

MEMORANDUM OF UNDERSTANDING
For Implementation of the Workforce Investment Act
by
Agencies of New York State

The following Memorandum of Understanding (the Agreement) sets forth the terms of agreement for cooperation and consultation with regard to implementation of the Workforce Investment Act among the following agencies of New York State (the Agencies):

- New York State Department of Economic Development
- New York State Department of State, Division of Community Services (Community Services Block Grant)
- New York State Department of Labor
- New York State Education Department
- New York State Office of Advocate for Persons with Disabilities
- New York State Office for the Aging
- New York State Office of Alcoholism and Substance Abuse Services
- New York State Office of Children and Family Services
- New York State Office of Mental Health
- New York State Office of Mental Retardation and Developmental Disabilities
- New York State Office of Temporary and Disability Assistance
- New York State Division of Veterans' Affairs
- State University of New York.

I. Purpose of Agreement

It is the purpose of this Agreement to establish a cooperative and mutually beneficial relationship among the Agencies and to set forth the relative responsibilities of the Agencies insofar as they relate to planning and implementation of individual and mutual duties, obligations, and responsibilities under the Workforce Investment Act.

To ensure the utmost flexibility for all Agencies within this Agreement, it is understood and agreed that two or more Agencies may enter into separate Supplemental Agreements among themselves. Such Supplemental Agreements, when relevant to the Workforce Investment Act, may become part of this Agreement as long as they are consistent with the terms of this Agreement and do not impose any duties or obligations on any other party to this Agreement without such party's express written consent. The Supplemental Agreements shall specify what the individual agreements are and the obligations that are applicable to the two or more agencies involved in such Supplemental Agreements. These Supplemental Agreements shall also be subject to all the terms in this Agreement, including but not limited to, the limitations set forth in Sections VII, VIII, and IX of this Agreement.

II. Strategic Vision for the System

The Agencies agree to support the *vision, principles, and priorities* of the Workforce Development System through Agency policies and through resources where appropriate. The vision, principles, and priorities as originally discussed and described may be found in the document **New York's Workforce Development System: A Report to Governor George E. Pataki.**

Vision: Workforce Development includes all of the public and private investments and activities undertaken to ensure that individuals are both employable and have jobs while simultaneously ensuring that companies can achieve the skilled workforce they need to be successful in the world marketplace.

Principles:

- X The system's customers are all employers (e.g., private sector and not for profits) and all job seekers (e.g., emerging, transitional and incumbent workers)
- X The system is customer-driven with universal access
- X The system is demand-side led
- X The system integrates services
- X The system continuously improves services

Priorities: A high priority rests with special needs and target populations who should receive specialized services as required for their full participation in the system.

III. Duration of Agreement

The Agreement will commence on the ____ day of _____, 2000, and shall remain in full force and effect until the ____ day of _____, 20__ [three years hence] or until the Agreement is canceled by the Agencies in accordance with the terms set forth herein.

IV. Program Description

It is agreed by the agencies listed in this agreement to conduct the following when feasible:

1. To jointly promote the further integration of programs through joint planning at the state, regional and local levels;
2. To align planning and budgeting processes and to conduct these functions jointly;
3. To jointly identify and support industry skill standards and industry performance measures to drive common outcomes;
4. To coordinate resources and programs and to promote a more streamlined and efficient workforce development system;
5. To promote information-sharing and the coordination of activities to improve the performance of all local boards, New York One-Stop Career Centers, and local partners through the development and implementation of local Memorandums of Understanding;

6. To use common release of information processes subject to applicable federal and state confidentiality laws and regulations and to preserve records for the period required by law;
7. To identify and address barriers to coordination;
8. To promote the development and implementation of a more unified system of measuring performance and accountability under the Workforce Investment Act;
9. To promote the development of common data systems to track progress and measure performance; and
10. To promote activities, which lead to the submission of a state, unified plan for Workforce Investment.

V. General Provisions

It is understood by the Agencies that each should be able to fulfill its responsibilities under this Agreement in accordance with the provisions of law and regulation, which govern their activities. Nothing in this Agreement is intended to negate or otherwise render ineffective any such provisions or operating procedures.

VI. Responsibilities of the State Workforce Investment Board

The State Board shall, as required by statute: Assist the Governor in fulfilling the requirements of the federal Workforce Investment Act of 1998 (P.L. 105-220) including:

- X Designating New York's Local Workforce Investment Areas.
- X Establishing criteria for appointment of Local Workforce Investment Boards.
- X Developing New York's State Plan.
- X Developing New York's Workforce Investment System and reviewing local plans.
- X Designing New York's One-Stop Delivery System and related Allocation Formulas and Performance Measures.
- X Developing New York's Employment Statistics System.
- X Commenting on actions regarding the Carl D. Perkins Vocational and Applied Technology Education Act.
- X Developing an application for an Incentive Grant.
- X Preparing the Annual Report to the Secretary of Labor.

VII. Responsibilities of the Agencies Under Agreement

In consideration of the mutual aims and desires of the Agencies participating in this Agreement and in recognition of the public benefit to be derived from effective implementation of the programs involved, the Agencies agree that their respective responsibilities under this agreement shall be as follows:

Each agency shall participate in a statewide Partners Table that will meet as necessary. This Partners Table will be used as a mechanism for agencies to develop joint policies, communicate commonly with the State Board, and to evolve opportunities to collaborate to further integrate the workforce development system. The Partners Table will also be used to implement the provisions of Section IV and Section VI.

Each agency agrees to promote the provision of that agency's authorized core services, if any, as defined by WIA through the one-stop delivery system. The minimum core services, if any, as defined by WIA for only those agencies mandated under WIA to participate, include:

- eligibility determination
- outreach, intake, and orientation to the information and other services available through the one-stop delivery system
- initial assessment of skill levels, aptitudes, abilities, and support service needs
- job search and placement assistance, and career counseling where appropriate
- provision of labor market information (e.g., job vacancy listings, information on job skills required, information on demand occupations)
- provision of performance information and program cost information from eligible training providers
- provision of information on the one-stop system's performance measures
- provision of information on the availability of support services, including child care and transportation, and referral to such services
- provision of information regarding filing for unemployment compensation
- assistance in establishing eligibility for welfare-to-work and financial aid assistance
- follow-up services for not less than twelve months after the first day of employment

VIII. Agency Commitments:

1. NEW YORK STATE DEPARTMENT OF ECONOMIC DEVELOPMENT

New York State Department of Economic Development (DED) commits to the following actions:

a) CORE SERVICES

DED's mission is to work with employers. As a result, DED will perform services, which are customary and normal to do so in accordance with its mission. Further, it is understood by all parties to this agreement that DED will not commit to providing any of the core services that are delivered to job seekers.

DED will continue to work with New York State Department of Labor on improving the quality and quantity of labor market data and information. Specific areas of joint research might include:

- Measurement of underemployment in regional labor markets, and
- Documenting skill needs in emerging advanced technology industries.

b) COMMON REFERRAL SYSTEM

Employers that work with DED treat DED itself as a “one-stop.” Accordingly, DED will convey employer workforce needs to the one-stops on behalf of employers. DED will conduct this liaison role either directly, through DED regional staff, or via its partners in the local economic development community. In addition, DED will outreach to the local economic development community on the nature of the one stop system and how local developers should work with one-stops. DED is willing to work with all parties to this agreement to utilize DED, to the extent feasible and appropriate, as the actual one-stop.

c) SKILL STANDARDS AND CROSS-AGENCY TRAINING

As a means to bringing the one-stop system in sync with real employer needs, DED will communicate to the one-stop community and other state-level partners the nature of economic development in New York State, including:

- Major policies and programs,
- Key industry targets, and
- Workforce needs of major employers and emerging industries.

DED will encourage, when feasible and appropriate, participation in cross-agency training designed to help build jointly identified competencies (i.e., industry skill standards) necessary of professionals in a one-stop delivery system.

d) CUSTOMERS

DED will serve as an advocate for use of a portion of WIA funds for incumbent worker training. This role will build on current DED-New York State Department of Labor (NYSDOL) activities such as administration of the state-funded Strategic Training Alliance Program (STRAP). DED plans to participate in a continuous dialogue with NYSDOL - and, as appropriate, United States Department of Labor - on eligible applications of WIA funds for incumbent worker training and related topics. For example, DED and NYSDOL are participating in the State Employer Training Network (SETNet), a consortium of several states devoted to employer-guided workforce development.

