

UPPER SHORE WORKFORCE INVESTMENT BOARD



Integrated Local Workforce Investment Area Plan for Kent, Queen Anne's, Talbot, Dorchester and Caroline Counties

July 1, 2012—June 30, 2017

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PLAN SIGNATURES

Name of Area:

Chief Local Elected Official
Signature

Name

Date

Local Area Director Signature

Name

Date

LWIA Board Chairperson Signature

Name

Date

Note: Original signatures are not required for submittal, but must be available for review upon request and during onsite program reviews. Please scan signatures for the plan.

GENERAL NARRATIVE (SECTION III)

A. WIA Organization

1. Name of Area	Upper Shore Workforce Investment Board
2. Name, address, and phone number for Chief Local Elected Officials	Caroline County Council Dorchester County Commissioners Kent County Commissioners Queen Anne County Commissioners Talbot County Council
3. Name of organization administering the grant	Chesapeake College
a. Name, address, and phone number for Local Area Director	Daniel P. McDermott PO Box 8 Wye Mills, MD 21679 410-822-1716
b. Fax Number:	410-827-5874
c. Email Address:	dmcdermott@chesapeake.edu
4. Name, address, and organization of the Workforce Investment Board President	George Weeks, III Maryland Plastics. P O box 472, Federalsburg, MD 21632
5. Name, address, and organization of the Youth Council Chairperson	Royce Sampson Rock Publications 29387 Stoney Ridge Circle Easton, MD 21601
6. Name, address, and phone number of the area's One-Stop operator(s). List all the sites the organization manages and indicate with an asterisk sites that are WIA comprehensive service sites	Upper Shore One-Stop Consortium (consisting of the USWIA, 5 local DSS Directors, and the DLLR DFO) Caroline County Career Center 300 Market Street, Denton, MD 21639 Dorchester Job Center 627 Race Street, Cambridge, MD 21613 Shared Opportunity Service at the Kent Family Center 601 High Street, Chestertown, MD 21626 Queen Anne's County Job Center 125 Comet Drive, Centreville, MD 21617 Talbot Career Center 301 Bay Street, Easton, MD 21601
7. Web site address, Facebook page, You Tube channel, or other social media for the area (if any)	www.uswib.org http://www.facebook.com/USWIP
8. Name and phone number of the individual(s) with primary responsibility for plan development	Daniel P. McDermott 410-822-1716 x 2271

B. TITLE I OPERATIONAL AREAS

1. Collaborative Local Labor Market Plan

The Upper Shore region is characterized by its rural nature, small employers and service based economy. The chart below details the population of the Upper Shore by county and the population for the state for the period 1970 – 2010 and is an indication of the rural nature of the region.

Total Population for Maryland's Jurisdictions

	Census <u>1970</u>	Census <u>1980</u>	Census <u>1990</u>	Census <u>2000</u>	Census <u>2010</u>
MARYLAND	3,923,897	4,216,933	4,780,753	5,296,486	<u>5,773,552</u>
UPPER EASTERN SHORE REGION					
Caroline County	19,781	23,143	27,035	29,772	33,066
Dorchester County	29,405	30,623	30,236	30,674	32,618
Kent County	16,146	16,695	17,842	19,197	20,197
Queen Anne's County	18,422	25,508	33,953	40,563	47,798
Talbot County	23,682	25,604	30,549	33,812	37,782
Total	107,436	121,573	139,615	154,018	171,461

Source: Maryland Department of Planning

The population of the Upper Shore region is spread over 1776 square miles.

County	Land Area Square Miles
Caroline	319
Dorchester	541
Kent	277
Queen Anne's	371
Talbot	268
Total	1776
Source	US Census Bureau

When taken together, the data detailing population and land area the population per square mile in the Upper Shore region is 96.

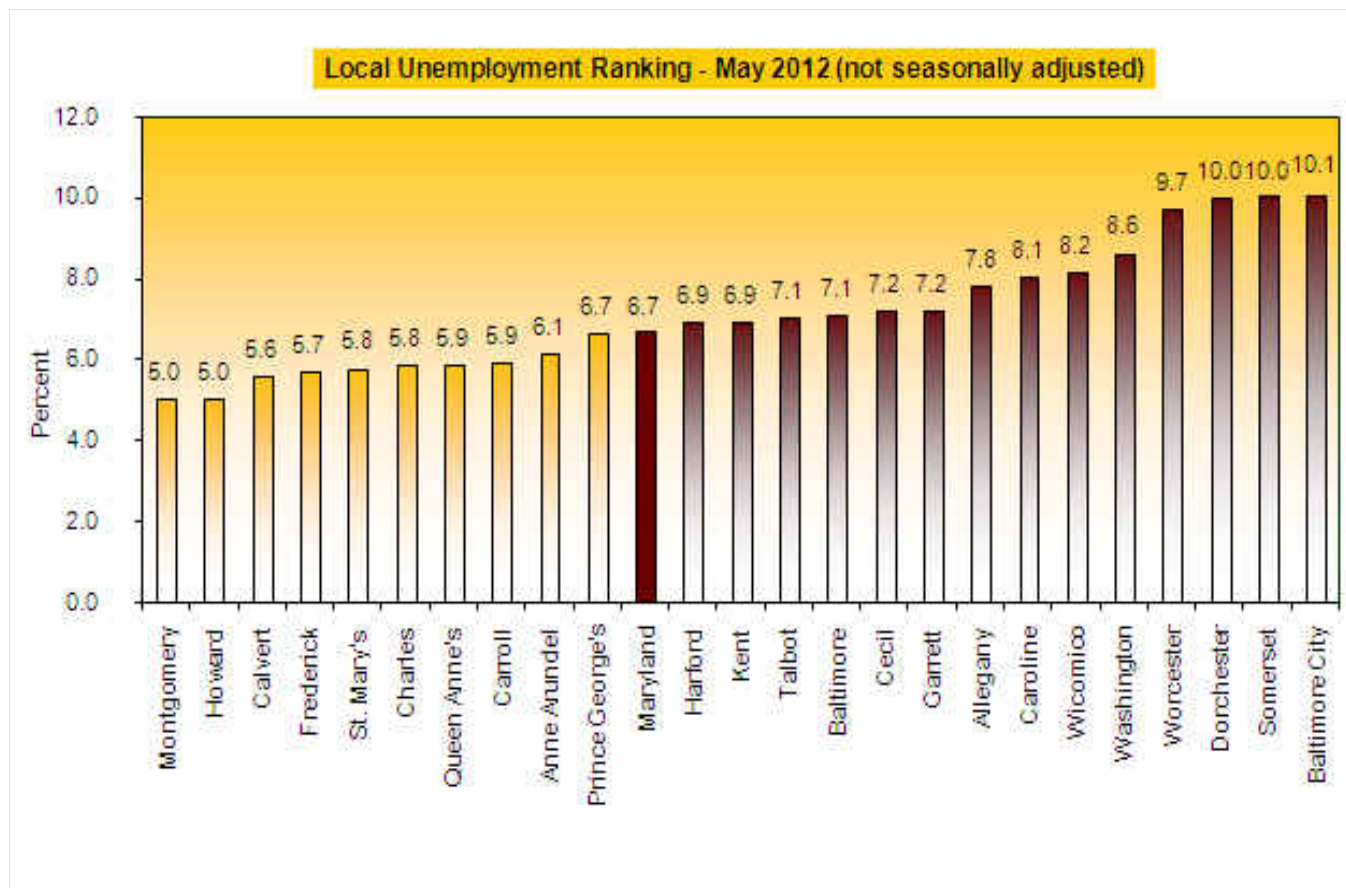
The chart below details labor force information for the region including employment and unemployment.

Labor Force Estimates by WIA - Upper Shore WIA
(Includes Caroline, Dorchester, Kent, Queen Anne's and Talbot Counties)

Upper Shore WIA - 2012

Month	Labor Force	Employment	Unemployment	Rate
January	89,316	81,488	7,828	8.8
February	90,364	82,351	8,013	8.9
March	90,264	82,810	7,454	8.3
April	89,935	83,052	6,883	7.7
May	90,724	83,993	6,731	7.4
Source	US Census Bureau LEHD			

The Upper Shore region has experienced an unemployment rate that is higher than Maryland state average. May, 2012 data from the Maryland Department of Labor, Licensing and Regulation provides a snapshot of the Upper Shore situation.



The demographic and labor market data support the thesis that the Upper Shore is a rural area, characterized by a small labor force and an unemployment rate that is higher than the state average.

Projections of employment trends from the US Census Bureau Local Employer Household Dynamics illustrate the trends in the Upper Shore economy.

UPPER SHORE WIA 2008-2018 INDUSTRY PROJECTIONS

Industry Title	Employment			Percent
	2008	2018	Change	Change
Total Wage and Salary Employment	62,265	69,545	7,280	11.7
Agriculture, Forestry, Fishing and Hunting	1,025	745	-280	-27.5
Mining	70	65	-5	-7.2
Utilities	195	230	30	15.7
Construction	4,405	4,745	345	7.8
Manufacturing	6,750	5,910	-840	-12.5
Wholesale Trade	2,385	3,155	775	32.5
Retail Trade	8,505	9,265	760	8.9
Transportation and Warehousing	1,750	1,820	70	3.9
Information	620	625	5	1.1
Finance and Insurance	1,600	1,675	75	4.7
Real Estate and Rental and Leasing	760	750	-10	-1.4
Professional, Scientific, and Technical Services	2,530	3,475	945	37.3
Educational Services	6,040	7,400	1,360	22.5
Health Care and Social Assistance	7,925	9,400	1,475	18.6
Arts, Entertainment, and Recreation	1,310	1,585	275	20.9
Accommodation and Food Services	6,715	7,590	875	13.0
Other Services (Except Government)	2,520	2,830	310	12.4
Government	4,505	4,965	460	10.2

From the information in the chart above, the former mainstays of the Upper Shore economy, agriculture and manufacturing, will continue to decline. The service sector, including health care and social services, education services, government services and professional, scientific and technical services are projected to grow. Wholesale trade, retail trade and accommodation and food services are projected to grow.

The Upper Shore service strategy has and will continue to focus on employment and training services targeting the growing sectors in the Upper Shore economy.

In addition to focusing on employment and training needs in the Upper Shore region the Upper Shore Workforce Investment Board recognizes and analyzes the commuting patterns of workers.

The chart below provides data on commuting patterns:

**Upper Shore Commuting Patterns
Jobs Counts by County Subdivision Where Workers are Employed
2010**

	Count	Share
District 1, Easton (Talbot, MD)	9,976	12.9%
District 7, Cambridge (Dorchester, MD)	4,775	6.2%
District 4, Chestertown (Kent, MD)	3,704	4.8%
District 6 (Anne Arundel, MD)	3,594	4.7%
Baltimore city (Baltimore city, MD)	3,378	4.4%
District 4, Kent Island (Queen Anne's, MD)	2,357	3.1%
District 3, Centreville (Queen Anne's, MD)	2,287	3.0%
District 3, Denton (Caroline, MD)	1,870	2.4%
District 1 (Anne Arundel, MD)	1,651	2.1%
District 5, Queenstown (Queen Anne's, MD)	1,629	2.1%
All Other Locations	42,002	54.4%

The data on commuting patterns provides an indication that employment and training options in other jurisdictions are an option for those workers who are willing to commute in order to work.

The Upper Shore Workforce Investment Board (USWIB) works closely with the One Stop System, the Upper Shore Chambers of Commerce, the Upper Shore Manufacturing and Business Council, the Regional Councils and the Eastern Shore Area Health Education Center to **validate labor market data**.

The USWIB conducted a Labor Shed Analysis in April of 2011 in concert with its participation in and leadership of the Pathways Out of Poverty initiative. This Department of Labor initiative allowed and required the USWIB and partners to fully analyze all aspects of health care as a career pathway. The **Labor Shed** analysis was validated by an employer group convened by the Eastern Shore Area Health Education Center.

In answer to the question, "Are Maryland Department of Labor, Licensing and Regulation job projections accurate?" the validation group concluded:

- The job projections are too low
- Aging population of health care workers will result in significant positive impact on openings
- Health care reform will have a significant positive impact on openings
- Health care reform will have a significant positive impact on mid level practitioner openings ex: nurse practitioner, dental hygienist, physician assistant

In answer to the question, "Is Maryland Department of Labor, Licensing and Regulation wage data accurate?" the validation group concluded:

- LPN wages are too high

- Wage rates are close to average in general- within an acceptable range
- Government wage rates are lower than averages presented

In answer to the question, "What is the future for Licensed Practical Nursing certification in the Upper Shore region?" the validation group concluded:

- Most employers are phasing out LPNs
- LPNs can "evaluate but not assess", therefore, an RN must provide assessment
- RNs with an Associate's Degree seem to be the "replacement" for LPNs

The end result of the Pathways-Out-of-Poverty initiative is that the Upper Shore region is keenly aware of the positive aspects of health care as a pathway and aware of the training that will provide job opportunities and the applicable wage rates in the Upper Shore region.

The Upper Shore Workforce Investment Board has a leadership role in the local roll out of the Accelerating Connections to Employment (ACE) Innovations Grant. ACE emphasizes WIB leadership, employer engagement, services to the hard to serve and career pathways as manifested through Integrated Basic Education and Skills Training (IBEST).

