INTERAGENCY COLLABORATIVE TEAM

MEMORANDUM OF UNDERSTANDING

2015-2016

The Workforce Investment and Opportunity Act (WIOA) clearly identifies the WorkForce West Virginia One- Stop Career Centers as the service delivery system for programs funded under the WIOA and its partner programs. WorkForce West Virginia consists of local One-Stop Career Centers in which partners come together to administer workforce investment and other workforce development system activities.

This Memorandum of Understanding (MOU) sets forth the terms of agreement for cooperation and consultation with regard to the implementation of the WIOA for the Interagency Collaborative Team in West Virginia and provides a model for local MOU preparation.

State Level Partners

MEMORANDUM OF UNDERSTANDING

1.1 DESIGNATED PARTNERS

The agencies in the State of West Virginia represented on the Interagency Collaborative Team (ICT) that provide employment and training activities or supportive services shall collaborate to support and advance the workforce investment system operated through the One-Stop Career Centers at the local level. To provide on-going attention to addressing issues that will build and continually improve the overall workforce investment system, the workforce investment Interagency Collaborative Team was established by the West Virginia legislature in 2002 and codified in 2004. The team is the single state-level interagency group for addressing issues or concerns regarding building and maintaining the most effective and efficient implementation of the overall workforce development system in West Virginia. The below listed West Virginia state agencies are included.

WorkForce West Virginia

- West Virginia Employment Service: Activities authorized under Chapter 41 of Title 38, U.S.C. (local veterans' employment representatives and disabled veterans outreach programs), Employment Service (Wagner-Peyser, Unemployment Compensation and Workforce Investment Act of 1998 as amended, Section 309).
- Other entities under this agency that provide employment and training activities or supportive services.

Bureau of Senior Services

- State Unit on Aging (Title V of the Older American

Act).

Council for Community and Technical College Education

Department of Education

- West Virginia Department of Education (Adult Education and Literacy Activities and Postsecondary Vocational Education)

- Office of Institutional Educational Programs (OIEP)

Department of Education and the Arts

- Division of Rehabilitation Services (Title I of the Rehabilitation Act)

Department of Health and Human Resources

- Bureau of Children and Families
- Temporary Assistance for Needy Families (Personal Responsibilities and Work Opportunity Reconciliation Act of 1996)
- Food Stamp Employment & Training, United States Department of Agriculture (Farm Security & Rural Investment Act of 2002)

Department of Military Affairs and Public Safety

- Division of Corrections

Development Office

- Community Development Division (Community Services Block Grant Act)

(Note: The references in italics represent the entities required by the WIOA)

- BID (Business Industry Development) Representatives

2.0 INTERAGENCY COLLABORATIVE TEAM BACKGROUND

In August 2002, the Interagency Collaborative Team (ICT) was established at a special Summit held in Charleston, West Virginia. As a result of this event, the ICT met on September 30, 2002 and agreed to a vision, mission, guiding principles and an initial work plan. This MOU is an outgrowth of this work.

ICT VISION

West Virginia state agencies effectively collaborating to define, build and sustain an integrated comprehensive workforce development system that

- Ensures universal access
- Has the right agency doing the right job
- Focuses on meeting the customer requirements
- Is uniform, consistent, and responsive
- Advances a seamless delivery system that maximizes resources
- Remains flexible, yet expandable to grow
- Fosters a continuous improvement culture for quality and innovation

The ICT continues to work together to address issues identified as critical to the success of the workforce development system in West Virginia. This MOU provides more formal commitment to the integration that has been evolving since the ICT began its work.

3.0 PURPOSE

The purpose of this MOU is to establish cooperative and mutually beneficial relationships among the required WIOA state partners and other partners whose participation has been determined to be vital to accomplishing the Governor's workforce investment goals. This MOU also sets forth the relative responsibilities of the partners as they relate to the planning and implementation of the comprehensive workforce investment system in West Virginia at both the state and local levels.

> ***To ensure the maximum flexibility for all partners under this agreement, it is agreed that the partners may enter supplemental, agency-specific state or local agreements that further or complement this agreement. At a minimum, the partners to this MOU agree to enforce the aspects of this agreement at the local level.***

4.1 THE WV WORKFORCE INVESTMENT SYSTEM VISION

The Governor's vision for a world-class workforce development system in West Virginia is to:

- assist individuals in obtaining employment that leads to self-sufficiency;
- provide employers with access to qualified and appropriately skilled employees who have been assessed, trained and possess appropriate credentials and certifications;
- have effective programs and services that are delivered through a seamless and integrated delivery system;
- have a system that continually improves, eliminates duplication of services, reduces administrative costs, enhances participation, accommodates the job-demand needs of employers, and improves customer satisfaction;
- demonstrate appropriate accountability of organizations, individuals, and processes throughout the system;
- react to current demand of target industries; i.e. the system should be demand driven and directed to jobs with good wages and benefits;

5.1 SYSTEM-WIDE STATE LEVEL COMMITMENTS

Specific notes regarding individual agency commitments can be found in Section 25.0 of this MOU.