DED will work to ensure that DED’s segment of the employer customer base is fully served through the one-stop delivery system.

e) LOCAL SIGNATORY

DED will identify the appropriate person or persons to negotiate local MOUs on behalf of DED. The identified person or persons will be able, if appropriate, to represent DED in good faith in local negotiations among the partners and between the partners and the local Workforce Investment Board.

2. NEW YORK STATE DEPARTMENT OF STATE

The Department of State, Division of Community Services (DOS-DCS) is responsible for the administration of the federally funded Community Services Block Grant (CSBG). CSBG funds are passed-through to local CSBG designated eligible entities. Approximately \$8 million of CSBG funds are used by local agencies to provide or support employment and training activities. All services are provided by local agencies, including community action agencies, community action programs, Indian tribes, and the organization serving migrant and seasonal farm workers.

a) CORE SERVICES

CSBG-funded agencies will work in partnership with local boards and designated areas and shall provide the following core services:

- eligibility determination
- outreach, intake, and orientation to the information and other services available through the one-stop delivery system
- initial assessment of skills, aptitudes, abilities and support service needs
- job search and placement assistance, and career counseling
- provision of labor market information (e.g., job vacancy listing, information on job skills required, information on demand occupations)
- provision of performance information and program cost information from eligible training providers
- provision of information on the availability of the one-stop system's performance measures
- provision of information on the availability of support services and referral to such services
- provision of information regarding filing for unemployment compensation
- assistance in establishing eligibility for welfare-to-work and financial assistance
- follow-up services for not less than twelve months after the first day of employment.

b) COMMON REFERRAL SYSTEM

Through the one-stop delivery system DOS-DCS and the CSBG-eligible entities shall participate in a common customer referral system which includes agreeing to accept information (i.e., demographic, assessment and other information) previously collected on the customer through the one-stop system. DOS-DCS and the eligible entities agree to provide information back to the referring agency on the status of the referral.

c) SKILL STANDARDS AND CROSS-AGENCY TRAINING

Accept jointly identified competencies (i.e., industry skill standards) required of professionals in a

one-stop delivery system and participate in cross-agency training designed to build these competencies. This participation may include joint funding for training, advertising training goals internal to each agency, and by encouraging individuals to attend the training.

The New York State Family Development Training and Credentialing Program (FDC) initiated by DOS-DCS and developed by Cornell University will be made available to local partners. FDC trainers are in 45 counties and in each borough of New York City. FDC is geared to upgrade the skills of incumbent workers, and provide skills for emerging and transitional workers. Training programs are locally based and training is delivered through a variety of organizations, including colleges and universities. Designated one-stop delivery systems and partners will be encouraged to attend FDC training institutes conducted at Cornell University twice each year. Trainers will be provided with support and technical assistance to incorporate FDC as a training option. In New York City the CSBG-eligible entity has set aside significant amounts of CSBG funds to provide scholarships to incumbent workers to obtain the FDC.

d) AGENCY CUSTOMERS

Work to ensure that CSBG-eligible entities, their network of private and public partners and their consumers are fully served through the one-stop delivery system. DOS-DCS customers are the 56 CSBG-funded eligible entities providing services in all 62 counties of New York State. The customers of the eligible entities are individuals, families, and children who are low-income, including migrant and seasonal farm workers, Indian tribes, and the elderly. The partners of the eligible entities, as required by the federal statute, include elected and appointed public officials, businesses, industry, labor, law enforcement, religious organizations, education, community-based organizations, and other major groups or interests in the community served.

e) COMMON TECHNOLOGY

Participate in the development and use of common technologies that assist in:

- integration of services within and across agencies and systems
- streamlining resources and programs
- information sharing on customers, agency services, labor market needs
- unifying measurement and accountability
- developing common data systems to track progress.

f) LOCAL SIGNATORY

Evelyn M. Harris, director of the DOS-DCS, is authorized to negotiate the MOU between the Statewide Workforce Investment Board and DOS. At the local level the CSBG-funded eligible entities will negotiate local MOUs between each eligible entity and the local board. Staff in the DOS-DCS regional offices in Buffalo, Syracuse, and New York City will be guided by this MOU, any modifications will be negotiated by Evelyn Harris.

g) PROGRAMS

Provide a list of CSBG-funded eligible entities and the location of the DOS-DCS regional offices.

3. NEW YORK STATE DEPARTMENT OF LABOR

a) CORE SERVICES

The New York State Department of Labor shall provide the following core services, at a minimum, such as:

One-Stop Core Services under WIA for DOL Required One-Stop Programs

WIA Core Service	<i>Wagner-Peyser</i>	<i>Vets</i>	<i>TAA</i>	<i>Rural</i>	<i>WtW</i>	<i>TANF</i>	<i>FSE&T</i>	<u>UI</u>
Determination of eligibility to receive assistance under WIA and Title I								
Outreach, intake (which may include profiling), and orientation to the services available through the One-stop delivery system	×	×	×	×	×	×	×	
Initial assessment of skill levels, aptitudes, abilities, and support services	×	×	×	×				
Job Search and placement assistance, career counseling where appropriate	×	×	×	×		×	×	
Labor Market Information	×	×	×	×				
Provision of program performance information and program cost information	×	×	×	×	×	×		
Information on the performance of the local area and the One-Stop delivery system	×	×	×	×				
Information on the availability of supportive services in the local area, including child care and transportation, and referral to such services needed	×	×	×	×	×	×	×	
Information on filing UI Claims	×	×	×	×				×
Assistance in establishing eligibility for WtW activities and financial aid assistance for other training and education programs available in the local area					×	×		
Follow-up services (including workplace counseling) for 12 months for individuals participating in Title I funded activities who are placed in unsubsidized employment					×	×		

The New York Department of Labor has been designated as the administrative agent for WIA and will manage the Employment Statistics system.

Provide the following **other** services, at a minimum, such as:

- Provision of administrative support (including staff support) to the State Workforce Investment Board.
- Provision of technical assistance and capacity building in the establishment of local One-Stop delivery systems.
- Development and rollout of statewide One-Stop Operating System (OSOS).

- Development and operation of a fiscal and management accountability system (including fiscal and program reporting to USDOL, monitoring of cash availability, draw-down and expenditure) for the State's WIA Title I funded programs.
- Development and submission of the State's Five-Year Strategic Plan under WIA.
- Creation, dissemination and maintenance of the State's Eligible Training Provider list.
- Provision of technical assistance to local areas failing to meet performance goals.
- Conducting evaluations.
- Development and operation of a state-level rapid response program.
- Operate and make available information from a State Employment Statistics system, including the provision of locally relevant labor market information.

Eligible Training Providers

- Assist in defining and implementing procedures to determine initial eligibility and subsequent eligibility of training providers including:
 - Develop an application and data collection process for determining initial eligibility.
 - Define performance measures and standards, terms, data sources, and methodology to assess eligibility.
 - Identify core data (fields) necessary to support initial eligibility determination by the LWIBs.
In consultation with LWIB, determine subsequent eligibility for programs taking into consideration: local area economic, geographic and demographic factors, and characteristics of the local population including target groups and demonstrated difficulties.
- In consultation with LWIBs, develop and maintain a State List Consumer Report database of all eligible training programs to be available through all local One-Stops.

Accountability

- Assist in measuring employment-related outcomes using New York State quarterly wage record (Unemployment Insurance) data.
- Assist LWIBs in developing methodologies to measure and report customer satisfaction, including federally required questions.
- In consultation with the SWIB, develop a system of accountability for workforce development systems in New York State, defining performance measures, baseline data, and establishing a system of sanctions and incentives to address LWIB performance.
- As required by WIA and JOBS 2000, conduct evaluations of youth, adult and dislocated worker programs and prepared annual reports to USDOL, the Governor and the legislature.