The Upper Shore Workforce Investment Board, the Chesapeake College Office of Continuing Education and Workforce Training (CEWT), the Upper Shore Manufacturing and Business Council (USMBC), and the Upper Shore Small Business Development Center (SBDC) are collocated in the Economic Development Center at Chesapeake College. This unique relationship and collocation provides the Upper Shore region with a Training One Stop. Employer involvement and engagement through the USWIB and USMBC, training opportunities through the CEWT and SBDC and training funding through the Workforce Investment Division allow this unique partnership to respond quickly and robustly to the needs of employers and workers in the region.

Significant shifts in the economy

Projections of employment trends from the US Census Bureau Local Employer Household Dynamics illustrate the trends in the Upper Shore economy.

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Information	620	625	5	1.1
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Real Estate and Rental and Leasing	760	750	-10	-1.4
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From the information in the chart above, the former mainstays of the Upper Shore economy, agriculture and manufacturing, will continue to decline. The service sector, including health care and social services, education services, government services and professional, scientific and technical services are projected to grow. Wholesale trade, retail trade and accommodation and food services are projected to grow. Construction is projected to grow.

The USWIB has worked closely with its partner organizations, particularly, Chesapeake College, the Eastern Shore Area Health Education Center (ESAHEC), the Small Business Development Center (SBDC) and the Marine Engineers Beneficial Association (MEBA) to craft training strategies that reflect the skills' needs of the Upper Shore employer community. MEBA, Chesapeake College and the USWIB have partnered to deliver skilled trade training for Workforce Investment Act Adults and Youth. The USWIB, Chesapeake College and ESAHEC have partnered to provide health care career orientations known as "Mini Med School" to Workforce Investment Act Adults and Youth.

The impact of Base Realignment and Closing (BRAC) is minimal in the Upper Shore region. The USWIB has, however, had a Workforce Investment Division staff member trained to deliver Federal Job Search Workshops and the USWIB is participating in Project SCOPE through the Fort Meade Alliance. The USWIB recognizes, through its Labor Shed Analysis, that jobs in the BRAC impacted areas of Maryland may be in the commutable range for workers so a Federal Job search strategy is warranted.

The USWIB is a national leader and recognized expert in a mobile service delivery strategy. The USWIB has been delivering employment and training services through a mobile one stop beginning in 2002. The USWIB has provided technical assistance for 27 Workforce Investment boards throughout the country as they grapple with the decision to go mobile. In Maryland, the USWIB assisted the Maryland State Department of Education, the Lower Shore Workforce Alliance, the Southern Maryland Workforce Investment Board and the Baltimore County Workforce Investment Board with the decision to procure a mobile career center. The USWIB Mobile One Stop, M1, is well known in the Upper Shore region for rapid response activities, the WIA Youth program, visits to detention centers, visits to the court system on child support enforcement hearing days and visits to libraries. The commitment of the USWIB to a mobile service delivery strategy has been shared at the National Association of Workforce Investment Boards, the Maryland Workforce Investment Network and the Maryland Association of Counties.

The USWIB, through its participation in and leadership of, the Pathways Out of Poverty initiative, has laid groundwork with partners to implement a career pathways strategy in the Upper Shore region. The USWIB utilized Governor's Set Aside funding to pilot a Career Pathways project that saw 8 participants receive Certified Nursing Assistant (CNA) training and English for Speakers of Other Languages training in an Integrated Basic Education and Skills Training format. Seven of the eight participants received CNA certification during the pilot project. The pilot project was the result of a reallocation of resources that originally had been

slated for a Labor Shed Analysis of the Upper Shore economy. Workforce Investment staff created and validated a Labor Shed Analysis as an “in kind” contribution to the Pathways effort. The “in kind” contribution allowed the Labor Shed Analysis resources to be utilized in the pilot project. Chesapeake College, as a result of participation in the Pathways Out of Poverty initiative, has been included in the Maryland Basic Education and Skills Training initiative. The USWIB is a partner in the Accelerating Connections to Employment (ACE) Innovation Grant. ACE will allow the USWIB to implement a significant effort to assist hard to serve Adults and Youth through the use of an IBEST strategy.

2. Local Area Governance: Describe how the LWIB will coordinate the following Title I activities /functions with local elected officials.

The Upper Shore Workforce Investment Board (USWIB) will distribute the plan to the County Councils and Commissions of the Upper Shore Area. The plan is available on the USWIB website, www.uswib.org.

Selecting one-stop operators

The Upper Shore Workforce Investment Board, with the approval of the five-county local elected officials has selected the Upper Shore Career Center Steering Council as the Consortium to be the One-Stop Operator based upon the legal guidelines outlined in the Workforce Investment Act (WIA).

Attachment #1 to this plan

Selecting eligible youth service providers

Youth service providers will be procured in compliance with the policies of Chesapeake College, the Upper Shore Fiscal Agent. The Youth Council will assist Chesapeake College, the staff and the USWIB in the selection process.

Adult and Dislocated Worker intensive training services will be provided by One-Stop partners in most cases. If a customer requires services that are not available from a One-Stop partner, services will be procured utilizing the Chesapeake College procurement procedure.

Adult and Dislocated Worker training providers will be selected by customers from the Maryland Higher Education Commission approved training list. If a customer is able to demonstrate that a training that is not on the approved training list is beneficial and relevant to the local labor market, the Workforce Investment Division staff may allow the customer to attend the training.

Developing a budget

The Chesapeake College Workforce Investment Division will develop a budget for the purpose of carrying out the duties of the local board. The budget will be approved by July 1 for the program year. The USWIB will approve the budget.

In order to assist in the administration of the grant funds, Chesapeake College will be designated to serve as the local Fiscal Agent; this designation does not relieve the five-county local elected officials (as Grant Recipients) of the liability for any misuse of grant funds.

Negotiating and reaching agreement on local performance

The Workforce Investment Act of 1998, Chapter 6 – General Provisions, Section 136, Performance Accountability System (c) (2) and (c) (3) details the local performance negotiation process.

(c) Local Performance Measures.--

(2) Local level of performance.--The local board, the chief elected official, and the Governor shall negotiate and reach agreement on the local levels of performance based on the State adjusted levels of performance established under subsection (b).

(3) Determinations.--In determining such local levels of performance, the local board, the chief elected official, and the Governor shall take into account the specific economic, demographic, and other characteristics of the populations to be served in the local area.

Developing the Statewide Employment Statistics System

The USWIB will evaluate the Governor's request; coordinate with the One-Stop Consortium Operator/partners and forward recommendations to the five county local elected officials for approval.

Coordinating Workforce Investment Activities with economic development strategies

Key partnerships that foster understanding of employers and their needs include the County Economic Development Offices, the Mid Shore Regional Council, the Upper Shore Regional Council, the Upper Shore Manufacturing and Business Council, the Eastern Shore Area Health Education Center, the local Chambers of Commerce, the Maryland Department of Labor, Licensing and Regulation and the Maryland Department of Business and Economic Development.

3. Local Board Staffing

Chesapeake College, as the Fiscal Agent, provides an Executive Director to perform administrative functions for the USWIB. The Executive Director may utilize time distribution to allocate costs between administrative and program functions. The USWIB will not employ staff; rather, the Chesapeake College Workforce Investment Division staff will charge time to the USWIB administered funds through a time distribution process.

A written contract specifies the relationship between the Executive Director, Chesapeake College and the USWIB.

4. Youth Council

- Coordinating youth activities in a local area

The Youth Council will assist in coordinating WIA youth activities in the local area. The Council meets quarterly/or on an as-needed basis to review all activities. Recommendations will be presented to the full board when appropriate. The Youth Council will also serve as a forum for non WIA youth activities as they relate to WIA participants.

- Developing portions of the local plan related to eligible youth

Portions of the local plan related to eligible youth have been developed under the advisement of the Youth Council. Priorities as assessed by the Youth Council and partner agencies have been considered while developing regional services for eligible youth.

- Recommending eligible youth service providers

The Youth Council evaluates youth service providers and provides updates to the USWIB as needed. The USWIB determines a youth strategy on a yearly basis through the budget process. The Youth Council and the USWIB have determined that a lack of youth service vendors constitutes grounds for sole sourcing youth activities to Chesapeake College Workforce Investment Division.

- Conducting oversight, monitoring and corrective action of the local area's youth programs
The Youth Council will assist the Workforce Investment Division in conducting oversight, monitoring, technical assistance, and corrective action of WIA programs. The intent is to move in the direction of consistent youth service procedures year-round, throughout the Workforce Investment Area.

5. One-Stop System for Service Delivery

Section 662.100 of the Workforce Investment Act; Final rules specifies, "c) The system must include at least one comprehensive physical center in each local area that must provide the core services specified in WIA section 134(d)(2), and must provide access to other programs and activities carried out by the One-Stop partners."

- The Talbot Career Center is in Easton, Maryland (Talbot County), located at 301 Bay Street, Easton, MD 21601, (410) 822-3030 phone, (410) 820-9966 fax; the DWDAL staff are available M-F to provide core services; WID Staff are on-site and available two days per week for application and eligibility for training vouchers, career advisement and information and referral. Adult Literacy partners have staff available for walk-in hours one day each week; other partners utilize the site on a by-appointment or circuit-riding basis. Social Services staff may provide on-site workshops one day each month. This is the five county's only comprehensive career center.
- Caroline County Career Center is located at 300 Market Street, Denton, MD 21629, (410) 479-4543 phone (410) 819-4503 fax; the DWDAL staff is available three days per week to provide core services; WID Staff are on-site and available two days per week for application and eligibility for training vouchers, career advisement and information and referral. Adult Literacy partners have staff available for walk-in hours one day each week; other partners utilize the site on a by-appointment or circuit-riding basis. Social Services staff is co-located, and may provide on-site workshops one day each month. This center is a satellite center.
- Dorchester County Job Center is located at 627 Race Street in Cambridge, MD 21613, (410) 901-4250 ph, (410) 221-1817 fax; the DWDAL staff is available M-F per week to provide core services; WID Staff are on-site and available two days per week for application and eligibility for training vouchers, career advisement and information and referral. Adult Literacy partners have staff available for walk-in hours one day each week; other partners utilize the site on a by-appointment or circuit-riding basis. Social Services staff is co-located, and may provide on-site workshops one day each month. This center is a satellite center.
- Queen Anne's County Job Center is a satellite One-Stop Center located at 125 Comet Drive Centreville, MD 21617; (410) 758-8044 phone (410) 758-8113 fax; the DWDAL staff is available one day per week to provide core services; WID Staff are on-site and available one day per week for application and eligibility for training vouchers, career advisement and information and referral. Adult Literacy partners have staff available for walk-in hours one day each week; other partners utilize the site on a by-appointment or circuit-riding

basis. Social Services staff is co-located, and may provide on-site workshops one day each month. This center is a satellite center.

- Shared Opportunities Services for Kent County is located at 601 High Street, Chestertown, MD 21620, (410) 778-7911 phone (410) 778-6328 fax. The DWDAL staff is available M-F per week to provide core services; WID Staff are on-site and available one day per week for application and eligibility for training vouchers, career advisement and information and referral. Adult Literacy partners have staff available for walk-in hours one day each week; other partners utilize the site on a by-appointment or circuit-riding basis. Social Services staff may provide on-site workshops one day each month. This center is a satellite center.
- Mobile One-stop (M1) services may be deployed to rural town libraries outside the one-stop when available: St. Michaels, Hurlock, Rock Hall, Galena, Federalsburg.

In addition, the M1 unit delivers outreach and assistance on child support days at Kent County Courthouse, Queen Anne's County Courthouse, and the Caroline County Courthouse each once per month.

Youth outreach and employability services are delivered using the M1 unit on Saturdays during the school year, and also during a comprehensive six-week summer program.

General operation and delivery of service in your One-Stop Centers

The delivery of One-Stop services in the Upper Shore region will continue to be a "full services delivery- part-time" model. Citizens who may not have travel access to a One-Stop may take advantage of the Upper Shore Workforce Investment Board's Mobile One-Stop (M1) as an access point for One-Stop services according to the public schedule on www.uswib.org; other job seekers may access the Maryland Workforce Exchange "Virtual One-Stop" through the use of any internet accessible computer. The United States Department of Labor My Next Move website, <http://www.mynextmove.org> is also available through the use of any internet accessible computer and provides comprehensive career research and relevant job market information.

Core services are delivered through the collaboration and collocation of One-stop partners, including Wagner-Peyser staff on full service Career Center days, and assist with sharing the lease-cost burden throughout the service delivery area. The customer flow chart explains the work-first model and core services delivered by the Wagner-Peyser staff. **Attachment #5**

The needs of dislocated workers, displaced homemakers, low-income individuals such as migrants and seasonal farmworkers, public assistance recipients, women, minorities, individuals training for non-traditional employment, veterans and individuals with multiple barriers to employment are being met.

The One-Stop Centers are designed to bring about job connecting and job keeping resources and services for all individuals based upon the "work-first" model. (This can also be described as the Core Services component on the attachment regarding customer flow chart attachment 4.) An informational sign-in procedure at each center assists in defining traffic flow, and is the mechanism that will ensure customers have access to specific resources, including priority of services for veterans in the One-stop Centers. One-stop reception staff has been instructed

with regard to the protocols in place for priority of service to veterans, and to other information and referrals which are available.