Each partner to this MOU agrees to make the following commitments through the WorkForce West Virginia One-Stop Career Centers:

1. Provide the appropriate core services that are applicable to the partner's program.
2. Use the funds identified in the Funding Stream Report allocated to the partners program for Workforce Development to the extent not inconsistent with Federal law authorizing the program.
3. Participate in a common referral system.

4. Participate in and commit resources, as appropriate and allowable, to a common case management information system, i.e. Mid-Atlantic Career Consortium (MACC), within WorkForce West Virginia.

5. Commit to the effective flow and referral of customers through the WorkForce West Virginia One-Stop Career Centers from entry to case management.

6. Commit to the achievement of established performance goals established by the U.S. Department of Labor, West Virginia Workforce Investment Council, and the One-Stop Career Center partners.

7. Participate in and commit resources, as appropriate, to ensure all Business Services are reported in WorkForce West Virginia MACC system.

Additional core, intensive and training services will be provided as appropriate at the local level. *Specific services to be provided in the local One-Stop Career Centers must be detailed and included in the local partner MOU.*

6.0 OVERALL PERFORMANCE GOALS

To continually improve the quality of each region's workforce through an integrated employment and workforce development system for the benefit of the individuals and employers it serves, the partners to this MOU will strive cooperatively to achieve the following:

Goal 1: Design and implement a comprehensive, fully integrated workforce development system that appropriately balances state and local roles, responsibilities and accountability and fosters true 'local partnering and ownership' for regional workforce development.

Goal 2: Assure every employee, job seeker and employer are aware of and have universal access and choice to the full continuum of available workforce development programs and services in West Virginia.

Goal 3: Increase the labor supply for high demand industries, both current and future in cooperation with state and local economic development strategies through workforce development.

Goal 4: Eliminate unwarranted duplication of services, and reduce administrative costs at both

state and local levels. Enhance participation and performance of customers served through the system by using a consistent and uniform assessment method.

Goal 5: Serve as leaders increasing the knowledge of the entire workforce development system by encouraging collaboration among education, business, organized labor, and economic development.

Goal 6: Ensure each region's workforce has opportunities to improve skills and wages through a system of employment services and lifelong learning opportunities.

Goal 7: Work effectively with economic development organizations to assist in creating employment opportunities and enhance the image of each Workforce Investment Board region.

Goal 8: Ensure connectivity between West Virginia economic development initiative and goals and workforce development activities so as to match career opportunities and programs to well-defined and documented industry-based skill standards and workforce needs that result in a truly skilled workforce. Ensure that Business is recognized as a primary customer in the Workforce system and quality business services are provided in each Workforce Investment Board Region.

Goal 9: Through joint planning leverage collaboration, public and private, at all levels and among all stakeholders that build system capacity, optimizes resources and sustains measurable high performance throughout the system.

Goal 10: Build a workforce development system that will increase the workplace skills for West Virginians, economically benefiting the workforce, employers and the state.

Goa 11: Build a workforce development system that gives West Virginia a competitive advantage in the recruitment of new businesses.

Goal 12: Advance a system-wide customer focused, quality culture that is continuously improved.

Additional goals may be negotiated at the local level. Any performance criteria must be established cooperatively with all partners.

7.0 CUSTOMER REFERRAL PROCESS

The primary goal of the referral system is the provision of seamless service delivery to both job seekers and employers. Customers will be referred by methods and through processes developed at the local level and described in the state agency/local Workforce Investment Board (WIB) MOU. Pilot programs and best practices should be developed for improvement and consistency statewide.

Additionally, information acquired in the One-Stop Career Centers should be mutually accessible. This information will be shared only to the extent permitted by regulations requiring confidentiality of participant records. All labor market information, job leads, programmatic and participant information, as reported on standard forms, will be accessible as allowable and appropriate. All partners agree to cooperate in developing customer identification, tracking, follow-up evaluation, performance, and satisfaction data.

8.0 CONTRIBUTION FOR SERVICES AND SYSTEM OPERATING COSTS

Each state mandated or other contributing partner (agency) agrees to contribute its fair share of resources for providing One-Stop Career Center core and intensive services and supporting the One-Stop Career Centers operations proportionate to the benefit derived and the total resources required. Partner resource contributions will be at both state level for the system-wide development and at the local level for One-Stop Career Center operations. Agency totals will be included as such in the annual Funding Stream Report to the Legislative Oversight Committee. At the state level, ICT members will commit resources that support activities such as the WorkForce West Virginia management information system (MIS) network, cooperative purchasing, training, and professional development. The state level partner contributions will be specified in the Individual Agency Specifics as referenced in Section 19 of this agreement and found in Section 25.

9.0 USE OF COMMON TECHNOLOGY & INTEGRATED INFORMATION SYSTEMS

The Mid-Atlantic Career Consortium (MACC) or, other replacement system approved by the Workforce Investment Council (WIC), Governor's Workforce Planning Council and the CTO.