Labor Market Information/Employment Statistics

- Provide career and labor market information through a number of venues, including Labor Market Analysts, the Internet, paper publications, and other software and PC-based applications to and local partners, job seekers, and employers.
 - Assist local Workforce Investment Boards with identification of local demand occupations.
 - Provide employment statistics as defined by Section 309 of WIA.
- Make available training/capacity building for staff, including local partners, in labor market information concepts, products, tools and basic interpretation.

One-Stop Required Partners/Programs

1. Wagner-Peyser

Management of the NYS Job Bank

- Provide the technology to support/maintain the State Job Bank system (WINS) application and database. Require all partner agencies to use the State Job Bank for all job orders.
- Maintain security and control access to the WINS system to ensure appropriate system use. Require partner agency usage/confidentiality agreements prior to granting system access.
- Monitor the system to ensure quality job orders/referrals. Quality standards will include compliance with legal and EEO restrictions as well as quality/completeness of the job order content to promote effective referrals and matching. Includes responsibility for providing technical assistance and training to partner agency staff on proper and effective system use.
- Coordinate the management of the system to ensure that information is effectively maintained and up-to-date.
- Promote the system-wide coordination of job development activities to expand the job bank system and enhance services to employers.

Maintenance of the NYS Talent Bank

- Provide the technology to support/maintain the State Talent Bank system (WINS) application and database. Promote the use of the State Talent Bank for all job seekers. Provide means and support for client registration through both self-entry and staff-assisted entry.
- Maintain security and control access to the WINS system to ensure appropriate system use. Require partner agency usage/confidentiality agreements prior to granting system access.

- Monitor the system to ensure quality talent bank entries and referrals. Quality standards will include compliance with legal and EEO restrictions as well as quality/completeness of information and suitability of referrals. Includes responsibility for providing technical assistance and training to partner agency staff on proper and effective system use.
- Coordinate the management of the system to ensure that information is effectively maintained and up to date.

Provide Job Matching Services

- Maintain and conduct a job matching and referral system.

Employer Services

- Play a key role in local, regional, state, and interstate efforts to address the full scope of employment-related needs of employers (includes but not limited to screening and referrals, special recruitment efforts, job fairs, testing, human resources consultant services, apprenticeships).

UI Work Test

- Responsibility to ensure that UI customers are available and actively looking for work and to assist in these efforts in order to ensure the integrity of the UI Trust Fund, control fraud, and reduce UI duration.

2. Veterans Services

- In the provision of services, veterans' priority will be followed in accordance with New York State Law, Chapter 553 (199r), Title 38, U.S. Code, Chapters 41 and 20 CFR, Chapter IX, Code of Federal Regulations, codified at 20 CFR 1001.100 et seq., and the provisions of the DVOPs and LVER grants.
- Case Management Services for targeted referrals.
- LVER and DVOP staff will provide technical assistance and staff training to “One-Stop” staff relative to programs, resources and the priority of services for veterans. LVER staff, as functional supervisors for veterans’ services, will make recommendations to “One-Stop” operators for improvements in services to veterans. DVOP and LVER staff will provide direct services to assist “One-Stop” staff in the provision of priority services for veterans under the Wagner-Peyser Act.

3. TAA/NAFTA

- Following assessment of employability skills, aptitudes and abilities, develop individual reemployment plans for program eligibles.
- Provide and/or refer to appropriate reemployment services, monitor and provide follow-up assistance as necessary to ensure positive program outcomes.
- Administer Extended Benefits (EBs) work test to claimants not in approved training to ensure work search requirements are met in accordance with unemployment insurance regulations.

4. Migrant Seasonal Farmworker

- Performs a key role for employers applying for H2A foreign temporary agricultural workers through the USDOL, ETA Regional Office.
- Prepares the required paperwork for the Agricultural Interstate Job Order Recruitment system.
- Refers domestic referrals under this program.
- Performs migrant seasonal farmworker (MSFW) housing inspections.
- Dedicated outreach staff perform on-site dissemination of farmworker rights to all MSFWs in the state during the harvest season.
- Provide bilingual information on worker rights.
- Job services available under WIA and any supportive services available in the area.
- Ensures equity of services to MSFWs by local offices throughout via monitoring the MSFW indicators of compliance.
- Handles, prepares and disseminates MSFW wage or other complaints to the proper enforcement agencies and job referral accessibility for all jobs.

b) COMMON REFERRAL SYSTEM

Participate in a common customer referral system which includes agreeing to accept information (i.e., demographic, assessment and other information) previously collected on the customer through the One-Stop system, and includes providing information back to the referring agency on the status of the referral.

c) SKILL STANDARDS AND CROSS-AGENCY TRAINING

Accept the jointly identified competencies [i.e., skill standard(s) required of professionals in a One-Stop delivery system] and participate in cross-agency training designed to build these competencies in all the professionals within the system. This participation may take the form of jointly funding the training, advertising the training, using the cross-agency training as a method to meet some training goals internal to each agency, and by ensuring that individuals attend the training.

d) AGENCY CUSTOMERS

Work to ensure that its segment of the employer and job seeker (emerging, traditional, and incumbent) customer base is fully served through the One-Stop delivery system. Those customers include all employers and job seekers.

e) COMMON TECHNOLOGY

Participate in the development and use of common technologies that assist in:

- Integration of services within and across agencies and systems
- Streamlining resources and programs
- Sharing information on customers, agency services, and labor market needs
- Unifying measure and accountability, and
- Developing common data systems to track progress.

f) LOCAL SIGNATORY

The Regional Director or local office manager, as identified by the Director of the Division of Employment Services, will negotiate local MOUs on behalf of the state agency. The identified party will be able to represent the state agency in good faith in local negotiations among the partners and between the partners and the local Workforce Investment Board.

g) PROGRAMS

Provide a list of programs funded by the state agency to the local partners.

4) NEW YORK STATE EDUCATION DEPARTMENT

The New York State Education Department (SED) shall:

A. Through its Office of Workforce Preparation and Continuing Education (OWPCE)

a) CORE SERVICES

The Office of Workforce Preparation and Continuing Education (OWPCE) will provide, through programs funded by OWPCE, the following core services for adult education and family literacy, including state literacy grant and state aid funds and work-based welfare-to-work programs administered by the Office:

- eligibility determination for adult education and family literacy programs funded by the OWPCE
- outreach, intake and orientation to adult education and family literacy information and services provided by a network of funded adult education and family literacy providers that are connected to the one-stop system
- initial assessment of skill levels, aptitudes, abilities and support service needs of adults eligible for adult education and family literacy programs
- performance information and program cost information from eligible providers for services provided to students in funded adult education and family literacy programs through the one-stop system
- information on the availability of support services and referral to such services
- provision of workplace education and post-employment support for incumbent workers, including former welfare recipients and working poor adults who need to upgrade their skills to retain or upgrade employment.

Core services will be provided to the extent capacity is available. Support for one-stop operation will be based on federal guidelines and regulations from the U.S. Department of Education. The OWPCE will target funds to support the development of networks of adult education providers in every region of the state, to connect these networks with one-stop delivery systems, and to meet roles and responsibilities for participation in one-stop delivery systems. This includes funds to support technology to connect funded providers with each other and with the one-stop delivery system.

b) COMMON REFERRAL SYSTEM

Participate in a common customer referral system, which includes agreeing to accept information previously collected on the customer through the one-stop system and providing information back to the referring agency on the status of the referral. Federal statutes with respect to individual rights and privacy protection shall apply in all cases.

c) SKILL STANDARDS AND CROSS-AGENCY TRAINING

Participate in cross-agency training designed to provide staff of the one-stop system with jointly agreed-upon customer service competencies. OWPCE shall bring staff development expertise from its network of ten staff development consortia to support cross-training of staff.

d) CUSTOMERS

Work to ensure that adults enrolled in adult education and family literacy programs are fully served through the one-stop delivery system. Adult education and family literacy customers are: out-of-school youth and adults, age 16 or older, who:

- lack a high school diploma or the equivalent;
- have a high school credential, including a diploma from a foreign country, but have limited basic skills or English language proficiency; and
- require work-based education to prepare for, secure, retain or regain employment.

e) COMMON TECHNOLOGY

Participate in the development and use of common technologies that assist in:

- integration of services within and across agencies and systems;
- streamlining resources and programs;
- information sharing on customers, agency services, and labor market needs;
- unifying measurement and accountability; and
- developing common data systems to track progress.

f) LOCAL SIGNATORY

Identify the appropriate party to negotiate local MOUs on behalf of the SED within guidelines provided by the OWPCE to its representative. The identified party will be able to represent the OWPCE in good faith in local negotiations among the partners and between the partners and the local Workforce Investment Board. OWPCE guidelines for local MOU negotiations will establish that it will be necessary for the local negotiator to secure sign-off at a higher level within OWPCE and the State Education Department.

g) PROGRAMS

Provide a list of programs, services and providers.

