and Services	Agency Providing Program or Service
<b>Programs under WIA Title 1</b>	
<ul style="list-style-type: none"> <li>• Adults</li> </ul>	<ul style="list-style-type: none"> <li>• Local WIA Service Providers</li> </ul>
<ul style="list-style-type: none"> <li>• Dislocated Workers</li> </ul>	<ul style="list-style-type: none"> <li>• Division of Employment and Training</li> <li>• Workforce Development Boards</li> <li>• JobLink Career Center – WIA service providers</li> </ul>
<ul style="list-style-type: none"> <li>• Youth</li> </ul>	<ul style="list-style-type: none"> <li>• Division of Employment and Training</li> <li>• Workforce Development Boards</li> <li>• JobLink Career Center – WIA service providers</li> </ul>
<ul style="list-style-type: none"> <li>• Job Corps*</li> </ul>	<ul style="list-style-type: none"> <li>• Job Corps Outreach Service Provider</li> <li>• Job Corps Center Operators</li> <li>• Job Corps Placement Service Providers</li> </ul>
<ul style="list-style-type: none"> <li>• Native American programs*</li> </ul>	<ul style="list-style-type: none"> <li>• NC Commission on Indian Affairs</li> <li>• Local Tribes</li> </ul>
<ul style="list-style-type: none"> <li>• Migrant and seasonal farmworkers programs*</li> <li style="padding-left: 20px;">• Veterans’ workforce programs*</li> </ul>	<ul style="list-style-type: none"> <li>• Telamon Corporation</li> <li>• Employment Security Commission</li> </ul>
<b>Programs under WIA Title 2</b>	
<ul style="list-style-type: none"> <li>• Adult Education and Literacy activities</li> </ul>	<ul style="list-style-type: none"> <li>• NC Community College System</li> <li>• Local Community Colleges</li> <li>• Local Literacy Councils</li> </ul>
<b>Programs under WIA Title 4</b>	
<ul style="list-style-type: none"> <li>• Vocational Rehabilitation Act: Parts A and B of Title I</li> </ul>	<ul style="list-style-type: none"> <li>• Division of Vocational Rehabilitation</li> <li>• Division of Services for the Blind</li> </ul>
Wagner-Peyser Act programs	<ul style="list-style-type: none"> <li>• Employment Security Commission</li> </ul>
Welfare-to-Work programs*	These services are no longer available in North Carolina after December 31, 2002.
<b>Title V of the Older Americans Act*</b>	
<ul style="list-style-type: none"> <li>• Senior community service employment activities</li> </ul>	<ul style="list-style-type: none"> <li>• NC Division on Aging</li> <li>• Area Agencies on Aging</li> <li>• National Contractors (Experience Works)</li> </ul>
Carl D. Perkins Vocational and Applied Technology Education Act – Postsecondary vocational education activities	<ul style="list-style-type: none"> <li>• NC Community College System</li> <li>• Local Community Colleges</li> </ul>
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"> <li>• Employment Security Commission</li> </ul>
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"> <li>• Employment Security Commission</li> </ul>
Community Service Block Grant employment and training services*	<ul style="list-style-type: none"> <li>• Office of Economic Opportunity</li> <li>• Local Contractors (CBOs and CAPs)</li> </ul>
Housing and Urban Development employment and training activities*	<ul style="list-style-type: none"> <li>• Local Housing Authorities</li> </ul>
Programs authorized under State unemployment compensation laws	<ul style="list-style-type: none"> <li>• Employment Security Commission</li> </ul>

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