Current Wagner-Peyser resources for core services include staff in the one-stop locations that may work directly with each of the target groups listed above. Veteran representatives are available in all one-stop locations at least one day per week, during certain days and times, to ensure services and veteran priority are delivered to veteran customers; other customers who may have barriers to employment, or who have been assessed as having specific challenges and barriers to the connection to work will be directed based upon a self-assessment of which partner would be the most appropriate for assistance through the mainstream of the One-Stop Career Centers. One-stop staff works to ensure that all persons receive equitable core services in the One-Stop.

Quarterly One-Stop Center partner meetings are envisioned as an important mechanism for partner organizations to stay connected with the mission of each county's employment and training needs. Staff and managers stay apprised of upcoming events and changes in services delivery, as well as the ability to perform a periodic review of procedures and traffic flow patterns when they have the ability to meet regularly.

Local faith or community-based organizations

The One-Stop Consortium is open to the provision of outreach services to all organizations in any Faith Based Community. Faith-Based initiatives that involve employment and training activities will be vetted by the Upper Shore Career Center Consortium Steering Council (USCCCSC) before programs can become implemented in the community centers. The USWIB has a Community Based Organization (CBO) representative on the Board. The CBO representative provides a linkage to other CBOs in the region.

MOU and Resource Sharing Agreement (RSA)

The USCCCSC facilitated the stakeholders to compile and identify a MENU OF SERVICES. From the MENU (**Attachment 6**), stakeholders defined their roles in support of the USCCCSC in the Memorandum of Understanding MOU (**Attachment 2**), and subsequently represented their financial support in the accompanying Resource Sharing Agreement (RSA) as **Attachment 3**.

The Consortium Agreement will be included with this plan as **Attachment #1**. A brief description of the Consortium Operator's role, along with each partner's role in the One-Stop system and Memorandum of Understanding is provided below.

The Customer Flow Cart is relevant to the discussion of Core, Intensive and Training Services and is included in this plan as **Attachment 5**.

Core Services

Self-registration facilities are available to all customers in the One-Stop Centers as well as the ability to perform a self-directed job search, including available job postings and appropriate referrals for vacancy screenings or other business-initiated events. Labor exchange services through the Maryland Workforce Exchange using the "work-first" model involve registration in the job-matching system, an on-line resume and a way to search for available jobs on-line.

In addition, the One-Stop Career Center staff direct customers toward individual orientations for Adult Literacy or WID staff so there can be an opportunity to review training requirements and procedures that will enable any customer to access a training voucher, and any other appropriate referrals to job-keeping resources. These include open enrollment activities in workshops and the WID Ready-to-Work certification program. The WID staff offer an on-line calendar posted on the www.uswib.org website each month to show the available Ready-to-Work events that are open to all without eligibility.

If the customer cannot attach to a job, the customer may then be referred to partner organizations in order to address job connecting and job keeping barriers. Program eligibility can also be discussed with the customer as appropriate for other available services. Referrals for college placement tests, interest inventory surveys and literacy tests are available to all customers.

If the registrant cannot participate in self-service activities provided through Core Services, or completes such components without benefit of a job placement, he/she is then directed toward WID staff in order to determine eligibility for intensive and/or training services.

Intensive Services

When a customer is not able to directly link to employment because of some barrier with regard to qualification, transportation, child- or adult-care barriers, One-stop partners will meet specifically with the customer to assist in defining what services could be helpful. WID staff initiates an application for training voucher, and direct the customer to the Ready-to-Work events scheduled for that month. Other partners perform eligibility for programs that can address barrier removal at the social service, adult literacy or vocational rehabilitation level. Such service availability is defined in the Memorandum of Understanding documents.

Those who are determined not eligible for WIA enrollment can still participate in Ready-to-Work workshops and basic computer literacy classes. All are eligible for information and referral to other resources in the community, and can still be assisted in the available resources through Core Services. If eligibility is determined, an assessment will be completed and notes will be entered in the MWE system toward the development of the initial Individual Employment Development Plan (IEDP).

Training Services

WID staff will determine and approve appropriate occupational training activities according to the assessments noted in the IEDP, and according to the customer choice model as outlined in the WIA Workforce Investment Act. In addition, the policy for Individual Training Accounts will invoke fiscal tracking of each participant's training progression as outlined in the MWE case management IEDP notes section.

In the Upper Shore One-Stop Consortium Agreement, DWDAL, local Departments of Social Services and the Chesapeake College Workforce Investment Division (WID) comprise the Upper Shore Career Center Consortium Steering Council (USCCCSC), as One-Stop operators.

Mandated partners authorized under Title I of the Workforce Investment Act are as follows:

- Wagner-Peyser (Consortium Partner/Operator) has an infrastructure that serves Veterans; Labor exchange services are provided to Adults, Older Youth, Dislocated Workers, Trade-

eligible candidates and Incumbent Workers. Migrant and Seasonal Farm Worker Program customers are served through the selected vendor, Telamon.

- The local Departments of Social Services (Consortium Partner/Operator) are the recipient of Temporary Assistance for Needy Families (TANF) funds and Supplemental Nutrition Assistance Program (SNAP) funds; core services may also be provided to Adults, Youth, Dislocated and Incumbent Workers and Migrant and Seasonal Farm Worker Program customers by Social Services staff. Non-English language assistance is performed using the state-procured assistance of a phone accessed language Link.
- Chesapeake College (Consortium Partner/Operator) coordinates the implementation of Perkins Act funds, and the National and Community Service Act of 1990; also, the College's Workforce Development Division (WID) staff coordinate and deliver job connecting skills, intensive services including eligibility determination, assessment, and information and referrals; in addition, WID staff perform all training-approval activities according to the customer choice model in the Workforce Investment Act; and including the coordination of Individual Training Accounts. Dislocated Worker, Rapid Response service delivery and coordination is provided by WID staff.

It is envisioned that the use of Memorandum of Understanding (MOU) **Attachment #2** documents with the following organizations will serve to define the integration of service delivery to adults, youth, dislocated and incumbent workers:

- DLLR's Maryland Unemployment as a partner, linked electronically (web) and by phone, made available in the One-Stop Career Center;
- Upper Shore Adult Basic Literacy and Education service delivery organizations as partners available on specific days in the One-Stop for consultations, and by appointment for assessment and testing;
- Office on Aging organizations as partners and participating workers in the One-Stop Career Centers;
- Division of Rehabilitation Services organizations as a partner, available by appointment and on specific days in the One-Stop Career Centers.
- Wagner-Peyser Act Programs are delivered through the Department of Labor, Licensing and Regulation's Division of Workforce Development on behalf of the local office, and will perform required Wagner-Peyser Core services at each One-Stop site.

Additional partners will be added via the use of a Memorandum of Understanding Agreements (MOU), which will stipulate the relationship and area of customer service expertise for each partner and the support of the One-stop Centers through cost allocation plans.

Programs authorized under Title I: Rehabilitation Act of 1973

The Division of Rehabilitation Services (DORS) referrals are served through the regular process at the One-Stop Center. Those who cannot be provided services will be referred to the Vocational Rehabilitation Service representatives as defined through the Memorandum of Understanding agreement. It is envisioned the One-Stop knowledge worker will be able to schedule appointments with a DORS worker for these services.

Programs authorized under Section 403(a) (5): Social Security Act (as added by Section 5001 of the Balanced Budget Act of 1997)

Linkages with the SSI representative are active, and SSI regularly schedule appointments at the One-Stop center. As a Consortium Operator/Partner, Departments of Social Services staff will deliver eligibility, intensive and training services using an Individual Employment Development Plan with the customer, and adhering to the customer choice model defined in the WIA.

Activities authorized under Title V: Older American's Act of 1965

Older Workers are served through the regular process at the One-Stop Center. As those who require intensive and training services are identified, eligibility for such programs will be provided and an Individual Employment Development Plan will be completed. Those persons who cannot be served at the One-Stop will be referred to the Queen Anne's Office on Aging, Experience Works, Maintaining Active Citizens and/or the Upper Shore Aging Organization representatives, as defined through Memoranda of Understanding agreements.

Post-secondary vocational education activities authorized under Carl D. Perkins Vocation and Applied Technology Education Act;

Through Core Services resources, information and referral will be provided through Chesapeake College, as a One-Stop operator consortium partner with regard to career and technology services available at each One-Stop location. In addition, core service facilities will be available to all.

Activities authorized under Chapter 2 of Title II: Trade Act of 1974.

Dislocated workers needing basic readjustment services will be provided full services at the One-Stop Centers through the DWDAL staff. Core, eligibility, intensive and training components will be available to these customers. In the event of a large lay-off or plant closing, Rapid Response will be delivered via the WID staff, including Ready to Work events, and dislocated worker assistance centers. The Wagner-Peyser staff however, is the authorized providers of TAA services.

Veteran's activities authorized under Chapter 41: Title 38 United States Code

Chapter 41: Title 38 United States Code specifies the specific functions of local veterans' employment representatives:

Priority of service is provided to eligible veterans and eligible spouses in all programs and services funded in part or in whole with funds originating from the DOL. All partners and partner organizations are subject to the priority of services requirement.

(a) **Requirement for Employment by States of a Sufficient Number of Representatives.** — Subject to approval by the Secretary, a State shall employ such full- and part-time local veterans' employment representatives as the State determines appropriate and efficient to carry out employment, training, and placement services under this chapter.

(b) **Principal Duties.** — As principal duties, local veterans' employment representatives shall

(1) conduct outreach to employers in the area to assist veterans in gaining employment, including conducting seminars for employers and, in conjunction with employers, conducting job search workshops and establishing job search groups; and

(2) facilitate employment, training, and placement services furnished to veterans in a State under the applicable State employment service delivery systems.

(c) **Requirement for Qualified Veterans and Eligible Persons.** — A State shall, to the maximum extent practicable, employ qualified veterans or eligible persons to carry out the services referred to in subsection (a). Preference shall be accorded in the following order:

(1) To qualified service-connected disabled veterans.

(2) If no veteran described in paragraph (1) is available, to qualified eligible veterans.

(3) If no veteran described in paragraph (1) or (2) is available, then to qualified eligible persons.

(d) **Part-Time Employees.** — A part-time local veterans' employment representative shall perform the functions of a local veterans' employment representative under this section on a half-time basis.

(e) **Reporting.** — Each local veterans' employment representative shall be administratively responsible to the manager of the employment service delivery system and shall provide reports, not less frequently than quarterly, to the manager of such office and to the Director for Veterans' Employment and Training for the State regarding compliance with Federal law and regulations with respect to special services and priorities for eligible veterans and eligible persons.

Employment & training activities under the Community Services Block Grant Act

Customers requiring employment and training services will be provided One-Stop Core services; intensive and training services will be provided to those eligible. There are no employment and training activities authorized under the Community Services Block Grant Act operating in the Upper Shore area.

Employment & training activities by the Department of Housing and Urban Development

Those persons requiring employment and training activities will be served at the One-Stop Centers; intensive and training services will be provided to those eligible. There are no employment and training activities authorized by the Department of Housing and Urban Development operating in the Upper Shore area.

Programs under State Unemployment compensation Workforce Investment Acts

Access to UI information and services through telephone and/or the Internet will be available at the One-Stop Center.

Programs authorized under Title II of the Workforce Investment Act (adult basic education and literacy training). Those customers requiring Adult Basic Literacy and Education services will have access to information, class registration and referrals in the One-Stop Centers, as defined in Memoranda of Understanding documents.

Optional Partners

Programs authorized under Part A of Title IV of the Social Security Act

Temporary Cash Assistance participants are served through regular Core Services through the One-Stop. Those persons needing more service than is available through Core Services will transition into the intensive component, delivered by the local Departments of Social Services who are a One-Stop Consortium Operator Partner. Accessibility to training services will be available through One-Stop center staff using the Individual Employment Development Plan (IEDP), and the customer choice model as defined in the Workforce Investment Act. Priority of Service policy applies to those in need.

Programs authorized under Section 6(d) (4) of the Supplemental Nutritional Assistance Program (SNAP)

Those persons requiring employment and training activities will be served at the One-Stop through Core Services; intensive and training services will be provided to those eligible. Accessibility to training services will be available through One-Stop center staff using the Individual Employment Development Plan (IEDP), and the customer choice model as defined in the Workforce Investment Act.

Programs authorized under the National and Community Service Act of 1990

Core services available through the One-Stop will be primarily information and referral services. Chesapeake College's WID is a One-Stop Operator consortium partner, and will have the most current information and access to services available through this program.

Other appropriate Federal, State, or local programs, such as Single Point of Contact (SPOC), and also including programs in the private sector.

Those persons requiring employment and training activities will be served at the One-Stop through Core Services; intensive and training services will be provided to those eligible. Accessibility to training services will be available through One-Stop center staff using the Individual Employment Development Plan (IEDP), and the customer choice model as defined in the Workforce Investment Act.