B. Through its Office of Vocational and Educational Services for Individuals with Disabilities (VESID)

a) CORE SERVICES

Provide the following core services:

- eligibility determination for Vocational Rehabilitation (VR) Services
- outreach, intake and orientation to the Vocational Rehabilitation information and services available through the one-stop system and provide system consumers information on other services available through the one-stop delivery system
- initial assessment of skill levels, aptitudes, and abilities and support service needs of individuals with a disability that apply for Vocational Rehabilitation services.
- job search, placement assistance and career counseling for individuals determined eligible for Vocational Rehabilitation services
- provision of labor market information as available and appropriate
- performance information and program cost information from eligible providers for services provided to VR-eligible customers through the one-stop system
- information on the one-stop system's performance measures to the extent it relates to VR-eligible consumers and providers and is required under the Rehabilitation Act
- information on the availability of support services and referral to such services
- provide employers with qualified candidates and promote the use of appropriate employer tax credits
- follow-up for a minimum of 90 days after the last day of employment with additional post-employment services when necessary as a result of the person's disability limiting their ability to maintain, regain or advance in employment. These services can be provided at any time after the individual becomes employed and may include assistance to employers on behalf of the individual
- VESID will work with school districts and other appropriate providers as part of the school-to-work transition planning process to ensure that information is provided about the availability of the Youth Services and the one-stop core services for students with disabilities age 14-21. VESID will also encourage local education agencies and providers to participate in WIA local Youth Council activities and to support inclusion of youth with disabilities in development programs
- Core Services will be provided to the extent capacity is available.

b) COMMON REFERRAL SYSTEM

Participate in a common customer referral system, which includes agreeing to accept information previously collected on the customer through the one-stop system and providing information back to the referring agency on the status of the referral. Federal statutes with respect to individual rights and privacy protection shall apply in all cases.

c) SKILL STANDARDS AND CROSS-AGENCY TRAINING

Participate in cross-agency training designed to provide staff of the one-stop system with jointly agreed-upon customer service competencies. VESID will bring its expertise on disability issues and the Americans with Disabilities Act to this training.

d) CUSTOMERS

Work to ensure that VESID's segment of the employer and job seeker customer base is fully served through the one-stop delivery system.

VESID's customers are: youth and adult job seekers who meet the eligibility requirements of the Rehabilitation Act as follows. Any individual who:

- has a physical or mental impairment that is a substantial impediment to employment;
 - can benefit in terms of achieving an employment outcome consistent with the individual's strength, resources, priorities, concerns, abilities, capabilities, interests and informed choice; and
 - requires vocational rehabilitation services to prepare for, secure, retain or regain employment.
- and employers in need of qualified job seekers.

e) COMMON TECHNOLOGY

Participate in the development and use of common technologies that assist in:

- integration of services within and across agencies and systems;
- streamlining resources and programs;
- information sharing on customers, agency services, and labor market needs;
- unifying measurement and accountability; and
- developing common data systems to track progress.

f) LOCAL SIGNATORY

Identify the appropriate local VESID staff person to negotiate local MOUs on behalf of VESID within guidelines provided by VESID to its representative. The identified staff person will be able to represent VESID in good faith in local negotiations among the partners and between the partners and the local Workforce Investment Board. VESID's guidelines for local MOU negotiations will establish that it will be necessary for the local negotiator to secure sign-off at a higher level within VESID and the State Education Department.

g) PROGRAMS

Provide a list of VESID's programs, services and providers to the local partners.

C. Through its Bureau of Higher Education Opportunity Programs/VTEA/Scholarships and its Office of Workforce Preparation and Continuing Education

a) CORE SERVICES

Provide guidance to local recipients of Perkins 3 postsecondary basic grant funds, assuring that these recipients will offer the following core services for Perkins 3 postsecondary programs (this includes all postsecondary and adult vocational and technical programs funded at postsecondary and secondary education agencies):

- eligibility determination for postsecondary vocational and technical programs
- outreach, intake and orientation to postsecondary vocational and technical programs and other information and services available through the one-stop delivery system

- initial assessment of skill levels, aptitudes, abilities and support service needs of individuals prior to their enrollment in a postsecondary vocational and technical education program (to the extent that Perkins 3 funds are used programmatically for members of special populations or for nontraditional career preparation)
- performance and program cost information for programs assisted through Perkins 3 postsecondary funds
- information on the availability of support services and appropriate referral to such services including child care and transportation (to the extent that Perkins 3 funds are used programmatically for members of special populations or for nontraditional career preparation)
- assistance in establishing financial aid eligibility for postsecondary, vocational and technical programs.

Core services will be provided to the extent capacity is available. Support for the One-Stop system activities and services, and operation will be based on federal guidelines from the U.S. Department of Education.

b) COMMON REFERRAL SYSTEM

Encourage and assist, as appropriate, the participation of local recipients that receive Perkins 3 postsecondary basic grant funds in a common customer referral system which includes agreeing to accept information previously collected on the customer through the one-stop system and providing information back to the referring agency on the status of the referral. Federal statutes with respect to individual rights and privacy protection shall apply in all cases.

c) SKILL STANDARDS AND CROSS-AGENCY TRAINING

Encourage and assist, as appropriate, the participation of local recipients that receive Perkins 3 postsecondary basic grant funds in cross-agency training designed to provide staff of the one-stop system with jointly agreed-upon customer service competencies.

d) CUSTOMERS

Work to ensure that the Perkins 3 segment of the employer and job seeker customer base is fully served through the one-stop delivery system. These Perkins 3 customers include members of special populations and individuals pursuing nontraditional career preparation.

e) COMMON TECHNOLOGY

Participate in the development and use of common technologies that assist in:

- integration of services within and across agencies and systems;
- streamlining resources and programs;
- information sharing on customers, agency services, and labor market needs;
- unifying measurement and accountability; and
- developing common data systems to track progress.

f) LOCAL SIGNATORY

Identify the appropriate party to represent the New York State Education Department in the event that intervention is necessary with respect to negotiating an MOU between the local Perkins 3 partner and the Local Workforce Investment Board.

g) PROGRAMS

Provide a list of Perkins 3 postsecondary programs to the local partners.

5. NEW YORK STATE OFFICE OF ADVOCATE FOR PERSONS WITH DISABILITIES

Through the One-Stop delivery system, the OAPwD shall:

a) CORE SERVICES

The NYS Office of Advocate for Persons with Disabilities (OAPwD) shall provide the following services to persons with disabilities and other individuals interested in disability-related services:

- Outreach to individuals with disabilities, their families, advocates and service organizations to provide intake and orientation information about the services available through the one-stop delivery system throughout the State via our statewide information and referral service; the Technology-Related Assistance for Individuals with Disabilities (TRAID) Regional Centers will provide information regarding the One-stop Centers in their respective catchment areas.
- Provision of information on the availability of support services and referral to such services throughout the State via our statewide information and referral service. This service can be reached via a toll-free number, 1-800-522-4369, and is accessible by TTY to people who are deaf, hard of hearing, or who have speech impairments. A professional information and referral specialist who is fluent in Spanish can assist Spanish-speaking callers. People can also obtain assistance and information by contacting OAPwD via computer and modem through our electronic Bulletin Board System (BBS) at 1-800-943-2323 or 518-473-0320. Assistance and information can also be obtained through the agency's web site – www.state.ny.us/disabledadvocate
- OAPwD's computerized information and referral database SATIRN III can be provided to non-profit and public agencies for no cost. These agencies can also download the program and database updates from the agency's BBS or web site.
- Provision of technical assistance on compliance with the federal Americans with Disabilities Act (ADA) and other related federal and state laws and regulations.
- Provision of technical assistance on barrier-free design to One-stop Center site facility managers. Training on accessibility can be offered on a regional basis (1 training per region; 10 in the state) and/or one statewide training session could be provided and videotaped.