The MACC, known in West Virginia as WorkForce West Virginia, is the computerized system of record keeping that will include a common data repository for WIOA, Wagner-Peyser, Trade Adjustment Assistance (TAA) and other Title I (B) activities. All partners agree to enter all client profiles (job and training seekers), job openings and employer information it receives into the WorkForce West Virginia (MACC) to the extent partner modules and access become available.

The WorkForce West Virginia system (MACC) or replacement, will be the system of choice for finding employment or obtaining training through the agencies working together to develop common processes through the system.

A process for allocating both future development costs and ongoing operational costs to include regular maintenance and "help desk" type support for the system will be established.

State agencies accessing and using the WorkForce West Virginia system (MACC) are encouraged to contribute toward costs of the MACC based on an agreed upon fair and proportionate allocation determined by system use or overall funding. The local WIBs will also contribute proportionately toward the total cost.

All partners also agree to treat all data contained in the WorkForce West Virginia system (MACC) as confidential. No partner should permit access of State of West Virginia provided resources to, or disclose data to, any persons or entities other than its staff or data users, under any conditions. In order for client information to be shared, a release form stipulating what is being released and to whom must be agreed to and signed by the customer.

Other data related to demand and supply side information will use in-house MIS.

10.0 ASSESSMENT COMMON PRACTICES

Wherever and whenever possible assessment processes will be streamlined to reduce duplication to the customers.

11.0 ANNUAL REPORTING REQUIREMENTS

Based on annual reporting requirements in West Virginia state code Chapter §58-28, all parties to the MOU agree to provide information in a timely manner when requested by the Workforce System. Two annual reports require data from the agencies. One is the "State of the One-Stop Careers" and the other the "Annual Funding Streams and Outcomes" report. This report includes information on funding streams (federal and state), customers served, performance outcomes, and other items as outlined under separate cover.

12.0 APPROPRIATE BALANCE OF RESOURCE USE

Every effort will be made to ensure balance between state level funding and use of funds and the funding at the regional level and use of funds regionally. There should be fair sharing of efforts

targeted to build an effective and efficient workforce development system that is balanced between state and local regional efforts.

13.0 PLANNING COMPACT FOR WORKFORCE DEVELOPMENT SYSTEM

Some of the state agencies included in this MOU are required to submit compliance or other plans to one or more Federal agencies. Most of the state partners signing this MOU also do planning as a matter of course in carrying out effective operations. Partners in each comprehensive One-Stop Career Center are encouraged to work together to produce a plan which will effectively deliver services to the client and reduce the total overhead/administration of the One-Stop Career Center.

14.0 SUPPORT OF COMMON PERFORMANCE MEASURES

The ICT will support all Federal and state mandated common performance measures. These measures will be part of the planning compact process. All parties to this MOU agree to capture appropriate performance data as required to support the collection and reporting of the common performance measures.

15.0 SKILLS STANDARDS AND CROSS-AGENCY TRAINING

In order to ensure quality programs and services to all customers across all regions, parties to this MOU agree to develop the expected level of skills needed for operation of the One-Stop Career Centers. Further, each agency will support the development of cross-agency training for awareness regarding its programs and services within the One-Stop Career Centers.

16.0 STAFF DEVELOPMENT/RESOURCES DEVELOPMENT

To ensure and sustain an effective, high quality workforce development system, especially at the state agency level, adequate and knowledgeable staff must be in place. The better the knowledge and skill levels across the system, the greater the experiences and results the system can deliver on a regular basis.

Partners to this MOU will invest in staff development within their agency and collaboratively across agencies to enhance the knowledge and skill levels of all staff engaged in the workforce development system.

Further, the agencies agree to work together toward recruitment and retention of qualified, skilled and dedicated employees to fill state positions needed to have an effective workforce development system. This is especially important as the demand for qualified employees

increases as retirements occur in future years.

17.0 CONFIDENTIALITY OF INFORMATION/DATA

All partners recognize the critical nature of protecting and using information/data in the most appropriate manner at all times. Each partner entering into this MOU has the obligation and authority to control the use and access of information/data collected or generated as part of its specific work. ICT members agree to work on ways to ensure the confidentiality of records throughout the One-Stop Career Centers. All confidentiality issues will be presented to the ICT for discussion and resolution as to use and access of the identified data and information needing special protection. The confidentiality agreement applies to electronic systems as well as all paper processes.

18.0 INTERAGENCY COLLABORATIVE TEAM (ICT) WORKING RELATIONSHIP

The ICT agrees to adhere to its initial charter and guiding principles that foster an effective working relationship among both mandated and volunteer partners to this MOU. The ICT will be originators of this MOU and provide general oversight of its completion and implementation. The ICT will serve as the first level group to address issues arising out of the MOU as to expectations, potential non-compliance, and interpretation of intent. The ICT will also work to continually improve the overall MOU to advance integration, effectiveness and improvements. Other partners may be added to this agreement as contributors identified in the Funding Stream Report.

19.0 INDIVIDUAL AGENCY SPECIFICS

As part of the general MOU, individual agency specifics that outline additional information pertinent to that agency's agreement and participation in this State Level Partners Memorandum of Understanding have been submitted. Section 25 of this MOU contains what has been provided by each agency.