6. Services

a. Adults and Dislocated Workers

Core Services

The local One-Stop Centers will provide Core Services using the work-first model. These services are offered to all individuals beginning with an assessment. Maryland Workforce Exchange (MWE) registration is also required for work search and for identification and tracking of customers. The sign-in mechanism at each One-Stop Center references the menu of available services at each Center. Services available at the Center are included in Attachment 4, Customer Flow Chart and Attachment 4, Menu of Services.

- Career Center resource room; computer, phone, fax availability; Mobile One-Stop (M1);
- Internet resources via the Maryland Workforce Exchange
<https://mwejobs.maryland.gov/> for work search job matching; Maryland Workforce

- Exchange (MWE) applicants to employers; employers to applicants and the list of available jobs from local employers;
- Registration for job matching, <https://mwejobs.maryland.gov/>;
 - Formats for the functional resume, interview tips, sample job applications, referral and information at www.uswib.org ;
 - Interest Inventory using O*NET worker profiler (available on the www.uswib.org website);
 - Assessment Intake Interviews and Ready-to-Work workshop events, including job connecting skills workshops, i.e. job application, on-line application, resume, interview and dependable strengths;
 - Information and referral for other community services;

Intensive Services

WID staff will assist the customer in making a determination if the customer needs additional resources to connect to work:

- Staff will direct the customer to complete an interest inventory, literacy assessment test, college placement tests and perhaps a technology assessment for computer literacy. Eligibility determination for training programs will result in the initiation of notes toward an Individual Employment Development Plan (IEDP).
- Eligible individuals unable to secure employment after barrier removal intensive services will be evaluated in order to determine their ability to benefit from training resources. The IEDP and the service record are updated regularly in the case management component of the MWE, as customers receive and complete various services.
- Subject to funding availability, customers covered under the "self-sufficiency" and "inability to retain employment" policies may also be eligible to receive intensive and training services based upon the One-stop partner assessment: ability to benefit.
- The IEDP will serve as the repository for notes for further activities, and for contacts associated with training for the customer.
- One-Stop and other partners may be called upon to assist in the creation of the IEDP.

Training Services

Once the customer is referred to the training services module, the career and advising specialist will determine if the customer is a good match for occupational skills training. The notes serve to document the job goal, and the qualifications or certifications necessary to connect to a specific job. The career and advising specialist will indicate through the notes the direction and action for the customer which will assist in the completion of his/her career goal:

- The eligible training providers list maintained on the Maryland Higher Education Commission (MHEC) website will be used by customers to review those providers who have been approved for WIA training services;
- The length, duration, vendor and location of the training services are agreed upon by both counselor and customer;
- Applicants must apply for federal scholarship funding (Pell Grant), and exhaust Pell funding before WIA funding can be approved. All applicants must apply using the www.fafsa.gov access.
- An Individual Training Account is established using the authorization for training voucher form (*Attachment # 7*).

- If the customer does not find a suitable training vendor, or chooses not to attend an approved provider, he/she will be referred to other community and financial aid services in the local area and back to the One-Stop Career Center for work connecting services.
- Optional Work Experience opportunities may be available for participants concurrently during occupational training or who have completed training and who have been interviewed as ready for work; and, for those who could benefit from a trial activity in the field for which they are training. Only non-profit organizations will be utilized for these work experience activities if the strategy is utilized.
- Follow-up contacts are performed for one year. The customer is always eligible for Core Services in One-Stop Centers before, during and after any training opportunity.
- Customers eligible for Training have a monetary cap in the amount of \$4500 for tuition. Once this cap has been met, customers are directed toward other financial aid programs. Exceptions can be made, subject to approval by the Director of WIA Programs.
- Customers eligible for Training are expected to complete the training within a two-year timeframe. Exceptions can be made, subject to approval by the Director of WIA Programs.

Supportive service policy for adults and dislocated workers

Notes in the customer's Individual Employment Development Plan (IEDP) will include assessment information of eligible customers, and those supportive services necessary for success. All participants in academic credit training activities must apply for Pell Grant funding for Pell eligible training programs.

Supportive Services Policy: The WIA may provide supportive services for any Title I-eligible participant enrolled in an occupational training program. Eligible participants in training may be offered a reimbursement for training-related expenses at the rate of \$15 per day for training-related travel and stipend to an individual for incidental expenses associated with training. The \$15.00 reimbursement may commence only after Unemployment Insurance benefit payments have expired. The travel reimbursement for mileage and stipend is calculated for each day the participant attends training.

Needs-related payment policy for adults and dislocated workers

At the current time, there is no plan to offer needs-related payments. If the WIA determines that needs-related payments are necessary, a policy will be developed. The policy will be approved by the Upper Shore Workforce Investment Board and this plan will be revised and modified.

Individual Training Account (ITA) policy

The policy with regard to the Individual Training Accounts (ITA) is as follows:

Step 1: Participant progresses through core and intensive services, and applies for eligibility for an occupational training voucher.

Step 2: Notes are entered in MWE so that an Individual Employment Development Plan (IEDP) is agreed upon between the customer and the Career and Advising staff:

- The plan will document an assessment of former job skills and specific academic/skill deficiencies as they relate to a specific job as determined by the customer.

- The Customer completes required training vendor placement or a literacy assessment test, an interest inventory, and the federal eligibility documentation required for a training voucher.
- The Customer attends Ready-To-Work workshops: dependable strengths; job application, on-line application, resume, cover letter, goal setting and interview. A Customer may participate in basic computer skills if necessary.
- The IEDP documents the career goal for the customer.
- The Customer completes job contacts defining training related to his/her specific job goal as it exists in the local economic environment – these contacts become a part of the plan.
- The IEDP outlines the recommended education/skills actions that will be necessary to meet the minimum qualifications of the customer’s career goal, including the timeline involved to attain career goal.
- The plan will also document a customer’s need for supportive services.

Step 3: An eligible provider list is accessed by the Customer and the customer choice model explained.

Step 4: The Customer decides upon a training vendor; the customer applies for federal scholarship funding if the training program is Pell eligible. All applicants eligible for PELL funding must exhaust PELL funds before WIA funding can be approved.

Step 5: An Individual Training Account is authorized using the WID’s authorization for training voucher. The Training Voucher is completed with signatures from the WID training facilitator and the customer. The Authorization for Training (**Attachment #7**) includes:

- Vendor identification, address, phone;
- The dollar amount of commitment for training service (not to exceed \$4500);
- Duration of training commitment;
- Curriculum/skill (type of training);
- Customers attending credit classes will apply for a Pell Grant and/or any other financial aid which may be available – a PELL award or denial letter is collected; customer will be counseled that education loans require repayment;
- A specific expectation agreed upon between WID staff and the customer who includes: maintain "C" average, communicate attendance, communicate training status and communicate attainment of a job -- signed by the customer and the training advisor.

The Upper Shore Workforce Investment Board imposes a cap on ITAs; this limitation will reflect a range of allowable financial commitment for training up to \$4,500; the limitation commitment for timeframe duration shall be two years. The Upper Shore Workforce Investment Division staff will allow exceptions, based upon each individual customer, and based upon the needs identified in the plan. The process for approval of such exceptions will be determined by the Director, WIA Programs, and shall be determined by the type of training, the local labor market requirements, and the dollar amount of the training. All exceptions will be documented and included in the notes for each customer who proposes a waiver to the cap for training.

The Authorization for Training is the “voucher”. Vouchers identify the training customer, the specific training course and the timeframe of the training. Training providers submit an invoice to the WID and are paid through the fiscal agent, Chesapeake College. Payments will only be paid to viable training vendors, as listed on the MHEC eligible provider list, and/or as

approved by the WID training staff. No payments will be made directly to customers, directly to customer's personal bank accounts or to third parties on behalf of a customer, except where there is an approved reimbursement and authorization for training. No training reimbursements will be made retroactively for a course not approved prior to the onset of training.

ITA accounts will be monitored regularly during each semester by the Director of WIA programs. A weekly list is compiled to ascertain fund status; monthly monitoring of the numbers of customers in each step of the training process (i.e. Ready-to-Work) ensures that customers are progressing appropriately. Career and advising staff will continue to monitor each student's progress and to update the customer's plan in the form of notes when contact is made for training status and for follow-up contacts.

ITA accounts will be closed in the event of the following:

- Training plan has been completed;
- If the customer drops out, quits, or has been dismissed from the class;
- The training cap has been reached*

**Customers who exhaust initial training account funding (cap) may submit a proposal requesting a waiver to the training cap policy for additional funding consideration. Such a proposal will contain the following components:*

- 1. Summary of training experience thus far, including grade point average, courses completed and other accomplishments;*
- 2. Estimate of costs of continuing coursework to include the number of classes and the costs associated with the courses, not including books;*
- 3. Estimated time frame with which the course work can be accomplished;*
- 4. Reiteration of the availability of jobs in chosen field based upon the timeframe above, including testimonials if available.*

The submitted proposal will become a part of the customer's physical file, be an update to the case management notes, and any decisions made will be documented and reviewed by the Director of WIA programs.

Based upon the assessment of the funding levels by the Director of WIA programs, customers may have to submit additional proposals as the funding becomes more depleted, and the priority of service models are activated.

On-the-Job Training may be a strategy used for training individuals where an employer has extended an offer for employment, and there are additional training requirements in the context of the position description. Rather than issuing an ITA, a contract will be utilized between the WID and the training entity. The training entity may be a private sector employer, a private non-profit sector employer or a private not for profit sector employer in the case on an OJT contract.

Customized training may be used as a strategy to train Incumbent Workers who are WIA eligible. Employers are required to match WIA expenditures for the training.

Customers facing multiple barriers to employment will be referred to One Stop partners for barrier removal or accommodation. Once barriers are mitigated, training may commence utilizing the training process.

Local Priority of Service Policy

The Chapter 41: Title 38 United States Code requires that Priority of service is provided to eligible veterans and eligible spouses in all programs and services funded in part or in whole with funds originating from the DOL. All partners and partner organizations are subject to the priority of services requirement.

The Upper Shore Workforce Investment System will ensure those identified as priority customers will continue to receive priority service by all one-stop staff members as funding is expended. On July 1 of any program year, income eligibility for the economically disadvantaged adult will be set at 200% of poverty. Veterans and eligible spouses including widows and widowers as defined by the Jobs for Veterans Act will receive priority over non-veterans throughout the priority of service "tiers". Once spending for training vouchers begins, there will be a three-tier eligibility progression:

The Upper Shore Workforce Investment System will ensure those identified as priority customers will continue to receive service as funding is expended. On July 1 of any program year, income eligibility for the economically disadvantaged adult will be set at 200% of poverty. Veterans and eligible spouses including widows and widowers as defined by the Jobs for Veterans Act will receive priority over non-veterans throughout the priority of service "tiers". Once spending for training vouchers begins, there will be a three-tier eligibility progression:

Tier 1: When the expenditures in the WIA Adult program have reached a 50% expenditure level, the priority of service policy definition is to serve those customers who:

- Meet WIA eligibility requirements at the 100% level of poverty as defined by the most current USDOL Lower Living Standard Income Levels and Poverty Income Guidelines for the State of Maryland, updated annually, or are veterans and/or eligible spouses including widows and widowers as defined by the Jobs for Veterans Act meeting this requirement; and
- Have been determined "most in need and can benefit" from the services by the One-Stop resource staff. This is a waiver procedure developed to accommodate training customers who are determined eligible by a means not limited by income: the WID staff present a "case", outlining the reasons a customer may be perceived as most in need and can benefit. Notes are entered into MWE which correspond to the circumstances and are documented. The same process for activities and services are followed with the exception of an approval by the Director of WIA Programs. and
- Are those customers who select a training occupation in demand in the local labor market, who could also be veterans and/or eligible spouses including widows and widowers as defined by the Jobs for Veterans Act;

Tier 2: When the expenditures in the economically disadvantaged Adult program have reached a 65% expenditure level, based upon the following criteria, the priority of service policy definition is to serve those customers who:

- Meet WIA eligibility requirements at the 70% level of poverty as defined by the most current USDOL Lower Living Standard Income Levels and Poverty Income Guidelines for the State of Maryland, updated annually, or are veterans and/or eligible spouses including widows and widowers as defined by the Jobs for Veterans Act meeting this requirement; and
- Have been determined “most in need and can benefit” from the services by the One-Stop resource staff. This is a waiver procedure developed to accommodate training customers who are determined eligible by a means not limited by income: the WID staff present a “case”, outlining the reasons a customer may be perceived as most in need and can benefit. Notes entered into MWE which correspond to the circumstances and are documented. The same process for activities and services are followed with the exception of an approval by the Director of WIA Programs.
- Are those customers who select a training occupation in demand in the local labor market who could also be veterans and/or eligible spouses including widows and widowers as defined by the Jobs for Veterans Act ;

Tier 3: When the expenditures in the economically disadvantaged Adult program have reached a 80% expenditure level, based upon the following criteria, the priority of service policy definition is to serve those customers who:

- Are receiving public assistance in the form of TANF or SNAP, or who could also be veterans and/or eligible spouses including widows and widowers as defined by the Jobs for Veterans Act ; and
- Have been determined “most in need and can benefit” from the services by the One-Stop resource staff. This is a waiver procedure developed to accommodate training customers who are determined eligible by a means not limited by income: the WID staff present a “case”, outlining the reasons a customer may be perceived as most in need and can benefit. There are notes entered into MWE which correspond to the circumstances and are documented. The same process for activities and services are followed with the exception of an approval by the Director of WIA Programs.
- Are those customers who select a training occupation in demand in the local labor market who could also be veterans and/or eligible spouses including widows and widowers as defined by the Jobs for Veterans Act ;

Recap: Begin at 200% poverty level for income eligibility on July 1.