- Provision of technical assistance on assistive technology for persons with disabilities. Training to help One-stop Center partners gain a better understanding of the use of assistive technology for persons with disabilities can be offered on a regional basis (1 training per region; 10 in the state) and/or one statewide training session could be provided and videotaped.
- Provide One-stop Centers materials about OAPwD's programs and services that can be shared with its customers.

b) COMMON REFERRAL SYSTEM

Encourage local providers of services to persons with disabilities to participate in a common customer referral system which includes agreeing to accept information (i.e., demographic, assessment and other information) previously collected on the customer through the one-stop system and includes providing information back to the referring agency on the status of the referral.

c) SKILL STANDARDS AND CROSS-AGENCY TRAINING

Encourage local providers of services to persons with disabilities to accept the jointly identified competencies, i.e., our industry's skill standards, required of professionals in a one-stop delivery system and participate in cross-agency training designed to build these competencies in all the professionals within the system. This participation may take the form of jointly funding the training, advertising the training, using the cross-agency training as a method to meet some training goals internal to each agency, and by ensuring that individuals attend the training.

d) CUSTOMERS

Work to ensure that OAPwD's segment of the employer and job seeker (emerging, transitional, and incumbent) customer base is fully served through the one-stop delivery system. Those customers for OAPwD are youth and adults with disabilities, their family members, advocates, service providers, employers, and others interested in disability-related issues.

e) COMMON TECHNOLOGY

Participate in the development and use of common technologies that assist in:

- assuring full accessibility to people with disabilities
- encouraging local providers of services to persons with disabilities
- assure technologies are fully accessible to people with disabilities
- facilitate integration of services within and across agencies and systems
- streamline resources and programs
- share information on customers, agency services, and labor market needs
- work toward unifying measurement and accountability, and
- develop common data systems to track progress across agencies.

f) LOCAL SIGNATORY

Rosemary Lamb is designated as the representative to negotiate local MOUs on behalf of the Office of Advocate for Persons with Disabilities as is required to implement section VI of this MOU. Ms. Lamb is authorized to represent OAPwD in local negotiations among the partners and

the local Workforce Investment Board. However, OAPwD does not anticipate many, if any, local negotiations will be required since the agency does not have any regional offices or fund any private providers to deliver the specific services to which we have agreed to. All services pursuant to section VI of this MOU will be provided by staff based at the Empire State Plaza, Suite 1001, Albany, NY 12223-1150.

g) PROGRAMS

Provide a list of the 13 regional TRAIID Centers. The Advocate’s Office provides partial funding to these centers. However, OAPwD is unable to commit them to provide any service other than those currently stipulated in their contracts. The regional centers can independently choose to partner with a local Workforce Investment Board or One-stop Center.

6. NEW YORK STATE OFFICE FOR THE AGING

a) CORE SERVICES

The New York State Office for the Aging (NYSOFA) and the local Area Agencies on Aging shall provide the following core services, at a minimum:

- eligibility determination for individuals applicable to the Title V of the Older Americans Act
- outreach, intake, and orientation to the information and other services applicable to Title V
- initial assessment of skill levels, aptitudes, abilities, and support service needs
- job search and placement assistance, and career counseling for individuals determined eligible for Title V services
- provision of information on the availability of support services and referral to such services through the one-stop delivery system.

The above applicable core services may be made available by the provision of appropriate technology at the one-stop center, by co-locating personnel at the center, cross training of staff or other methods described in local MOUs between the partner agency and the local WIB.

In addition to the above the following **other** services will be provided;

The NYSOFA will encourage its Title V Subponsors to place Title V enrollees, where appropriate, in community service assignments, on a part-time basis in one-stop centers in each workforce area in the state. These Title V enrollees may be assigned to work in such functions as greeters, receptionists, custodians and older worker specialists at the one-stop centers.

NYSOFA will encourage the area agencies on aging Title V Subponsors to collaborate with the applicable, **local** Title V National Sponsors to provide seamless Title V services to older individuals.

NYSOFA will share information on the implementation of WIA, including the role of mandated

partners and negotiating MOUs, with all Title V projects in New York State.

Information will also be shared with all known providers of employment and training services to older workers, including those now funded through JTPA.

In addition to support services that are available to Title V participants, the area agencies on aging provide a range of elder care services which may enable job seekers with elder care-giver responsibilities to be employed. These include such services as adult day care, in-home services, congregate and home delivered meals, health insurance counseling, and transportation to doctors and shopping. Area agencies on aging will provide information and referral to such services.

b) COMMON REFERRAL SYSTEM

Participate in a common customer referral system which includes agreeing to accept information (i.e., demographic, assessment and other information) previously collected on the customer through the one-stop system and includes providing information back to the referring agency on the status of the referral.

c) SKILL STANDARDS AND CROSS-AGENCY TRAINING

Accept the jointly identified competencies (i.e., our industry's skill standards) required of professionals in a one-stop delivery system and participate in cross-agency training designed to build these competencies in all the professionals within the system. This participation may take the form of jointly funding the training, advertising the training, using the cross-agency training as a method to meet some training goals internal to each agency, and by ensuring that individuals attend the training.

d) CUSTOMERS

Work to ensure that its segment of the employer and job seeker (emerging, transitional, and incumbent) customer base is fully served through the one-stop delivery system. Those customers are individuals age 55 and older.

e) COMMON TECHNOLOGY

Participate in the development and use of common technologies that assist in:

- integration of services within and across agencies and systems
- streamlining resources and programs
- information sharing on customers, agency services, and labor market needs
- unifying measurement and accountability, and
- developing common data systems to track progress.

f) LOCAL SIGNATORY

Identify the appropriate party to negotiate local MOUs on behalf of the state agency. The identified party will be able to represent the state agency in good faith in local negotiations among the partners and between the partners and the local Workforce Investment Board.

g) PROGRAMS

Provide a list of programs funded by the state agency to the local partners. This program list will

assist the local partners to identify within which agencies a WIA mandatory program resides and to assist with identifying other potential programs as partners.

7. NEW YORK STATE OFFICE OF ALCOHOLISM AND SUBSTANCE ABUSE SERVICES

The New York State Office of Alcoholism and Substance Abuse (OASAS) shall:

a) CORE SERVICES

Encourage, and assist as appropriate, licensed and/or funded providers with an Employer/Employee Assistance Program (EAP) capability to discuss the offering of EAP services at the one-stop center with their Local Workforce Investment Boards. These services include, but are not limited to: assisting employers to identify, as early as possible, job performance problems and make appropriate referrals to employee assistance programs; the provision of assessment, referral and/or short-term counseling with follow-up services; coaching newly hired individuals with limited work success in order to offer a positive work experience; and conduct prevention/wellness programs for all employees to enhance the health and safety of the workplace.

b) COMMON REFERRAL SYSTEM

Encourage, and assist as appropriate, each of its licensed and/or funded programs to develop an information, screening, and referral process that will support the “universal access” mission of the one-stop centers. At a minimum, each program will be expected to provide information regarding its services and to develop a process that will facilitate referrals for services. In addition, OASAS will encourage its providers to assist the one-stop centers in the use of a screening instrument which would assist one-stop staff in recognizing job seekers who might benefit from the array of prevention, treatment, work preparation, job development, and workplace services offered locally by OASAS-licensed agencies. To more effectively accomplish these goals, OASAS will explore strategies with its licensed and/or funded providers that are intended to establish a provider presence at the one-stop centers.

c) SKILL STANDARDS AND CROSS-AGENCY TRAINING

Encourage, and assist as appropriate, each of its licensed and/or funded providers to conduct training for one-stop center staff and local employers regarding: the chemical dependency services available locally, the employment-related services available to clients in OASAS-licensed and/or funded programs, how to recognize signs of a potential alcohol/drug problem, and post-employment services/supports available via the OASAS service system to employers and employees.

d) CUSTOMERS

Encourage providers of OASAS-licensed outpatient and residential programs serving youth (including out of school youth) to develop an active relationship with the one-stop centers. These programs can be valuable partners with the WIA system in assisting youth (including out-of-school youth) to achieve financial self-sufficiency.

e) PROGRAMS

Provide to each Local Workforce Investment Board a regional list of OASAS-licensed and /or funded prevention and treatment programs, OASAS providers offering employee assistance programs (EAP), and Employee Assistance Program Association (EAPA) contact. Each list will describe the services available within the work force investment area.