20.0 MOU MODIFICATION PROCESS

Partners may request, in writing, an amendment to this MOU. The changes must be documented, signed, dated under the conditions agreed upon by ALL of the partners, and attached to the original MOU. If any provision of the MOU is held invalid, the remainder of the MOU will not be affected.

21.0 BREACH OF MOU

The agencies agree that each shall fulfill its responsibilities under this MOU in accordance with the provisions of law and regulations that govern their activities. If at any time an agency is unable to perform its functions under this MOU, such agency shall immediately provide written notice to the Interagency Collaborative Team (ICT) describing its inability to fulfill the requirements of this MOU and establish a date at the earliest convenience, but no more than 30 days, to mutually resolve the issue.

The Executive Officer of the agency will direct appropriate staff to meet at agreed upon intervals to discuss and plan activities to satisfy requirements of this MOU and to ensure efficient and effective implementation of this MOU. However, failure to abide by this agreement is basis for termination by the other party.

22.0 IMPASSE RESOLUTIONS

The agencies agree to communicate openly and directly and that every effort will be made to resolve any problems or disputes in a cooperative manner. For disputes regarding the provisions of this MOU that cannot be resolved through communication among agency staff, the parties will document the negotiations and efforts that have taken place to resolve the issue. At the first level, the unresolved issue or dispute should be presented to the total ICT membership or an assigned sub-group to attempt to resolve differences to the satisfaction of all parties. If this fails or does not meet the expectations of all parties, then information regarding the impasse and efforts to resolve must be submitted to the West Virginia Workforce Investment Council Executive Committee within 30 days of the impasse. Once the information is received by the West Virginia Workforce Investment Council Executive Committee, they will meet to seek a resolution and provide that resolution to the partners within 30 days. If the entire process takes more than 60 days, or if the partner is not satisfied with the resolution, the partner may appeal to the Governor. The decision of the Governor shall be final.

23.0 MOU DURATION AGREEMENT

This agreement is effective July 1, 2015 and terminates on June 30, 2016. It may be extended through mutual agreement of the parties. The MOU may be terminated by any of the partners upon 30 days of written notice to the other partners with cause or upon 90 days of written notice to the other partners without cause.

24.0 EQUAL OPPORTUNITY AND NONDISCRIMINATION OBLIGATIONS

The partners acknowledge familiarity with applicable federal and State of West Virginia laws, rules, regulations, policies, procedures, and reporting requirements and will abide by them. This includes, but is not limited to, discrimination policies, compliance with the Americans with Disabilities Act, and maintenance of drug free workplaces. Reference is made, but not limited to, Sec. 181-"Requirements and Restrictions," and Sec. 188-"Nondiscrimination," of the WIOA.

25.0 INDIVIDUAL AGENCY INFORMATION

As called for in the main portion of the MOU, each participating state level agency could provide background information, special notes and/or conditions regarding its participation in the MOU. The following section contains the information as submitted from the agency.

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Possible Individual Agency Requirement	General Purpose/Meaning
Agency Name/Key Contact	WorkForce West Virginia (WFWV) Regina Brogan
Primary Program(s)	• Wagner-Peyser/Labor Exchange • Business Service Unit • Work Opportunity Tax Credit • Activities authorized under Chapter 41, Title 38, U.S.C. (Local Veterans' Employment Representatives and Disabled Veterans' Outreach Program) • Unemployment Insurance Program re-employment • Alien Labor Certification (ALC) Migrant Seasonal Farmworker Program • Adults, Dislocated Workers, Youth (contracted through the Workforce Investment Board [WIB]) • Programs authorized under State Unemployment Compensation (UC) laws (in accordance with applicable federal law) • Workforce Investment and Opportunity Act (WIOA) sec. 121(b)(1)(B)(xii) • Labor Market Information
Core Services	• Orientation to information and other services available through the One-Stop Career Center delivery system. • Job search and job placement assistance (with career counseling when appropriate). • Initial assessment of supportive service needs. • Intake (may include re-employment profiling) (Personal Re-employment Accounts as a pilot project).

	• Determinations of whether individuals are eligible to receive assistance under subtitle B of Title I of WIOA (If contracted with the WIB). • Labor Market Information Core products and services: ○ Develop core products and services along ETA guidelines for businesses and WIOA customers with appropriate advice and consent from state workforce development officials. Support the Workforce Investment Development Division, the Employment Service and the Unemployment Compensation Division with necessary labor market information and research. • Core Services: ○ UC offices are located in all One-Stop Career Centers where all unemployment services are available. If unemployment staff are not located in One-Stop Career Centers, the following unemployment information is available: ▪ Brochures which provide basic information about eligibility for benefits; ▪ How to file claims; ▪ How new businesses register and pay UC taxes; ▪ How to file quarterly wage and tax information; ▪ Employer and claimant appeal rights;