Veterans and/or eligible spouses including widows and widowers as defined by the Jobs for Veterans Act always take first priority.

Tier 1: When expenditures reach the 50% level: change to 100% of poverty for income eligibility

Tier 2: When expenditures reach the 65% level: change to 70% of poverty for income eligibility

Tier 3: When expenditures reach the 80% level: TANF and SNAP customers only.

This reserve will ensure those who are most in need and who may be veterans and/or eligible spouses including widows and widowers as defined by the Jobs for Veterans Act are given the

attention and delivery of services as a priority when the available financial resources are at a minimum. Current data collection mechanisms at intake and application will allow the staff to document receipt of public assistance so that as the need arises, these customers may be quickly identified and prioritized.

Dislocated Workers who are veterans and/or eligible spouses including widows and widowers as defined by the Jobs for Veterans Act will receive priority in all services over Dislocated Workers who are not veterans. In the case where services must be rationed due to a shortage of Dislocated Worker funds, the Upper Shore Workforce Investment Board will request Rapid response funds to serve veterans and/or eligible spouses including widows and widowers as defined by the Jobs for Veterans Act

Dislocated workers who need immediate assistance or others such as Veterans, who have been identified as priority individuals will be served using the mechanism in place under Rapid Response requirements. Counseling, intake and other One-Stop staff will be directed toward a strategy to implement immediate intervention to address specific occurrences.

Local policy for defining "self-sufficiency" and "inability to retain employment"

Universal accessibility requires that anyone may use One-Stop Core Services without eligibility requirement. Those already working in a job, classified as incumbent workers, may also qualify for intensive and training services by using the self-sufficiency qualification. The vision of the workforce investment system is to assist people in working toward economic improvement. In order to address that vision, in the Upper Shore Workforce Investment System, the local policy for defining a qualification for improvement in order to serve incumbent workers is as follows:

1. One qualification criteria for employed adult individuals is that they earn less than or equal to 200% of the poverty level (based upon Tier 1). This is based upon a calculation defined by the most current United States Department of Labor Lower Living Standard Income Levels and Poverty Income Guidelines for the State of Maryland, updated annually; or
2. The customer qualifies as having the inability to retain employment. Locally, the definition for "inability to retain employment" is leaving three or more jobs during the twelve months preceding the eligibility determination.
3. The qualification criterion for employed dislocated workers is that the current wage is less than or equal to 80% of the wage at qualifying dislocation.
4. The inability to retain employment. Locally, the definition for "inability to retain employment" is leaving three or more jobs during the twelve months preceding the eligibility determination.
5. Additionally, an employed worker can be eligible who has experienced a 40% decrease in number of hours worked per week, AND have been determined "most in need and can benefit" from the services by the One-Stop resource staff. This is a waiver procedure developed to accommodate training customers who are determined eligible by a means not limited by income: the WID staff present a "case", outlining the reasons a customer may be perceived as most in need and can benefit. Notes are entered into MWE which correspond to the circumstances and are documented. The same process for activities and services are followed with the exception of an approval by the Director of WIA Programs.

Provide Rapid Response services in the local area

Daniel P. McDermott and Melissa Mackey will serve as staff contacts and Upper Shore Rapid Response Coordinators.

Providing comprehensive services to eligible youth

WIA eligible youth, who are out-of-school, ages 16-21 years old, including those with special needs or barriers to employment, pregnant, parenting, or with significant disabilities, may receive comprehensive services through the One-Stop Centers and Chesapeake College Workforce Investment Division as approved by the USWIB. These WIA-eligible out-of-school youth may receive services in the form of a training voucher, tutoring, high school diploma completion and career information.

WIA eligible school-connected youth, including those with special needs or barriers to employment, pregnant, parenting, or with disabilities, may receive comprehensive year-round services as discussed by the Youth Council and approved by the USWIB, and implemented by the Workforce Investment Division Youth staff. It is expected that WIA eligible school-connected youth will be served with a strategy of long-term, year-round services that will result in the attainment of a high school diploma, employment, joining the military and/or attending post-secondary training.

All WIA eligible youth will receive service strategies that will prepare them for success both in training for a career, and also designed to increase employability skills:

- An objective assessment that includes CASAS testing for Out of School youth, an O*Net interest inventory survey, and a review of supportive service needs for training;
- The development of an individual service strategy (ISS) outlining the action steps toward a specific training designed to qualify an individual for a specific job;
- Preparation for postsecondary educational opportunities; linkages between academic learning and the labor market; preparation for employment and connections to intermediary organizations with links to the job market and employers, which may include field trips to employers, colleges and other information and referral strategies.
- The availability of the ten program elements outlined in §664.410 of the Workforce Investment Act Final Rules.

Job Corps services are accessed remotely by Upper Shore residents: interested youth may complete a preliminary Job Corps application on-line, or may contact a Job Corps counselor by contacting their closest agent, (410) 288-7040. Workforce Investment staff assist youth in contacting Job Corps personnel on line or through the local number. The Youth Council, by its membership, provides a linkage to other youth services in the Upper Shore area.

Vision for serving youth

Youth Alternative Schools: The Upper Shore WIB's strategy is to partner with the Division of Rehabilitative Services, Social Services, Adult Basic Education, Juvenile Services, Family Support Centers, and other organizations providing employment and training services to youth requiring alternative education programs in assessing and identifying components to enhance alternative education. Core services may be developed that address individual barriers faced by youth seeking alternative education avenues.

Investments of WIA youth resources are demand-driven, helping youth acquire the skills needed to be successful in a 21st Century economy: The Upper Shore WIB will partner with organizations and businesses such as the Eastern Shore Area Health Education Center, Upper Shore Business and Manufacturing Council, Chesapeake, the Chesapeake Culinary Center, local parks and recreation departments, and Chesapeake College in exposing youth to career exploration in the identified clusters of manufacturing, healthcare, hospitality and tourism.

The USWIB and Youth Council have analyzed the demographic characteristics of the participating youth and have a plan in place to assure that at risk youth are priorities in youth recruitment. Youth recruitment, by unanimous vote of the USWIB will follow the guidelines in the chart below:

**Youth Recruitment:
50 Youth**

Eligibility Factor	Percentage	Number
Disability	12	6
Foster Care	10	5
Public Assistance	35	19
Low Household Income	43	20
Total	100	50

Youth programs must be performance-based and outcome focused: Youth program strategies will focus on meeting and exceeding performance standards. Goals and service strategy will be based on each individual's needs. Intensive case management will be provided to school-connected youth on a long-term basis (usually all four years of high school) to assist youth in reaching his/her goal of a diploma and to transition to higher education, training, military and/or employment. Out-of-school youth will also receive case management attention to assist in achieving goals. WIA services will coordinate with all other services in which the youth may be eligible. This may include Family Support Centers, Social Services, Rehabilitative Services, and/or Juvenile Service.

Youth eligibility criteria

The USWIB has determined that in addition to the income eligibility and age requirement, one of the following will be used to define an individual who requires additional assistance in order to complete an educational program, or to secure and hold employment:

- Eligible for migrant services
- Resides in designated Collaborative Supervision and Focused Enforcement area
- Lives in a Single/absent parent household
- Is Listed on the family food stamp/TANF grant
- Uses English as the second language
- Participates in a community mentor program
- Is aged 16 and not attending secondary school
- Has a documented disability
- Demonstrates a lack of, or poor work history

These conditions were identified by the Youth Council as barriers to education, training, and employability skills faced by local youth.

Individuals who do not met income criterion

The USWIB will monitor the 5% youth ratio by utilizing the Maryland Workforce Exchange for the programmatic "head count". The USWIB will monitor expenditures on 5% youth by utilizing the Chesapeake College fiscal system.

7. Customer Flow System

Core Services

The local One-Stop Centers will provide Core Services using the work-first model. These services are offered to all individuals beginning with an assessment. MWE registration is required for work search strategies and for identification and tracking of customers. The sign-in mechanism at each one-stop Center references the menu of available services at each Center. Services available at the Center are included in **Attachment 5**, Customer Flow Chart and **Attachment 6**, Menu of Services.

- Career Center Resource room; computer, phone, fax availability; Mobile One-Stop (M1);
- Internet resources via the Maryland Workforce Exchange <https://mwejobs.maryland.gov/> for work search job matching: Maryland Workforce Exchange (MWE) applicants to employers; employers to applicants and the list of available jobs from local employers;
- Registration for job matching, <https://mwejobs.maryland.gov/> ;
- Formats for the functional resume, interview tips, sample job applications, referral and information at www.uswib.org ;
- Interest Inventory using O*NET worker profiler (available on the www.uswib.org website);
- Assessment Intake Interviews and Ready-to-Work workshop events, including job connecting skills workshops, i.e. job application, on-line application, resume, interview and dependable strengths;
- Information and referral for other community services;

Intensive Services

WID staff will assist the customer in making a determination if the customer needs additional resources to connect to work:

- Staff will direct the customer to complete an interest inventory, literacy assessment test, college placement tests and perhaps a technology assessment for computer literacy. Eligibility determination for training programs will result in the initiation of notes toward an Individual Employment Development Plan (IEDP).
- Eligible individuals unable to secure employment after barrier removal intensive services will be evaluated in order to determine their ability to benefit from training resources. The IEDP and the service record are updated regularly in the case management component of the MWE, as customers receive and complete various services.
- Subject to funding availability, customers covered under the "self-sufficiency" and "inability to retain employment" policies may also be eligible to receive intensive and training services based upon the One-stop partner assessment: ability to benefit.
- The IEDP will serve as the repository for notes for further activities, and for contacts associated with training for the customer.
- One-Stop and other partners may be called upon to assist in the creation of the IEDP.

Training Services

Once the customer is referred to the training services module, the career and advising specialist will determine if the customer is a good match for occupational skills training. The notes serve to document the job goal, and the qualifications or certifications necessary to connect to a specific job. The career and advising specialist will indicate through the notes the direction and action for the customer which will assist in the completion of his/her career goal:

- The eligible training providers list maintained on the Maryland Higher Education Commission (MHEC) website will be used by customers to review those providers who have been approved for WIA training services;
- The length, duration, vendor and location of the training services are agreed upon by both counselor and customer;
- Applicants must apply for federal scholarship funding (Pell) www.fafsa.gov All applicants must exhaust PELL funding before any WIA funds may be approved.
- An Individual Training Account is established using the authorization for training voucher form (**Attachment#7**).
- If the customer does not find a suitable training vendor, or chooses not to attend an approved provider, he/she will be referred to other community and financial aid services in the local area and back to the One-Stop Career Centers for work connecting services.
- Optional Work Experience opportunities may be available for participants concurrently during WID training or who have completed training and who have been interviewed as ready for work; and, for those who could benefit from a trial activity in the field for which they are training. Only non-profit organizations will be utilized for these work experience activities.
- Follow-up contacts are performed for one year. The customer is always eligible for Core Services in One-Stop Centers before, during and after any training opportunity.
- Customers eligible for Training have a monetary cap in the amount of \$4500 for tuition. Once this cap has been met, customers are directed toward other financial aid programs. Exceptions can be made, subject to approval by the Director of WIA Programs.
- Customers eligible for Training are expected to complete training within a two-year timeframe. Exceptions can be made, subject to approval by the Director of WIA Programs.

Supportive service policy for adults and dislocated workers

The Individual Employment Development Plan (IEDP) will detail the assessment specifics of eligible customers, and those supportive services necessary for success. All participants in academic credit training activities must apply for Pell Grant funding for Pell eligible training programs.

Supportive Services Policy: The WID may provide supportive services for any Title I-eligible participant enrolled in an occupational training program. Eligible participants in training may be offered a reimbursement for training-related expenses at the rate of \$15 per day for training-related travel and stipend to an individual for incidental expenses associated with training. The \$15.00 reimbursement may commence only after Unemployment Insurance benefit payments have expired. The travel reimbursement for mileage and stipend is calculated for each day the participant attends training.

Attachment #5 to this plan is the Customer Flow Chart that details the movement of customers through the Upper Shore system.

8. Performance Management

- Negotiation of performance goals that consider the local economic and demographic conditions of the Upper Shore area are the cornerstone of performance management. The USWIB will meet with state staff on a regular basis to determine the status of performance standards.
- Understand Performance System: The performance system calculations and timeframes must be understood in order for the Upper Shore area to manage the performance system. The Performance Manager hired by the Maryland Department of Labor, Licensing and Regulation will be called upon to provide Technical Assistance to the USWIB on the intricacies of the performance system.
- Understand Data Validation: The Data Validation system requires that most reported performance outcomes are well documented. The DLLR Performance Manager and Director of Field Operations will be called upon to provide Technical Assistance on the Data Validation System.
- The USWIB will utilize Technical Assistance provided by the Maryland Department of Labor, Licensing and Regulation Office of Workforce Information and Performance.
- The USWIB will ensure that customer service and customer flow is designed with performance outcomes as a goal; the customer, local employers and participants, must remain the focus of the local system. The USWIB will develop a measure of customer satisfaction to determine if the Upper Shore Workforce system is meeting its obligation to assist employer and participants.