8. NEW YORK STATE OFFICE OF CHILDREN AND FAMILY SERVICES

a) CORE SERVICES

The NYS Office of Children and Family Services shall provide the following core services:

Youth Services

- Customer information related to the availability of support services and referral to such services for all youth under 21 years of age.
- Outreach to and orientation of all youth serving agencies in the Workforce Investment Area regarding the information and other services available through the One-stop System.
- Connecting OCFS facility residents to WIA activities, establishing a relationship between aftercare staff and local partnerships.
- Determine eligibility of OCFS youth (all OCFS youth under the age of 21 years old, including incarcerated/institutionalized youth, aftercare youth, foster care youth, youth discharged from foster care into independent living, pregnant and parenting teens) for workforce development services.
- Provide initial assessment of skill level, aptitudes, abilities, and support service needs of incarcerated/ institutionalized youth.

Early Childhood Services

- Provide policy and technical support to social services districts to coordinate child care subsidy eligibility determinations with WIA activities.
- Provide child care resource and referral information. This will include providing the One-Stop delivery sites access to the child care facilities system as well as promoting coordination and co-location of services through the statewide network of child care resource and referral agencies.
- Provide one-stop centers consumer education materials, both print and video, on selecting quality child care.
- Provide mechanisms for linking individuals interested in employment within the child care field with information, training, and other support in meeting regulatory standards.
- Expand the target population for child care subsidy training to include one-stop center staff.

Indian Affairs

- Connecting Native American consumers in both urban and reservation communities to WIA activities, through collaboration with existing Native American Workforce Investment Grantees in New York State
- Outreach to and orientation of all Native American agencies and tribal programs regarding the information and other services available through the One-stop System
- Inclusion of Native American support resources in the common customer referral system for those Native Americans who lack access to Native Specific Workforce Investment grantees.

b) SKILL STANDARDS AND CROSS-AGENCY TRAINING

Amend training curricula and training programs to reflect the Workforce Investment Act and include WIA-related content in ongoing basic and advanced training programs. Participate in the development of cross-agency training and cultural competency to all professionals involved in Workforce Investment activities. Participate in interagency initiatives to develop and refine training for all categories of staff involved in helping consumers become self-sufficient.

c) CUSTOMERS

Support WIA's youth leadership emphasis by having OCFS Field Operations encourage all youth bureaus, community-based organizations and community service organizations to participate in WIA's local youth council activities. Their participation can help shape the local One-Stop system's policies and initiatives that support positive youth development and delinquency prevention.

Take steps so that all OCFS youth, ages 14-20, have opportunities to take advantage of WIA benefits. Field Operations will encourage local departments of social services, youth bureaus, youth serving community based organizations, and voluntary agencies to access supports and services for their clients through the one-stop system.

Take steps so that OCFS's segment of the employer and job seeker customer base is fully served through the One-stop delivery system. Those customers are: all youth under the age of 21 years old (including incarcerated/institutionalized youth, aftercare youth, foster care youth, youth discharged from foster care into independent living; pregnant and parenting teens); qualified youth and job seekers in need of child care services; Native American adult job seekers; agencies serving these populations; and employers in need of qualified job seekers.

Encourage the participation of programs and individuals currently engaged in community service and volunteerism to support the efforts of the Workforce Investment Act.

d) COMMON TECHNOLOGY

Participate in the planned development and use of common technologies that assist in:

- integration of services within and across agencies and systems
- streamlining resources and programs
- information sharing on customers, agency services, and labor market needs, insofar as

- permitted by Federal or State law or regulation
- unifying measurement and accountability of the workforce development system, and
- developing common data systems to track progress of WIA initiatives.

e) LOCAL SIGNATORY

Negotiate local MOUs on behalf of OCFS. The negotiator will represent OCFS in local negotiations among the partners and between the partners and the local Workforce Investment Board.

f) PROGRAMS

Provide a list of OCFS-funded programs to our local partners. OCFS will encourage our local partners to share all local youth service activities with WIA partners.

The Office of Children and Family Services will provide through the Commission for the Blind and Visually Handicapped (CBVH):

a) CORE SERVICES

- eligibility determination for Vocational Rehabilitation (VR) services
- outreach, intake and orientation to the VR information and services available through the One-Stop delivery system
- initial assessment of skill levels, aptitudes, and abilities and support service needs of individuals with a disability who apply for VR services
- job search, placement assistance, and career counseling for individuals determined eligible for VR services
- provision of labor market information (e.g., job vacancy listings, information on job skills required, information on demand occupations)
- performance information and program cost information from eligible providers for services provided to VR-eligible customers through the One-stop system, as appropriate
- information on the one-stop system's performance measures to the extent it relates to VR eligible consumers and providers and is required under the Rehabilitation Act
- information on the availability of support services and referral to such services
- assistance in establishing eligibility for Welfare-to-Work and financial aid assistance
- provision of information regarding filing for unemployment insurance
- follow-up for a minimum of 90 days after the first day of employment, with additional VR post-employment services available, at the request of the consumer or employer, to enable the individual to retain, regain or advance in employment.

b) COMMON REFERRAL SYSTEM

Participate in a common customer referral system which includes agreeing to accept information previously collected on the customer through the one-stop system and includes providing information back to the referring agency on the status of the referral, to the extent permitted by federal or State law or regulation

c) SKILL STANDARDS AND CROSS-AGENCY TRAINING

Participate in cross-agency training designed to build jointly agreed to customer service competencies (including knowledge of the VR system and awareness of and information regarding the access needs of individuals with visual impairments) in one-stop system staff.

d) CUSTOMERS

Take steps to enhance services to CBVH's segment of the employer and job seeker customer base, so that it is fully served through the one-stop delivery system.

CBVH's WIA customers are:

- a) Legally blind youth and adult job seekers whose disability results in a substantial impediment to employment, who can benefit in terms of an employment outcome from VR, and require vocational rehabilitation services to prepare for, secure, retain or regain employment (derived from the Rehabilitation Act) and
- b) Employers in need of qualified job seekers.

Provide input in the development of youth development and leadership training opportunities from which legally blind youth could benefit.

e) COMMON TECHNOLOGY

Participate in the development and use of common technologies that assist in:

- integration of services within and across agencies and systems
- streamlining resources and programs
- information sharing on customers, agency services, and labor market needs, to the extent permitted by federal or State law or regulation
- unifying measurement and accountability of the workforce development system, and
- developing common data systems to track progress on WIA initiatives.

f) LOCAL SIGNATORY

Negotiate local MOUs on behalf of CBVH. The negotiator will represent CBVH in local negotiations among the partners and between the partners and the local Workforce Investment Board.

g) PROGRAMS

Provide a list of CBVH's programs, services and providers to the local partners.

9. NEW YORK STATE OFFICE OF MENTAL HEALTH

a) CORE SERVICES

The New York State Office of Mental Health (OMH) shall provide the following core services subject to the provisions of Section 33.13 of the Mental Hygiene Law:

- Initial assessment of skill levels, aptitudes, abilities, and support service needs for those with psychiatric disabilities;
- Provision of information on the availability of support services in the local area for those with psychiatric disabilities, including housing, job coaching, rehabilitation

- and vocational programs, and referral to such services;
- Mutual arrangements with VESID for intensive service and follow-up services for the psychiatrically disabled (including workplace counseling) to maintain job placement. Case management and job-coaching services can be provided by the MH system in conjunction with VESID.