	▪ How to file appeals.
Contributions	WFWV will contribute staff and other in-kind contributions to the One-Stop Career Centers. In-kind contributions may be different at each One-Stop Career Center. WFWV will contribute staff and other resources to the extent identified in the Funding Stream Report.
Performance Measurement Levels	Employment Service – We will support common measures as defined by the Department of Labor. Unemployment Compensation – No special performance issues.
Referral Process	If mandated Partners adhere to the agreement with Job Service, which was established in each One-Stop Career Center, no special referral procedures will be required.
Confidentiality Requirements	Information will be shared to the extent permitted by federal and state laws requiring confidentiality of employers' and job seekers' information. Information will be shared only with customer consent.
Training Activity	All mandated partners will participate in cross training activities in each comprehensive One-Stop Career Center for programs awareness.
Case Management	Case management is the responsibility of the local Workforce Investment Board; however, a policy to ensure consistency statewide should be implemented.
Planning Compact Cycle	Five-year planning cycle, with annual review and modifications to the plan as needed.
Job Placement	To ensure consistent screening, all partner job orders should be entered into the WorkForce West Virginia

	MACC system.
Special Conditions/Exceptions	Employer related activities concerning labor exchange services should be coordinated with WFWV. This would not apply to internal business services provided by other entities.

Individual Agency Requirement	General Purpose/Meaning
Agency Name/Key Contact	Bureau of Senior Services (BoSS)
Primary Program(s)	Senior Community Service Employment Program (SCSEP).
Core Services	Information, recruitment, referral, on-site trainings and those services described in Section 134(d)(21) of WIOA.
Contributions	BoSS will make appropriate in-kind contributions toward the operation of One-Stop Career Centers located in similar geographical service areas.
Performance Measurement Levels	Community Service, Entered Employment, Work Retention, Average Earnings, Service Levels and Services to Most in Need.
Referral Process	Require all enrollees to register with their local One-Stop Career Center and refer non-eligible seniors (55+) directly to the One-Stop Career Centers.
Confidentiality Requirements	Information will be shared to the maximum extent permitted by applicable state and federal statutes.
Training Activity	The BoSS will participate in cross training with local One-Stop Career Centers.
Case Management	State and regional SCSEP contractors, under the auspices of the BoSS, will work with the One-Stop Career Centers, in coordinating case management services to SCSEP enrollees.
Planning Compact Cycle	A state plan is developed every four years with annual updates.
Job Placement	SCSEP and local One-Stop Career Centers will work in partnership to achieve unsubsidized job placement

	for eligible enrollees.
Special Conditions/Exceptions	SCSEP funding can only be used for eligible participants who are at least age fifty-five (55) and live at or below 125% of the U.S. poverty level.

Possible Individual Agency Requirement	General Purpose/Meaning
Agency Name/Key Contact	Council for Community and Technical College Education Sarah Tucker
Primary Program(s)	• Customized Training • Certificate Programs • Associate Degrees • Board of Governor Degrees • Continuing Education Classes
Core Services	The delivery of training and education programs to employees, part-time and full-time students enrolled in collegiate credit and non-credit programs and courses.
Contributions*	The participation in WIOA activities vary with each individual community & technical college. Council for Community and Technical College Education will contribute staff and other resources to the extent identified in the Funding Stream Report.
Performance Measurement Levels	Community and technical colleges are accountable for Carl D. Perkins Vocational and Technical Education Act Core indicators and all public community &technical colleges are accountable through a submission of an Institutional Compact and Master Plan to the Council for Community College Education.
Referral Process	Referrals are made through agencies, high schools, employers, Workforce Investment Boards and One-Stop Career Centers.

Confidentiality Requirements	All community & technical colleges follow provisions of the Federal Educational Rights and Privacy Act and other student confidentiality requirements.
Training Activity	Customized training for employers, non-collegiate credit training for the general public and continuing education for a variety of professions.
Case Management	Counseling and advising activities are provided by all public community & technical colleges to students.
Planning Compact Cycle	The Carl D. Perkins Vocational and Technical Education Act State Plan is submitted to the United States Department of Education and updated annually during the duration of the Act, and each public community & technical college submitted a six-year compact and Master Plan that is revised annually.
Job Placement	Each public community & technical college has a career planning and placement office available to students.
Special Conditions/Exceptions	None provided.

Possible Individual Agency Requirement	General Purpose/Meaning
Agency Name/Key Contact	Department of Education & the Arts Division of Rehabilitation Services (DRS) Stephanie Decker
Primary Program(s)	Rehabilitative Physical and Mental Restoration Services, Rehabilitation Technology, Home and Work Site Modifications, Training, Counseling, Guidance and Placement.
Core Services	WV DRS provides services at the intensive level. DRS may serve only eligible individuals who have a physical or mental impairment that constitutes a substantial impediment to employment which interferes with their ability to get, keep or advance in employment and who can benefit from rehabilitation services in order to successfully reach an employment outcome. Beginning at application (usually deemed a core service), certified Rehabilitation Counselors analyze the information provided to determine an individual's strengths, weaknesses, interests and abilities and discuss services that will enable the person to be successful.
Contributions	WV DRS currently has four FTE Counselors, who are housed full-time in four WorkForce One-Stop Career Centers: Wheeling, Snowshoe in Pocahontas County, Plaza East in Charleston and Putnam Village in Hurricane. A full-time counselor is also housed in the Ripley One-Stop location and provides assistance. DRS also pays the proportionate share of rent and related expenses, based on a cost allocation plan, required to support these full employees. Additionally, DRS has a PT