9. Sunshine Provision

The USWIB will adhere to the provisions of the Workforce Investment Act, and ensure that the public is apprised of the services and functions available through the One-Stop system. The USWIB will also conduct its business in compliance with the provisions of the Workforce Investment Act, including publishing every USWIB meeting on the www.uswib.org website. The local plan will be made available online at www.uswib.org and public notice will be given in the local newspaper to allow for citizen input on the plan.

The Upper Shore Executive Director completed Maryland's Open Meetings Act, an online class offered jointly by the State of Maryland Office of the Attorney General and University of Maryland's Institute for Governmental Service and Research on May 24, 2012.

ADMINISTRATIVE PROVISIONS (SECTION IV)

A. Participant Eligibility Process

The qualification criteria for employed adult individuals, is that they earn less than or equal to 200% of the poverty level. This is based upon a calculation defined by the most current United States Department of Labor Lower Living Standard Income Levels and Poverty Income Guidelines for the State of Maryland, updated annually; or:

The customer qualifies as having the inability to retain employment. Locally, the definition for "inability to retain employment" is leaving three or more jobs during the twelve months preceding the eligibility determination.

The qualification criterion for employed dislocated workers is that the current wage is less than or equal to 80% of the wage at qualifying dislocation or

The inability to retain employment

Locally, the definition for "inability to retain employment" is leaving three or more jobs during the twelve months preceding the eligibility determination.

An Individual's Employment Plan (IEDP) will be completed with notes by case managers for those beginning an intensive service. Not everyone will be accepted or approved for a training plan, as **WIA is not an entitlement program**. The intensive case managers in charge of career and advising services will make the determination as to whether a person is approved. This assessment is based upon the relevancy of the job goal to the current economic climate in the five county area, specific to job availability, and with the assessment results from the intake interview as to whether the individual is in a position to benefit from intensive or training services.

The Plan will be documented in the Maryland Workforce Exchange system in the form of case management notes, and will comprise an assessment of work experiences, skill deficiencies, establish a career goal and become the action plan for a customer's training direction and path. Eligibility determination and documentation will adhere to state and federal guidelines specifically developed by the United States Department of Labor or the Maryland Department of Labor, Licensing and Regulation.

Core services are offered free of any eligibility. Universal access to all core services is available to any customer. Each partner agency will provide eligibility determination for those customers referred to that agency's specific service. Customers referred to the Upper Shore One-Stop Consortium in consideration for intensive or training services under WIA will undergo an eligibility determination as defined by the below process.

The income eligibility determination process will be supported by thorough documentation from the customer that will establish family size and family income (where relevant), employment history and status, layoff status (if relevant), school completion, age, disability (if applicable), offender status, barriers to employment and other relevant information. College placement testing will be done at intake to document a customer's ability to benefit from training.

School records may document disability status for youth and from existing documentation for other individuals (e.g. – from DORS, Social Security, medical records, etc.) as deemed appropriate.

If a youth is being considered for concurrent enrollment in both the Youth and Adult program, then eligibility must be established for both programs. Also, when a concurrent enrollment

strategy is being considered, care will be taken to not duplicate services. The combined strategies must complement each other.

Any customer being considered for training services will need to demonstrate his/her aptitude for successfully completing the plan of training services, and justify the local economic environment for the feasibility of attaining a job relevant to the training plan. A career interest inventory (O*Net) will be administered to every individual applying for intensive or training services, and five job contacts in the training cluster will be needed to corroborate that the customer has the information he/she needs for job connecting when the training is complete.

Workshops for job application, on-line application, resume, interview and dependable strengths will also be a requirement for customers requesting WID training grants. In addition, all customers will be assessed through an intake interview. This interview includes a list of specific questions and a checklist to document that the customer has the job connecting and job keeping skills necessary to accompany an WID skills training approval.

Priority of service considerations will be considered during the eligibility determination process so that this information is entered on the intake document for ready reference in the event enrollments become limited to those most in need.

By capturing all of the aforementioned information and following the eligibility guidelines in this section, all of the information that is necessary to allow customers to flow into the services most appropriate to their needs will have been captured prior to the expenditure of any WIA funds on a customer's behalf.

Youth Eligibility

An "Eligible Youth" is defined as an individual who--

- A. Is not less than age 14 and not more than age 21;
- B. Is a low income individual; and
- C. Is an individual who is one or more of the following:
 - 1. Deficient in basic literacy skills.
 - 2. A school dropout
 - 3. Homeless, a runaway, or a foster child.
 - 4. Pregnant or a parent.
 - 5. An offender
 - 6. Requires Additional Assistance

The term "low-income individual" means an individual who: received an income, or is a member of a family that received a total family income, for the 6-month period prior to application for the program involved (exclusive of unemployment compensation, child support payments, payments described in subparagraph (A), and old-age and survivors insurance benefits received under section 202 of the Social Security Act (42 U.S.C. 402)) that, in relation to family size, does not exceed the higher of--

- a. Current poverty level for an equivalent period; or
- b. 70 % of the lower living standard income level, for an equivalent period;

In cases permitted by regulations promulgated by the Secretary of Labor, an individual with a disability whose own income meets the requirements (individual Youth with a documented disability will have their income eligibility determined based on the individual's income excluding the family total income, i.e. family of one.)

Within this eligible youth definition, the "deficient in basic literacy skills" and "requires additional assistance to complete an educational program or secure and hold employment" criteria need defining.

Deficient in basic literacy skills is defined as follows: that which is recognized by the U.S. Department of Education for "at or below a High Intermediate Basic Education." Assessment measures and methods recognized by the National Reporting System for Adult Education will be selected for local use.

Requires additional assistance to complete an educational program or secure and hold employment" is locally defined as meeting one of the following conditions.

- Eligible for migrant services
- Resides in designated Collaborative Supervision and Focused Enforcement area
- Lives in a Single/absent parent household
- Is Listed on the family food stamp/TANF grant
- Uses English as the second language
- Participates in a community mentor program
- Is aged 16 and not attending secondary school
- Has a documented disability
- Demonstrates a lack of, or poor work history

In addition, WIA allows up to five percent of a local program's youth participants to come from individuals who do not meet the minimum income criteria to be considered eligible youth, if such individuals are within one or more of the following categories:

- Individuals who are school dropouts;
- Individuals who are basic skills deficient;
- Individuals with educational attainment that is one or more grade levels below the grade level appropriate to the age of the individuals;
- Individuals who are pregnant or parenting;
- Individuals with disabilities, including learning disabilities;
- Individuals who are homeless or runaway youth;
- Individuals who are offenders; or
- Other eligible youth who face serious barriers to employment as identified by the local board.

WIA requires that at least 30% of Youth expenditures be spent on services to Out-of-School Youth. Eligibility as an Out-of-School Youth is defined as individuals that are school dropouts, have graduated high school, or hold a GED and are basic skill deficient, and are underemployed or unemployed.

WIA defines Youth as individuals aged 14 through 21 years and Adults as individuals ages 18 and older. Within both groups there is a program eligibility age overlap for individuals aged 18 through 21 years. WIA allows concurrent enrollment for individuals within the 18 through 21

age group; they may receive services from, and be registered in both the Youth and Adult programs. In addition, the WIA definition of Dislocated Worker may also be applied to an unemployed youth. WIA allows concurrent enrollment for youth as WIA Dislocated Workers and WIA Youth; they may receive services from, and be registered in both programs.

Adult Eligibility

Under WIA, for Adults and Dislocated Workers, Core Services are seen as universally accessible through the One-Stop Delivery System. Primarily, Core Services are informational and self-directed through the One-Stop System, except where workshops and interviews are administered. Adults receiving Core Services will not require any documented WIA eligibility criteria.

- The qualification criterion for employed adult individuals is that they earn less than or equal to 200% of the poverty level. This is based upon a calculation defined by the most current United States Department of Labor Lower Living Standard Income Levels and Poverty Income Guidelines for the State of Maryland, updated annually.
- The customer qualifies as having the inability to retain employment. Locally, the definition for "inability to retain employment" is leaving three or more jobs during the twelve months preceding the eligibility determination.
- An employed worker may be determined to be eligible if the worker experiences a 40% decrease in hours worked per week.
- The qualification criterion for employed dislocated workers is that the current wage is less than or equal to 80% of the wage at qualifying dislocation.

An Individual Employment Plan (IEDP) must be completed for those beginning an intensive service with a likelihood of entering WIA occupational skills training. Not everyone will be accepted or approved for a training plan, as **WIA is not an entitlement program**. The intensive case managers in charge of career and advising services will make the determination as to whether a person is approved. This assessment is based upon the relevancy of the job goal to the current economic climate in the five county area, and the assessment results from the intake interview as to whether the individual is in a position to benefit from intensive or training services.

The IEDP will be documented in the Maryland Workforce Exchange system using case management notes, and will comprise an assessment of work experiences, skill deficiencies, establish a career goal, and become the template for a customer's training direction and path. Eligibility determination and documentation will adhere to state and federal guidelines specifically developed by the United States Department of Labor or the Maryland Department of Labor, Licensing and Regulation.

Core services are offered free of any eligibility. Each partner agency will provide eligibility determination for those customers referred to that agency's specific service.

The income eligibility determination process will be supported by thorough documentation from the customer that will establish family size and family income (where relevant),

employment history and status, layoff status (if relevant), school completion, age, disability (if applicable), offender status, barriers to employment and other relevant information.

College placement testing will be done at intake to receive an indication of a customer's ability to benefit from training, and his/her basic literacy skill levels. Also required is an interest inventory survey. Workshops for job application, cover letter, goal setting, on-line application, resume, interview and dependable strengths will also be a requirement for customers requesting occupation training grants.

Priority of Service Policy

The Chapter 41: Title 38 United States Code requires that Priority of service is provided to eligible veterans and eligible spouses in all programs and services funded in part or in whole with funds originating from the DOL. All partners and partner organizations are subject to the priority of services requirement.

The Upper Shore Workforce Investment System will ensure those identified as priority customers will continue to receive priority service by all one-stop staff members as funding is expended. On July 1 of any program year, income eligibility for the economically disadvantaged adult will be set at 200% of poverty. Veterans and eligible spouses including widows and widowers as defined by the Jobs for Veterans Act will receive priority over non-veterans throughout the priority of service "tiers". Once spending for training vouchers begin, there will be a three-tier eligibility progression:

Tier 1: When the expenditures in the economically disadvantaged Adult program have reached a 50% expenditure level, based upon the following criteria, the priority of service policy definition is to serve those customers who:

- Meet WIA eligibility requirements at the 100% level of poverty as defined by the most current USDOL Lower Living Standard Income Levels and Poverty Income Guidelines for the State of Maryland, updated annually, or are veterans and/or eligible spouses including widows and widowers as defined by the Jobs for Veterans Act meeting this requirement; and
- Have been determined "most in need and can benefit" from the services by the One-Stop resource staff. This is a waiver procedure developed to accommodate training customers who are determined eligible by a means not limited by income: the WID staff present a "case", outlining the reasons a customer may be perceived as most in need and can benefit. Notes entered into MWE which correspond to the circumstances and are documented. The same process for activities and services are followed with the exception of an approval by the Director of WIA Programs. and
- Are those customers who select a training occupation in demand in the local labor market, who could also be veterans and/or eligible spouses including widows and widowers as defined by the Jobs for Veterans Act;

Tier 2: When the expenditures in the economically disadvantaged Adult program have reached a 65% expenditure level, based upon the following criteria, the priority of service policy definition is to serve those customers who:

- Meet WIA eligibility requirements at the 70% level of poverty as defined by the most current USDOL Lower Living Standard Income Levels and Poverty Income Guidelines for the State of Maryland, updated annually, or are veterans and/or eligible spouses including widows and widowers as defined by the Jobs for Veterans Act meeting this requirement; and
- Have been determined “most in need and can benefit” from the services by the One-Stop resource staff. This is a waiver procedure developed to accommodate training customers who are determined eligible by a means not limited by income: the WID staff present a “case”, outlining the reasons a customer may be perceived as most in need and can benefit. Notes are entered into MWE which correspond to the circumstances and are documented. The same process for activities and services are followed with the exception of an approval by the Director of WIA Programs.
and
- Are those customers who select a training occupation in demand in the local labor market who could also be veterans and/or eligible spouses including widows and widowers as defined by the Jobs for Veterans Act ;

Tier 3: When the expenditures in the economically disadvantaged Adult program have reached a 80% expenditure level, based upon the following criteria, the priority of service policy definition is to serve those customers who:

- Are receiving public assistance in the form of TANF or SNAP, or who could also be veterans and/or eligible spouses including widows and widowers as defined by the Jobs for Veterans Act ; and
- Have been determined “most in need and can benefit” from the services by the One-Stop resource staff. This is a waiver procedure developed to accommodate training customers who are determined eligible by a means not limited by income: the WID staff present a “case”, outlining the reasons a customer may be perceived as most in need and can benefit. Notes entered are entered into MWE which correspond to the circumstances and are documented. The same process for activities and services are followed with the exception of an approval by the Director of WIA Programs.
- Are those customers who select a training occupation in demand in the local labor market who could also be veterans and/or eligible spouses including widows and widowers as defined by the Jobs for Veterans Act ;

Recap: Begin at 200% poverty level for income eligibility on July 1.