Provide the following **other** core services:

- Resource Room usage, including "How to" group sessions (e.g., writing a résumé);
- Job referrals (informational, e.g., job scouts, ES referrals in non-exclusive hiring arrangements, short-term or seasonal placements);
- Talent referrals (informational, e.g., talent scouts, ES staff referrals of résumés without further screening);
- Job clubs;
- Internet browsing - job, information and training searches;
- Internet accounts - Career Kit, Personnel Kit
- Provide specialized assessment, screening and referral, including crisis intervention and support for the one-stop system and employers.

Services to be Provided Under the Workforce Investment Act by the NYS Mental Health System

WIA Core Services	Other Suggested Core Services	Services to the One-Stop System
Initial assessment of skill level, aptitudes, abilities, and support needs	Resource room usage including "how to" sessions, e.g., résumé writing	Participate in common customer referral system
Provision of information on availability of support services for mentally ill individuals i.e., housing, job coaching, rehabilitation and vocational programs and referral to such services.	Job referrals (informational, e.g., job scouts, ES staff referrals in non-exclusive hiring arrangements, short term or seasonal placements)	Provide specialized assessment, screening and referral, including crisis intervention and support
Follow-up services for mentally ill population for not less than 12 months after first day of employment, e.g. case management and job coaching.	Talent referrals (informational, e.g., job scouts, ES staff referrals of résumés without further screening)	Accept the jointly identified competencies required of professionals in a One-stop center and participate in cross training designed to build competencies.
	Job clubs	Participate in ADA training for MH pop.
	Internet browsing - job, information training searches	Participate in development and use of common technologies to share information, measurement, accountability, agency needs and labor market needs
	Internet accounts – Career Kit, Personnel Kit	County Mental Health Directors will negotiate the interests of the MI population in the local MOU process.
		A list of programs funded by NYSOMH will be provided to local partners. County Mental Health Directors will also help keep this list up to date.

b) COMMON REFERRAL SYSTEM

Participate in a common customer referral system which includes agreeing to accept information (i.e., demographic, assessment and other information) previously collected on the customer through the one-stop system and includes providing information back to the referring agency on the status of the referral.

c) SKILL STANDARDS AND CROSS-AGENCY TRAINING

Accept the jointly identified competencies (i.e., our industry's skill standards) required of professionals in a one-stop delivery system and participate in cross-agency training designed to build competencies in all the professionals within the system. The Mental Health system will provide training about the capabilities and employment potential of those with psychiatric disabilities. This participation may take the form of jointly funding the training, advertising the training, using the cross-agency training as a method to meet some training goals internal to each agency, and by ensuring that individuals attend the training.

d) CUSTOMERS

Although the Office of the Advocate for the Disabled has agreed to take the lead in employer training on ADA in the WIA system, the Mental Health system is best able to show employers just

how minimal accommodations really are for this population. The Office of Mental Health will work to ensure that those with psychiatric disabilities are fully served through the one-stop delivery system.

e) COMMON TECHNOLOGY

Participate in the development and use of common technologies that assist in:

- Integration of services within and across agencies and systems streamlining resources and programs
- Information sharing on customers, agency services, and labor market needs
- Unifying measurement and accountability, and
- Developing common data systems to track progress.

f) LOCAL SIGNATORY

The County Mental Health Directors will be the appropriate individuals to negotiate the interests of the psychiatrically disabled in the local MOU process. This will be coordinated through the Conference of Local Mental Hygiene Directors.

g) PROGRAMS

A list of programs funded by the New York State Office of Mental Health will be provided to the local partners. This will also be referenced to county mental health directors who can assist in routine updating.

10. OFFICE OF MENTAL RETARDATION AND DEVELOPMENTAL DISABILITIES

The Office of Mental Retardation and Developmental Disabilities (OMRDD) shall:

a) CORE SERVICES

Provide the following WIA defined core services to persons with a developmental disability as defined in Article 1, Section 1.03 of the New York State Mental Hygiene Law, subject to the provisions of Section 33.13 thereof and as defined by the annual Memorandum of Interagency Understanding

Regarding Supported Employment as entered into by the Office of Mental Retardation and Developmental Disabilities, the Office of Mental Health, the Office of Vocational and Educational Services for Individuals with Disabilities and the Commission for the Blind and Visually Handicapped;

- eligibility determinations
- outreach, intake and orientation to the information and other services available through the one-stop delivery system
- information on the availability of support services and referral to such services
- job search, placement assistance and career counseling
- follow-up services for individuals receiving employment supports
- information on the one-stop system and performance measures.

b) COMMON REFERRAL SYSTEM

Participate in a common customer referral system, which includes agreeing to accept information (i.e., demographic, assessment and other information) previously collected on the customer through the one-stop system and includes providing information back to the referring agency on the status of the referral.

c) SKILL STANDARDS AND CROSS-AGENCY TRAINING

Accept the jointly identified competencies (i.e., our industry skill standards) required of professionals in a one-stop delivery system and participate in cross-agency training designed to build these competencies in all the professionals within the system.

d) CUSTOMERS

Work to ensure that the employer and job seeker customer base is fully served through the one-stop delivery system. Persons with a developmental disability as set forth herein above, seeking employment and / or employment supports comprise the customer base of this agency.

e) COMMON TECHNOLOGY

Participate when appropriate in the development and use of common technologies that assist in:

- integration of services within and across agencies and systems
- streamlining resources and programs
- information sharing on customers, agency services and labor market needs
- unifying measurement and accountability and
- developing common data systems to track progress.

f) LOCAL SIGNATORY

The Director of the Developmental Disabilities Service Office (DDSO) and/or the Associate Commissioner of the New York City Regional Office have been identified as the appropriate individuals to negotiate local MOUs on behalf of OMRDD. These individuals shall represent OMRDD in good faith, as set forth in the provisions of this memorandum of understanding, in local negotiations among the partners and between the partners and the local Workforce Investment Board.

g) PROGRAMS

Provide upon request, a list of programs funded by OMRDD to the local partners. This program list will assist the local partners to identify within which agencies a WIA mandatory program resides and to assist with identifying other potential partners as programs.

11. New York State OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE

The Office of Temporary and Disability Assistance (OTDA) shall:

a) CORE SERVICES

Encourage the provision, at one-stop centers, by its local partners (i.e., local social services districts and local entities under contract to OTDA) of informational material concerning OTDA programs

such as Food Stamps, Child Support Enforcement, Home Energy Assistance Program, and emergency assistance, which assist low-income workers.

b) SKILL STANDARDS AND CROSS-AGENCY TRAINING

Accept the jointly identified competencies (i.e., our industry's skill standards) required of professionals in a one-stop delivery system and participate in cross-agency training designed to build these competencies in all the professionals within the system. This participation may take the form of jointly funding the training, advertising the training, using the cross-agency training as a method to meet some training goals internal to each agency, and by ensuring that individuals attend the training.

c) CUSTOMERS

Work to ensure that its share of the employer and job seeker (emerging, transitional, and incumbent) customer base is fully served through the one-stop delivery system. OTDA's share of the customer base includes low income workers, aged and disabled individuals, individuals in need of temporary assistance (Family Assistance or Safety Net Assistance), refugees, child support respondents, homeless families and individuals.

d) COMMON TECHNOLOGY

Participate, through its leadership in developing a human services shared front-end system, in the development and use of common technologies that assist in:

- integrating services within and across agencies and systems;
- sharing information on customers, agency services, and labor market needs;
- unifying measurement and accountability; and
- tracking progress.

e) LOCAL SIGNATORY

Assist its local partners in negotiating local MOUs.

f) PROGRAMS

Encourage its local partners to provide a list of programs, funded through the OTDA, to the local partners. This program list will assist the local partners to identify within which local agencies a WIA mandatory program resides and to assist with identifying other potential programs as partners.