	Program Specialist staff to implement and monitor programs related to WorkForce and assist in our collaboration with the WorkForce system. WV DRS continues to contribute staff and other resources when a need is identified.
Performance Measurement Levels	DRS is accountable to standards and indicators required by the Rehabilitation Act of 1973, as Amended in 1998. These standards and indicators measure Employment Outcomes that include the number of individuals with the most significant disabilities placed into competitive employment, average hourly earnings and increase in earnings at completion of services, and level of self-support at closure. Another standard is Access to Services to minority individuals. As required by law, customer satisfaction is determined by satisfaction surveys conducted by DRS, the Statewide Rehabilitation Council and Independent Living Council.
Referral Process	Workforce core services provided under WIOA are to be universally accessible; consequently, an individual with a disability may choose to receive services directly from the One-Stop Career Centers rather than being automatically referred to DRS. If an individual applies for rehabilitation services and is found eligible, job ready individuals may choose to apply for other workforce services after receiving intensive services received from DRS. DRS will encourage clients to complete the Workforce application process to access the full range of workforce services.
Confidentiality Requirements	WV DRS is guided by numerous federal and state laws governing confidentiality. These include, but are not limited to, confidentiality provisions under the federal Rehabilitation Act, the federal Privacy Act,

	West Virginia Code 18-10A-10. DRS protects the confidentiality of all clients and will only release information if the client signs a release form that identifies what is being released, to whom and the intended purpose.
Training Activity	Payment for training is one of the services that may be provided to eligible individuals to enable them to obtain a successful employment outcome. DRS has negotiated processes with the WIB to share costs of training and support services for individuals accessing training dollars.
Case Management	Case management services are provided for applicants and eligible individuals by Vocational Rehabilitation Counselors. Coordination of case management activities is critical to ensure that vocational goals and services are congruent between the two case management systems and various funding sources.
Planning Compact Cycle	The State Plan for Vocational Rehabilitation Services is submitted annually to the state Department of Education and the Arts and to the federal Rehabilitation Services Administration.
Job Placement	Eligible individuals receive placement services as part of the Individualized Plan for Employment. DRS recognize the individual's right to privacy and maintains client confidentiality. It is the DRS client's choice whether to disclose to an employer if he/she has received services from the Division of Rehabilitation Services. All job ready individuals are required to register with the WorkForce West

	Virginia One-Stop Career Centers to aid in their job seeking efforts. DRS Employment specialists participate in Business Services teams in all the workforce regions to enhance the services to employers, eliminate duplication, and better serve the state's employers.
Special Conditions/Exceptions	The Division of Rehabilitation Services provides services through an eligibility based program. Eligibility criteria are established by the Rehabilitation Act as Amended in 1998 and its federal regulations. To be eligible for rehabilitation services, an individual must have a physical or mental impairment which constitutes or results in a substantial impediment to employment AND the applicant must require rehabilitation services to prepare for, enter into, engage in, and retain employment consistent with the individual's strengths, resources, priorities, concerns, abilities, capabilities and informed choice.

Possible Individual Agency Requirement	General Purpose/Meaning
Agency Name/Key Contact	Department of Education Office of Adult Education and Workforce Development (ABE) Debi Conrad
Primary Program(s)	Adult Basic Education
Core Services	Basic Academic Skills, Job Readiness Skills, Literacy Services, ESL, Distance Learning, Academic Assessment for adults enrolled in ABE.
Contributions	Data matching with WIOA. Instructors, instructional materials, classroom supplies. Department of Education (ABE) will contribute staff and other resources to the extent identified in the Funding Stream Report.
Performance Measurement Levels	Core indicators of performance reported by ABE include: • Demonstrated improvements in literacy skill levels • Receipt of a secondary school diploma or its recognized equivalent • Placement in, retention in, or completion of postsecondary education, training, unsubsidized employment, or career advancement.
Referral Process	Collaboration with various agencies and organizations.
Confidentiality Requirements	Strictly Confidential Information: • Disclosure of a diagnosed learning disability;

	• A physical or mental disability; • A diagnosed medical condition; • Use of prescription drugs; • History of drug/alcohol abuse and/or treatment; • Status as HIV positive or having the AIDS virus; • Official transcripts of high school equivalency scores.
Training Activity	The scope of ABE does not include training, but does provide for academic and educational achievements that may lead to post-secondary or vocational training that could lead to employment.
Case Management	Student intake counseling only.
Planning Compact Cycle	Five-year plan.
Job Placement	The scope of ABE does not include job placement, but is limited to providing educational achievements data to the case management process.
Special Conditions/Exceptions	For students 16 years of age and older, not enrolled in secondary education.