Veterans and/or eligible spouses including widows and widowers as defined by the Jobs for Veterans Act always take first priority.

Tier 1: When expenditures reach the 50% level: change to 100% of poverty for income eligibility

Tier 2: When expenditures reach the 65% level: change to 70% of poverty for income eligibility

Tier 3: When expenditures reach the 80% level: TANF and SNAP customers only.

This reserve will ensure those who are most in need and who may be veterans and/or eligible spouses including widows and widowers as defined by the Jobs for Veterans Act are given the attention and delivery of services as a priority when the available financial resources are at a minimum. Current data collection mechanisms at intake and application will allow the staff to

document receipt of public assistance so that as the need arises, these customers may be quickly identified and prioritized.

Dislocated Worker Eligibility

Under WIA, for Adults and Dislocated Workers, Core Services are seen as universally accessible through the One-Stop Delivery System. Primarily, Core Services are informational and self-directed through the One-Stop System. Dislocated Workers receiving Core Services will not require any documented WIA eligibility criteria.

To qualify for Intensive and Training services, Dislocated Workers must make use of the core services component. In addition, Dislocated Workers must meet the eligibility requirement of lay-off, plant closing, displaced homemaker or loss of self-employment due to local economic changes,

And

Demonstrate a need for an improved economic sufficiency in order to qualify for Intensive and Training Services.

Dislocated Workers are individuals who:

Are unemployed and have been terminated or laid off from employment at any time during the preceding three (3) years, or currently possess a notice of impending termination or layoff from employment, and are eligible for or have exhausted unemployment compensation benefits in connection with or as a result of the layoff/termination;

And

Are unlikely to return to the industry or occupation from which they were (will be) laid off/terminated;

Or

Are unemployed and have been terminated at any time during the preceding three (3) years or currently hold a notice of impending termination of employment, as a result of any permanent closure of or any substantial layoff at a plant, facility, or enterprise.

Notes:(a) An individual who is employed but has been terminated from (preceding) employment still shall be considered to meet this definition when the individual's current weekly wage does not exceed 80% of his/her weekly wage at the time of termination.

(b) The term "substantial lay off" means any reduction-in-force which may or may not be the result of a plant closing and which results in an employment loss at a single site of employment during any 30-day period for: 1) At least 33% of the employees (excluding employees regularly working less than 20 hours per week); or2) At least 50 employees (excluding employees regularly working less than 20 hours per week); or3) At least 500 employees (excluding employees regularly working less than 20 hours per week).

Or

Have been self-employed (including farmers and ranchers) and are currently unemployed as a result of general economic conditions in the community where they reside or because of natural disasters, subject to regulations prescribed by the Secretary.

(a) Categories of general economic conditions include, but are not limited to: 1) Failure of one or more businesses to which the self-employed individual supplied a substantial proportion of products or services. 2) Failure of one or more businesses from which the self-employed individual obtained a substantial proportion of products or services; 3) Substantial layoff(s) from, or permanent closure(s) of, one or more plants or facilities that support a significant portion of the state or local economy. b) Categories of natural disasters include, but may not be limited to, any hurricane, tornado, storm, flood, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mud slide, snow storm, drought, fire, explosion, or other catastrophe.

Or

Are “displaced homemakers”: the term “displaced homemakers” is defined as an individual who has been providing unpaid services to family members in the home and who: (a) has been dependent either on public assistance and whose youngest child is within 2 years of losing eligibility under Part A of Title IV of the Social Security Act (42 U.S.C. 601 et seq.); or dependent upon the income of another family member but is no longer supported by that income; and (b) is unemployed or underemployed, and is experiencing difficulty in obtaining or upgrading employment.

Dislocated Workers who are veterans and/or eligible spouses including widows and widowers as defined by the Jobs for Veterans Act will receive priority in all services over Dislocated Workers who are not veterans. In the case where services must be rationed due to a shortage of Dislocated Worker funds, the Upper Shore Workforce Investment Board will request Rapid response funds to serve veterans and/or eligible spouses including widows and widowers as defined by the Jobs for Veterans Act.

B. Oversight and Monitoring

The monitoring plan shall address the monitoring scope and frequency and shall include the following:

On-going oversight and consistent monitoring of process, procedures, eligibility and customer satisfaction will be provided using the following outline of provisions:

All sub recipient agreements, MOU documents and contracts will be monitored at the least on an annual basis.

The Upper Shore Workforce Investment Board will ensure that all MOU documents, sub recipient agreements and contracts will be monitored at least on an annual basis. Program monitoring procedures will ensure compliance with:

- 1) The Workforce Investment Act of 1998 and regulations;
- 2) The provisions of this agreement with the Department of Labor, Licensing and Regulation;
- 3) The provisions of any sub-recipient agreements with program operators;
- 4) Any local rules and regulations relevant to Workforce Investment operations.

Monitoring of the sub recipients will measure the performance and activities to determine contract/grant compliance as well as strengths and deficiencies of the program. A review of

the MOUs will determine the strengths and deficiencies of other partner arrangements, and will give an opportunity to improve such arrangements.

The staff of the Chesapeake College Workforce Investment Division and Chesapeake College will assume responsibility for monitoring and reporting results to the Upper Shore Workforce Investment Board. Monitoring will include desk monitoring of participant files, computerized records, databases and other participant documentation. Additionally, on-site monitoring will be performed on an annual basis to determine compliance with local, state and federal policies.

Procedures for determining compliance with other provisions of the Act and regulations and other applicable Workforce Investment Acts and regulations

Desktop monitoring occurs throughout the year, both fiscal and programmatic, to ensure compliance with the Operating Plan. Programmatic on-site monitoring occurs at a minimum of two times per year at the beginning of the program and the end, dependent upon performance. Desktop fiscal monitoring monthly is necessary to ascertain budget compliance with on-site monitoring once per year at a minimum.

Desk Monitoring- Program: The Management Information System printout of programmatic detail communicates participant enrollment, activity and placement status, and allows for desktop monitoring of program contract compliance.

A copy of the data is printed from MWE and is used to verify participant termination status. This report is provided to the service providers to ensure that participation is correct and other data is identical. If differences exist, corrective action is taken.

Desk Monitoring- Fiscal: The accounting and fiscal system requirement for cash requisitions provides for monitoring of fiscal activities according to contract.

On-Site Monitoring- Program: Sub recipients will be notified by written communication, ten days in advance of program monitoring date. The sub recipient will confirm scheduled appointment or if inconvenient, a mutually agreed upon monitoring date will be established. The monitor will apprise the service provider the results of the monitoring at the conclusion of the visitation. The same information will be contained in the report to the Workforce Investment Board Executive Director. The Workforce Investment Board Executive Director will address these findings with the service provider and resolve any non-compliance of the contract/grant accordingly.

Areas of monitoring will include numbers of clients, dates of enrollment, recruitment techniques used, number of participants withdrawn/terminated and reason, job placements, attendance records, classroom training activities and other areas as contract specifies. This information is also compared to MWE and other records on file in the administrative entity office. Files of participants are reviewed to determine if the file contains appropriate documentation.

Periodic non-scheduled visits may also occur and are not arranged in advance. These monitoring visits may include activity evaluation and contact with personnel connected with the program.

In addition, monitoring of equipment and assets purchased with Workforce Investment Act funds or as the property of the Upper Shore Workforce Investment Board, for accurate location and assignment to sub recipient will be conducted. This activity is to ascertain that the equipment/assets are being utilized for the operation of the Workforce Investment programs and for the benefit of Workforce Investment participants.

On-Site Monitoring-Fiscal: On-site monitoring of fiscal activities will occur at least annually to review and verify information/records, included or stated on cash reimbursement requisitions; against line item budget in contract, reporting procedures, and in order to verify proper cost category and other such activities related to contract. The program monitor's report and the fiscal monitoring report are shared to ascertain compliance.

Procedures for determining expenditures

On-site and desk monitoring of fiscal records by the Chesapeake College Grants Office personnel will assist the Workforce Investment Board of the appropriateness of expenditures as well as the adequacy of the audit trail for expenditures.

Procedures for determining compliance

Desktop monitoring occurs throughout the year, both fiscal and programmatic, to ensure compliance with the Operating Plan. Programmatic on-site monitoring occurs at a minimum of two times per year at the beginning of the program and the end, dependent upon performance. Desktop fiscal monitoring monthly is necessary to ascertain budget compliance with on-site monitoring once per year at a minimum.

Desk Monitoring- Program: An MWE printout of programmatic detail communicates participant enrollment, activity and placement status, and allows for desktop monitoring of program contract compliance.

A copy of the data is available through the MWE for review, and a printout is used to verify participant termination status. This report is provided to the service providers to ensure that participation is correct and other data is identical. If differences exist, corrective action is taken.

Desk Monitoring- Fiscal: The accounting and fiscal system requirement for cash requisitions provides for monitoring of fiscal activities.

On-Site Monitoring-Program: Sub recipients will be notified by written communication, ten days in advance of program monitoring date. The sub recipient will confirm scheduled appointment or if inconvenient, a mutually agreed upon monitoring date will be established. The monitor will apprise the service provider the results of the monitoring at the conclusion of the visitation. The same information will be contained in the report to the Workforce Investment Board Executive Director. The Workforce Investment Board Executive Director will

address these findings with the service provider and resolve any non-compliance of the contract/grant accordingly.

Areas of monitoring will include numbers of clients, dates of enrollment, recruitment techniques used, number of participants withdrawn/terminated and reason, job placements, attendance records, classroom training activities and other areas as contract specifies. This information is also compared to Management Information System and other records on file in the administrative entity office. Files of participants are reviewed to determine if the file contains appropriate documentation.

Periodic non-scheduled visits may also occur and are not arranged in advance. These monitoring visits may include activity evaluation and contact with personnel connected with the program.

In addition, monitoring of equipment and assets purchased with Workforce Investment Act funds or as the property of the Upper Shore Workforce Investment Board, for accurate location and assignment to sub recipient will be conducted. This activity is to ascertain that the equipment/assets are being utilized for the operation of the Workforce Investment programs and for the benefit of Workforce Investment participants.

On-Site Monitoring-Fiscal: On-site monitoring of fiscal activities will occur at least annually to review and verify information/records, included or stated on cash reimbursement requisitions against the line item budget in the contract, reporting procedures, and in order to verify proper cost category and other such activities related to contract. The program monitor's report and the fiscal monitoring report are shared to ascertain compliance.

Provisions for the recording of findings

Any deficiencies determined as a result of monitoring activities will be addressed in writing to the sub recipient requesting corrective action. A corrective Action Plan (CAP) will be developed and implemented to alleviate or mitigate the deficiency. Communications and correspondence in this regard are kept on file.

Sub recipients and contractors will be given 30 days to respond to findings specified in a monitoring report. At the end of the 30 day period, the recipient may choose to consider the matter as resolved, grant the sub recipient or contractor an extension or determine that a corrective action plan be developed.

Provision of technical assistance

Technical assistance will be provided to assist in restructuring in order to reach performance benchmarks. A technical assistance plan will be developed to address deficiencies. Technical assistance benchmarks will be established to determine if corrective measures are effective.

C. Grievance Procedures/Complaint Processing Procedures

The Upper Shore Workforce Investment Board has selected Chesapeake College to act as the Administrative Entity and Fiscal Agent. The Human Resource Administrative Officer is the designated Equal Opportunity Officer for the faculty/staff/student population and all those customers who participate apply or interact with the Workforce Investment Division.

Attachment # 8 is the Complaint and Grievance Procedure. This includes all complaints

alleging discrimination and other complaints and grievances under all WIA Title 1 financially assisted programs or activities. Each One-Stop partner is bound under each individual agency procedure.

State Appeals Process

Local level grievances appealed to the State will be submitted to the Department of Labor, Licensing and Regulation, Division of Workforce Development, Attn: Assistant Secretary. The State will provide an opportunity for an informal resolution and a hearing to be completed within 60 days of the filing of the appeal with the State. Grievances filed directly with the State related to local Workforce Investment Act programs will be remanded to the local area grievance process.

Remedies

Remedies that may be imposed for a violation of any requirement under WIA Title I shall be limited to suspension or termination of payments under WIA Title I; to prohibition of placement of a participant with an employer that has violated any requirement under WIA Title I; where applicable, to reinstatement of an employee, payment of lost wages and benefits, and reestablishment of other relevant terms, conditions, and privileges of employment; and where appropriate, to other equitable relief. Nothing in paragraph (A) shall be construed to prohibit a grievant or complainant from pursuing a remedy authorized under another Federal, State, or local Workforce Investment Act for a violation of WIA Title I.

Federal Appeals Process

All WIA participants are required to register and enroll in the Maryland Workforce Exchange. The Maryland Workforce Exchange programming logic requires all registrants to indicate that they have been informed of the ability to file a grievance before the applicant is able to complete Maryland Workforce Exchange enrollment. WIA participants receive the address for filing grievances on the federal level upon completion of the USWIB Grievance document.

Customer Certification

Participants approved for training sign a document containing the following language.