12) New York State DIVISION OF VETERANS' AFFAIRS, (NYSDVA) as an optional partner shall:

a) CORE SERVICES:

- Operate and maintain counseling services for eligible veterans and their dependents
- Develop and encourage plans for the occupational, reorientation of veterans
- Develop and encourage on the job training and apprenticeship training program
- Execute and assist in the implementation of plans for the efficient utilization of resources and facilities of the State
- Recommend to the legislature and the Governor, legislative proposals appropriate to the

fulfilling of the Division's mission

- Operate and maintain a toll-free telephone number (1-888-VETS-NYS) and a website (www.state.ny.us/veterans) to facilitate the acquisition of information and benefits the Division provides
- Work with other entities to fulfill the required mandates of any appropriate and applicable law or directive as pertains to veterans and their families

b) COMMON REFERRAL SYSTEM

Encourage and assist, as appropriate to coordinate programs and activities of Departments, Divisions, Boards, Bureaus, Commissions or Agencies of the State and its political subdivisions as to assist veterans and their families. NYSDVA will maintain liaison with public officials and agencies concerned with plans, and to aid in the development and execution of those plans as appropriate to assist veterans and their families. In addition, NYSDVA will encourage local providers of services to veterans to participate in a common customer referral system which includes agreeing to accept information (i.e., demographic, assessment and other information) previously collected on the customer through the one-stop system and includes providing information back to the referring agency on the status of the referral.

c) SKILL STANDARDS AND CROSS-AGENCY TRAINING

Accept the jointly identified competencies (i.e., industry's skill standards) required of professionals in a one-stop delivery system and participate in cross-agency training designed to build these competencies in all the professionals within the system. This participation may take the form of jointly funding the training, advertising the training, using the cross-agency training as a method to meet some training goals internal to each agency, and by ensuring that individuals attend the training.

Work to ensure that its segment of the employer and job seeker (emerging, transitional, and incumbent) customer base is fully served through the one-stop delivery system. Those customers are veterans and their families.

d) COMMON TECHNOLOGY

Participate in the development and use of common technologies that assist in:

- Integration of services within and across agencies and systems;
- Streamlining resources and programs;
- Information sharing on customers, agency services, and labor market needs;
- Unifying measurement and accountability; and
- Developing common data systems to track progress.

e) PROGRAMS

Where appropriate, provide local partners with a list of programs funded by NYSDVA. This program list will assist the local partners in identifying those agencies that operate WIA mandatory programs, and to assist with identifying other potential programs as partners.

13. STATE UNIVERSITY OF NEW YORK

The State University of New York provides educational services of the highest quality, with the

broadest possible access, fully representative of all segments of the population. These services encompass a complete range of academic, professional, vocational and workforce development and training programs. The State University fully supports and encourages the cooperation and participation of its 64 campuses and 10 Educational Opportunity Centers in the implementation of the Workforce Investment Act of 1998. The State University of New York, through its affiliate campuses and programs, shall:

a) CORE SERVICES

Participate in the development and operation of the local One-Stop delivery system pursuant to sections 117, 121, and 134 of the Workforce Investment Act of 1998.

Where appropriate, cooperate in the development and implementation of local performance standards.

b) COMMON REFERRAL SYSTEM

Participate in a common customer referral system that includes the sharing of information (i.e., demographic, assessment and other information) with partners of the One-Stop system. The State University of New York reserves the right to withhold any client information when providing such information is in conflict with the Family Education Rights and Privacy Act (FERPA) or other applicable state and federal privacy statutes and regulations.

c) COMMON TECHNOLOGY

Where appropriate, participate in the development and use of common technologies that assist in:

- integrating services within and across agencies and systems;
- sharing information on customers (pursuant to number two above), agency services, and labor market needs;
- unifying measurement and accountability; and
- tracking progress.

d) PROGRAMS

Where appropriate, provide local partners with a list of programs funded by the State University. This program list will assist the local partners in identifying those agencies that operate WIA mandatory programs, and to assist with identifying other potential programs as partners.

IX. System Support

The participating agencies commit to align, in accordance with each agency's rules and regulations, available agency resources toward the workforce development system integration over time. Resources may include cash, in-kind, or other within the context of each local Workforce Investment Area, with state guidance from each partner's agency where appropriate. Each agency is responsible for the costs of that Agency in carrying out that Agency's commitments of Section VI, Part C. In no event, except as may be provided in a Supplemental Agreement, shall any Agency be obligated to pay or reimburse any expense incurred by another Agency under this Agreement.

X. Supplemental Agreements to Interagency Cooperative Agreement

Each Agency that is a party to this Agreement (MOU) understands and agrees that all of the terms and conditions contained within are binding upon subsequent Supplemental Agreements between Agencies. In addition, a Supplemental Agreement to this Agreement shall be subject to all the terms in this Agreement, including but not limited to the limitations set forth in Section XI of this Agreement. The Supplemental Agreements are not binding on Agencies not parties to the Supplemental Agreements. The Agencies further agree that such Supplementary Agreements shall be in furtherance of and complementary to this Agreement. Each Agency that is a party to a Supplemental Agreement shall provide all other Agencies with copies of any Supplemental Agreement they may enter into within thirty days from the date of execution of the Agreement.

XI. Amendment or Cancellation of Agreement

This Agreement may be amended at any time in writing; such amendment(s) will be effective when executed by all agencies.

An agency may immediately cancel its participation in whole or in part when it determines that funds are unavailable to carry out some or all of the activities set forth in this Agreement, or when it becomes aware of a material and significant breach of any of the provisions of this Agreement. Notice of such immediate cancellation of participation in whole or in part must be in writing to all other agencies, and will be effective upon delivery.

An agency's cancellation of its participation in whole or in part in this Agreement for any reason will not affect its duties and obligations under the Workforce Investment Act or other Federal or

State law. An agency's cancellation of its participation in whole or in part for any reason will be effective only as to that agency; this Agreement will remain in full force and effect as to all other Agencies executing this Agreement.

APPROVED:

The undersigned Agencies bind themselves to the faithful performance of this Agreement. It is mutually understood that this Agreement shall not become effective until executed by all Parties involved.

New York State Department of Economic
Development

By: Charles A. Gargano
(Name) CHAIRMAN ESDC
(Title) Charles A. Gargano
Date: 3/20/00

New York State Department of Labor

By: James J. McGowan
(Name) James J. McGowan
(Title) Commissioner
Date: 2/16/00

Department of State, Division of Community
Services

By: Alexander Treadwell
(Name) Alexander Treadwell
(Title) Secretary of State
Date: 3/1/00

State University of New York

By: Robert King
(Name) Robert King
(Title) Chancellor
Date: 3/27/2000

New York State Education Department

By: Richard P. Mills
(Name) Richard Mills
(Title) Commissioner
Date: 3/13/00

New York State Office of Advocate
for Persons with Disabilities

By: Richard Warrender
(Name) Richard Warrender
(Title) Director
Date: 3/1/00

New York State Office for the Aging

By: Walter Hoefler
(Name) Walter Hoefler
(Title) Director
Date: 3/1/00

New York State Office of Alcoholism and
Substance Abuse Services

By: Jean Somers Miller
(Name) Jean Somers Miller
(Title) Commissioner
Date: 3-8-00

New York State Office of Children and
Family Services

By: John Johnson
(Name) John Johnson
(Title) Commissioner
Date: _____

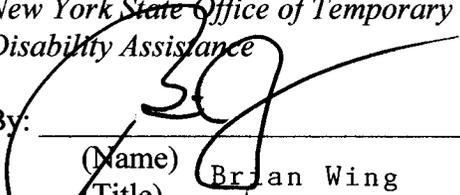
New York State Office of Mental Health

By: James L. Stone
(Name) James Stone
(Title) Commissioner
Date: 3/08/00

*New York State Office of Mental Retardation
and Developmental Disabilities*

By: 
(Name) Thomas Maul
(Title) Commissioner
Date: 3/1/00

*New York State Office of Temporary and
Disability Assistance*

By: 
(Name) Brian Wing
(Title) Commissioner
Date: 3/1/00

New York State Division of Veteran's Affairs

By: 
(Name) DIRECTOR
(Title) George Basher
Date: 3/01/00