Possible Individual Agency Requirement	General Purpose/Meaning
Agency Name/Key Contact	Department of Education Office of Institutional Education Programs (OIEP) Kari Rice
Primary Program(s)	High School Equivalency, HS Diploma, Career and Technical Education/Certification, Transition Life Skills and Post Secondary.
Core Services	OIEP will not offer any services directly from the One-Stop Career Center, but will offer job training programs, basic education and transition life skills programs to adults and youth in state's custody via placement or incarceration..
Contributions	WVDE, OIEP provides educational programming at all regional jails, adult correctional facilities and juvenile facilities managed by DHHR, Division of Juvenile Services, WV Division of Corrections, and the Department of Military Affairs & Public Safety. WVDE, OIEP will contribute staff and other resources to the extent identified in the Funding
Performance Measurement Levels	High School Equivalency, High School and Post-Secondary completions, grade level skills improvement and career and technical certifications.
Confidentiality Requirements	Students will sign release of information forms for any information that is shared between WVDE/OIEP and One-Stop Career Centers. This will be done prior to their release and will be a part of their portfolios.
Training Activity	Career and technical, academic, and transition life

	skills programs are offered to incarcerated adult and youth throughout facilities in West Virginia.
Case Management	Student intake counseling only.
Planning Compact Cycle	Internal Strategic Plan for OIEP 2008-2014 which will continually be updated.
Job Placement	Sharing of training and testing information and assistance from transitions specialists with OIEP are available.
Special Conditions/Exceptions	Placement of convicted felons in job market warrants special attention. Benefits available to employers such as federal bonding and tax advantages to employers of convicted felons need to be addressed with business and industry stakeholders.

Possible Individual Agency Requirement	General Purpose/Meaning
Agency Name/Key Contact	Department of Health & Human Resources (DHHR)
Primary Program(s)	Temporary Assistance for Needy Families (TANF); Food Stamp Employment and Training (FSET); Children's Youth Services
Core Services	SPOKES/EXCEL – Open Entry Job Preparations Classes for TANF & WIB participants. Assessment Testing using the TABE, WorkKeys and CASAS along with Learning Disability Screening and the Emotional Health Inventory. FSET – providing employment and training opportunities for unemployed and under employed Food Stamp Recipients (not available in all counties).
Contributions	Assist in funding instructors for the TANF and WIB job readiness classes (SPOKES/EXCEL). Currently providing funding for the One-Stop Career Center staff to operate the FSET program. DHHR will contribute staff and other resources to the extent identified in the Funding Stream Report.
Performance Measurement Levels	TANF participants should have the opportunity to participate in all workforce employment/training opportunities. TANF participation rate requirements are established at the Federal level. All FSET participants should be offered an employment/training opportunity that will allow them to maintain their eligibility for Food Stamps.
Referral Process	All TANF participants that complete SPOKES/EXCEL classes should be eligible to

	participate in workforce employment/training opportunities. All FSET participants need to be referred to appropriate activities by One-Stop Career Center staff.
Confidentiality Requirements	The confidentiality of all DHHR customers needs to be respected and protected with special consideration being given to victims of domestic violence and those receiving child protective services.
Training Activity	That wherever possible, the Workforce Investment Board provides a classroom where the SPOKES/EXCEL classes can be conducted.
Case Management	The DHHR case manager will be the primary case manager for all TANF customers. One-Stop Career Center case managers need to attend Case Staffing Reviews for TANF customers, as appropriate.
Planning Compact Cycle	The TANF State Plan is rewritten every two years and periodically revised as needed. The FSET State Plan is rewritten every two years and updated annually.
Job Placement	DHHR will assist and provide appropriate support services not otherwise available to DHHR customers who are placed into employment. DHHR is committed to providing every TANF and FSET participants with employment and training opportunities that will lead to employment. DHHR hopes that by participating with other agencies and utilizing the services of the One-Stop Career Centers, a greater range of opportunities will become available

	to DHHR customers.
Special Conditions/Exceptions	DHHR's understanding is that it is not obligated to pay rent or other expenses for the One-Stop Career Center operation unless arrangements are specially negotiated.

Possible Individual Agency Requirement	General Purpose/Meaning
Agency Name/Key Contact	Division of Corrections
Primary Program(s)	• Assessment and Diagnostic Services; • Case Management Services; • Supervision Services; • Varied combinations of programs to include educational studies, substance abuse treatment services, effective skills, social skills, life skills, transition skills, and faith-based services.
Core Services	WV DOC provides supervision, intensive case management services, and treatment program options to felony-convicted adult and young adult men and women incarcerated within WV DOC facilities, and to probationers and parolees under the custody of the WV DOC in local West Virginia communities. The WVDOC has no supervisory authority over those offenders who have discharged their sentences.
Contributions	WV DOC provides case managers in each WV DOC facility to assist in entering offenders who are nearing parole and/or discharge into the MACC system. WV DOC provides a total of sixty-four (64) parole officers throughout the state to provide general and intensive supervision of offenders on probation/parole. Additionally, the WV DOC will provide records related to an offender's program plan and assessment results to One-Stop Career Centers with signed releases of information. WV DOC will contribute staff and other resources to the extent identified in the Funding Stream Report.

Performance Measurement Levels	Each offender under parole/probation supervision will have certain performance standards as outlined in an individual program plan developed by their assigned parole officer. Deviations from the expected standards will be handled using a system of graduated sanctions.
Referral Process	Offenders under the supervision of the WV DOC will be entered into the MACC system as they near parole/discharge. Referrals to One-Stop Career Centers will be made on an as needed basis by parole officers for those offenders who have been placed on parole/probation.
Confidentiality Requirements	The release of confidential information regarding an offender's program plan and assessment results requires a release of information signed by the offender. Employees within the WV DOC will receive disciplinary sanctions for any unauthorized dissemination of official information or use of official information for private advantage.
Training Activity	Training is provided to offenders housed within WV DOC facilities by the WV Department of Education.
Case Management	Provided by institutional case managers for those incarcerated offenders, and parole officers for those offenders on parole/probation status.

Planning Compact Cycle	Submits plan to the Division of Corrections.
Job Placement	Offenders under the custody and/or supervision of the WV DOC are expected to be honest with employers regarding their criminal history. Parole officers will be in regular contact with employers to assess the offender's community functioning and level of success at his/her current job.
Special Conditions/Exceptions	Contributions related to entering information into the MACC are contingent on WV DOC staff being provided with the appropriate training, resources, and technology to perform these tasks.

Possible Individual Agency Requirement	General Purpose/Meaning
Agency Name/Key Contact	Department of Military Affairs & Public Safety
Primary Program(s)	House pre-trial inmates, misdemeanants and felons in all regional jails. Provides various programming to offenders. Provides counseling to offenders as needed and/or requested.
Contributions	Provides one counselor per one hundred inmates and 1 Director of Inmate Services to assist offenders. Provides education through the WV Department of Education.
Performance Measurement Levels	Above listed services are done at request of inmates that seek to rehabilitate themselves while incarcerated. Upon release, they will be able to function better in society.
Confidentiality Requirements	Department of Military Affairs & Public Safety is guided by numerous federal and state laws governing confidentiality. These include, but are not limited to, confidentiality provisions under the federal Rehabilitation Act, the federal Privacy Act, the federal Health Insurance Portability and Accountability Act of 1996 (HIPPA) and West
Training Activity	Inmates are offered various programs jail-by-jail dealing with Substance Abuse and Domestic Violence.

Case Management	Counseling is provided by college degree Correctional Counselors with appropriate B.A. / B.S. degrees.
Planning Compact Cycle	Submit plan on programming to Agency's Program Coordinator once a year.
Special Conditions/Exceptions	Department of Military Affairs & Public Safety assists disabled inmates. Foreign language and the deaf.

Possible Individual Agency Requirement	General Purpose/Meaning
Agency Name/Key Contact	West Virginia Development Office Business and Industrial Development 304-558-2234
Primary Program(s)	Governor's Guaranteed Work Force Program, Competitive Improvement Program, Small Business Work Force Development Training Program.
Core Services	Technical assistance for WorkForce Development and Training. Referrals to appropriate partner agencies. Reimbursement for pre-approved customized training (business specific).
Contributions	Will contribute staff and other in-kind contributions to WorkForce West Virginia with information and introductions to West Virginia's new and existing businesses when appropriate. Share information regarding significant layoffs or closures.
Performance Measurement Levels	The West Virginia Development Office, Business and Industrial Development Division is responsible for all state assistance training programs.
Referral Process	Will collaborate, when appropriate, with WorkForce West Virginia by sharing appropriate services. .

Special Conditions/Exceptions	WorkForce West Virginia staff will refer Employer related training requests, as well as expansion or new prospects, to the West Virginia Development Office, Business and Industrial Development Division.
Training Activity	Customized Training and Development (Business Specific).
Case Management	Case Management for Business and Industry customized Workforce Training will be controlled by the West Virginia Development Office, Business and Industrial Development Division.
Planning Compact Cycle	July 1 – June 30
Special Conditions/Exceptions	Labor Market Information, layoff, and plant closings.
Confidentiality Requirements	Information will be shared with WorkForce West Virginia to the extent permitted and not restricted by nondisclosure agreements.
Job Placement	To ensure consistent screening, all job order requests received will be shared with WorkForce West Virginia. Employees of the West Virginia Development Division will not be responsible for updating information on the MACC system.

26.0 Signatures

WorkForce West Virginia

Signature

5/15/2015

Date

Bureau of Senior Services (BoSS)

	3/30/2015
Signature	Date

Council for Community and Technical College Education

Signature

5/4/15

Date

Department of Education & the Arts / Division of Rehabilitation Services (DRS)

Kay V. Gordon

Signature

6/5/2015

Date

Superintendent, Department of Education

Signature

4/7/15

Date

Department of Health & Human Resources (DHHR)

Nancy Exline

Signature

05/05/15

Date

West Virginia Development Office

Signature

4/2/15

Date

West Virginia Development Office

Signature

4/6/15

Date

Department of Military Affairs & Public Safety

Signature

5/7/15

Date