1) My signature below indicates that I have been informed of and understand the information contained on this form. I certify under penalty of perjury that all of the above information is true and complete. I agree that any information I have supplied is subject to verification. I understand that falsification of any item is grounds for termination from the program and may result in action to recover any moneys paid to me while participating.

2) I have been advised and understand the grievance procedure and received the "Equal Opportunity is the Workforce Investment Act" notice. I understand that I have the specific right to file a complaint with the Employment Officer at Chesapeake College, the designated entity. The local procedure can be found using the website, www.uswib.org. There shall be no reprisals for instituting or pursuing resolution or grievance of a complaint. The document becomes part of the participant's eligibility file.

Categories of complaints

The Upper Shore Workforce Investment Board will adhere to the Workforce Investment Act (OMB Circular OMB-A21) with regard to non-discrimination and equal opportunity provisions.

Chesapeake College has been designated the Administrative Entity and Fiscal Agent. The Human Resource Administrative Officer is the designated Equal Opportunity Officer and will adhere to the policies as specified in Attachment 6 Complaint and Grievance Procedures.

With regard to nondiscrimination and equal opportunity in WIA Title I financially assisted programs, the Upper Shore Workforce Investment Board will comply with WIA Sec.188 and 29 CFR Part 37.

Remedies that may be imposed

Each One Stop Center will ensure customers have been given information about grievance procedures and rights with regard to complaint processing procedures at Adult orientation group presentations. Dislocated Workers will be apprised of the grievance policy at the time of outreach enrollment. Acting as the fiscal agent for the Upper Shore Workforce Investment Board, Chesapeake College's Workforce Investment Division has a human resource department with a designated Grievance/Complaint Officer who will adhere to the provisions in the Workforce Investment Act with regard to grievance procedures and complaint processing procedures, and ensure these controls are monitored.

D. Nondiscrimination and Equal Opportunity Provisions

The USWIB is committed to ensuring that all customers have access to services available through One-Stop Career Centers. One-Stop Centers will provide reasonable accommodation to qualified individuals with disabilities unless providing the accommodation would cause undue hardship.

Communication – Individuals with Disabilities

The USWIB is committed to ensuring that all customers have access to services available through One-Stop Career Centers. There is physical adaptive equipment in the form of an adjustable desk in both the comprehensive One-Stop office in Easton and on the Mobile One-Stop. Kurweil software was purchased a number of years ago that will assist those customers who may have vision and/or hearing challenges. The One-Stop Career Centers will ensure that communications with individuals with disabilities, including individuals with **visual or hearing impairments**, are as effective as communications with others. In addition, the door titles have been fitted with braille.

Communication – Languages Other Than English

Limited English Proficiency (LEP) is a concern in our five-county region for two reasons: there are many workers with limited English skills who could be in the job pool of job seekers, yet there are few who come to the One-Stop Centers to be counseled. Many employers need access to entry-level workers, and those workers need to connect with area employers. The One Stop Operating consortium will work with partners to implement a strategy for outreach to limited English speaking jobseekers.

Core services are delivered through the collaboration and collocation of One-stop partners, including Wagner-Peyser staff on full service Career Center days, and assist with sharing the lease-cost burden throughout the service delivery area. The attached customer flow chart explains the core services delivered by the Wagner-Peyser staff.

In April 2012, the WIA Manager, ESOL and Adult Ed partners in the Upper Shore came together to participate in an event called the *Filling The Needs, Limited English Proficiency Summit* to begin the discussion for LEP outreach.

The data collection, current status, and trend information PowerPoint materials are included from Mark Goldstein, <http://www.uswib.org/goldstein.pdf> , Karina Fortuny <http://www.uswib.org/immigrant.pdf>, and Rodrigue Vital from the DLLR office on New Americans <http://www.uswib.org/newamerican.pdf?dllr=...>

Facilitated discussions with the local stakeholders resulted in the following information:
Interactive session recap:

1. In order to develop a demographic profile of the population likely to be served, do we have a list of the language groups and the languages spoken?

Languages:	Groups:
Arabic	Morocco, West Africa
Chinese, Mandarin	China
Farsi	India
Guatemalan	Guatemala
Haitian-Creole, French	Haitian
Japanese	
Korean	Korea
Latin-American Indigenous Spanish	Mexico, Peru, Dominican Republic, Ecuador, Honduras, Nicaragua, Puerto Rico, Cuba, Venezuela, Brazil, Columbia
Naam	
Portuguese	Portugal
Russian	Russia, Bulgaria, Ukraine
Turkish	Turkey
Urdu	Pakistan
Vietnamese	Vietnam

2. Does your organization have a process for recording primary language data for individuals that participate in your programs and/or activities:
 - a. ESOL- LWIS captures information at intake
 - b. Surveys
 - c. DSS uses CARES
 - d. Telamon uses MWE question upon registration
 - e. Chesapeake college uses country of origin on registration form
 - f. Schools ask both parents and students
 - g. Hospitals and courts ask at intake
3. Is there a mandatory process with regard to accessing activities offered that if not engaged could deny or delay activities or services?
 - a. Yes – English is the only language to access WIA job training workshops and occupational skills training; legal work status is also required for training vouchers.

- b. No – ESL does not require English skills, nor any other documentation with regard to legal work status; uses graduates for interpretive services assistance with other students
 - c. No – DSS does not require legal status for services
 - d. No – Telamon does not require legal status for core services
 - e. No – DLLR does not require legal status for core services; has list of certified interpreters
 - f. Yes – SBDC does require language skills or an interpreter to access assistance.
4. Have you identified a staff person in your organization who is assigned to coordinate language access activities?
- a. DSS uses language link
 - b. DLLR uses language link
 - c. Court and hospital use certified interpretation service (\$)
 - d. ABE have specific intake coordinators
 - e. Chesapeake college students are referred to Joan Seitzer

Other issues: addressing illiteracy in home languages a challenge

Next steps: As this is a One-Stop issue, it will be necessary to engage the Upper Shore Career Center Steering Council in determining how best to continue the discussion with local stakeholders, partners and other community based organizations.

E. Procurement and Contracting Procedures

Procurement System

As a Workforce Investment Area under the federal Workforce Investment Act (WIA), Chesapeake College is mandated to comply with federal Workforce Investment Act and regulations, including those relating to procurement. To ensure compliance, Chesapeake College follows the procurement provisions outlined in the Code of Maryland (COMAR).

Chesapeake College's procurement system ensures that procurements are conducted in a manner that provides, wherever possible, full and open competition. Documentation regarding procurements conducted by Chesapeake College is available for review by Federal and State auditors/monitors as well as the independent auditors that work on the annual single audit. Both the independent auditors and State monitors from the Maryland DLLR complete an on-site review of procurement procedures/transactions on an annual basis to ensure compliance with Federal, State and local requirements.

Statement of assurance

Chesapeake College, as fiscal agent for the Upper Shore Workforce Investment Board will conform to the standards in DOL regulations 29 CFR Part 95 as specifically related to acquisition, management and disposition of property.

Each County that appoints members to the Upper Shore Workforce Investment Board has a code of ethics. The County codes specify the ethical behavior expected of County appointees to Boards. The Upper Shore Workforce Investment Board members will be bound by the ethics code of the appointing County. To adequately document Members abstaining from voting or

participating in the decision process, minutes from each Workforce Investment Board Meeting will be maintained.

The Upper Shore Workforce Investment Board will adhere to the Workforce Investment Act (OMB Circular OMB-A21) with regard to the procedures expected in the processing of procurements and contracts.

F. Fiscal Controls

Chesapeake College, as the administrative entity and grant sub-recipient, uses the DATATEL/COLLEAGUE financial system as well as supplemental manual record keeping by Chesapeake College administration staff. The five County Elected Official entities, Council and Commissioners, have the fiduciary responsibility for all funds received and disbursed by Chesapeake College. Through the use of DATATEL/COLLEAGUE and other supplemental record keeping, Chesapeake College assures that all financial transactions are conducted and records maintained in accordance with "Generally Accepted Accounting Principles". The financial management system utilized by Chesapeake College allows for the:

- a. Tracking of obligations, expenditures and assets;
- b. Tracking of program income, potential stand-in costs and profits; and
- c. Submission of required fiscal reports to the Maryland Department of Labor, Licensing and Regulation (DLLR) in both a timely and accurate manner.

Key staff

Chesapeake College has the primary responsibility of administering the Workforce Investment Act funds. The Chesapeake College Grants Office personnel, designated by the Chesapeake College Vice President of Administrative Services, are the key staff assigned to work with WIA funds.

Tracing of funds

Chesapeake College uses the DATATEL/COLLEAGUE financial system as well as supplemental manual record keeping by Chesapeake College administrative/fiscal staff. Through the use of DATATEL/COLLEAGUE and other supplemental record keeping, Chesapeake College assures that all financial transactions are conducted and records maintained in accordance with federal Workforce Investment Act requirements.

Upper Shore Workforce Investment Division administration staff routinely review expenditures to ensure compliance with the federal and state guidelines regarding allowable costs and cost classification. Prior to making payments, Workforce Investment Division staff assigns accounting codes to the expenditure report/invoice in order to identify the proper funding source, cost category and line item. Chesapeake College staff then reviews all invoices for payment and costs charged in the general ledger on a routine basis to ensure that costs are allowable and are then recorded in the proper account ledger.

Adequate supporting documentation is maintained by Chesapeake College to permit tracking of funds to a level adequate to establish that funds are not used in violation of Workforce Investment Act standards or United States Department of Labor regulations.

Fiscal reporting system

Chesapeake College has the ability to prepare accurate and timely financial information for both internal management reports and expenditure reports to the Maryland Department of Labor, Licensing and Regulation. Chesapeake College uses the DATATEL/COLLEAGUE financial system to record and track fiscal information. Chesapeake College provides printed monthly expenditure reports. The reports include expenditures and encumbrances by grant agreement and cost category. In addition to the monthly reports, Chesapeake College has online access to DATATEL/COLLEAGUE. This online system provides current financial information that can be reviewed and printed at any time.

Using the information provided by the DATATEL/COLLEAGUE financial system as well as manually prepared supplemental worksheets; Chesapeake College's business office staff prepares monthly financial reports for internal management and quarterly financial reports for submission to the Maryland Department of Labor, Licensing and Regulation (DLLR).

Accrued expenditure information applicable to the reporting period is included in both the monthly internal reports and quarterly reports to the State. An adequate audit trail is available to support the quarterly expenditure information reported to DLLR. Worksheets for each funding source are prepared which include the expenditures from the DATATEL/COLLEAGUE financial system, accruals and any adjustments that apply to the reporting period. These worksheets are the basis for preparing state reports and serve as supporting documentation for the quarterly reports.

Obligation control system

Chesapeake College (DATATEL/COLLEAGUE) provides the mechanism for adequate obligation control. The system records the amount of funds available for each grant, the amount of encumbrances, the amount of expenditures and the amount of the current balance.

Chesapeake College records all contract obligations in the local financial management system. This is accomplished by the issuance of contracts and/or purchase orders that generate encumbrances in the system. All obligations are recorded in the accounting ledgers. A current balance of funds, total funds available minus encumbrances and expenditures, is identified for each grant agreement.

Furthermore, Chesapeake College staff maintains other supplemental records to monitor both obligations and expenditures by funding source. Chesapeake College's business office staff reviews this information on an ongoing basis to ensure adequate control over both obligations and expenditures. A monthly budget recap is provided to the Workforce Investment Division Director to discuss the status of both expenditures and obligations.

ITA payment system

The Workforce Investment Division shall enter into a contractual agreement with each vendor that it will be using for the provision of training. This contractual agreement will describe the roles and responsibilities of the training provider, including the payment mechanism. Upon the enrollment of a Workforce Investment client into a training program with an eligible ITA training provider, the Workforce Investment Division will provide the selected training provider with an authorization for training form for each eligible individual. The Authorization for Training Form is **Attachment 7**.

The authorization form will include the total amount of costs for tuition and fees that will be paid by the Workforce Investment Division. Once the authorization form is received, the training provider can submit an invoice for payment to the Workforce Investment Division that sets forth all approved tuition and fees for the Workforce Investment client. Payment for properly charged tuition and fees shall be made by Chesapeake College on behalf of the Workforce Investment Division in a timely manner. The training provider is required to refund tuition and fees, according to the vendor's refund policy, when a Workforce Investment client drops out of training. Financial Aid awards will be disclosed to the Workforce Investment Division by the Financial Aid Officer and/or by the customer.

Chart of account system

The Chart of Accounts system utilized by Chesapeake College operates on an encoding system that allows for the classification of funds by grant, cost category and object/sub-object. The encoding system is comprised of a series of fields (000-0000-00-0000), which indicate grant code, function code, cost center code and object/sub-object code. This system will ensure that funds are adequately tracked and reported in compliance with federal and State requirements.

Accounts payable system

Chesapeake College is responsible for the disbursement of funds. After approval and coding by Workforce Investment Division administration staff, expenditure invoices are forwarded to Chesapeake College's business office for payment. Expenditure information is then entered into the DATATEL/COLLEAGUE system using the appropriate budget codes, including funding source and cost category codes. Each transaction is identified in the general ledger. Workforce Investment Division administration staff closely monitors the general ledger transactions to ensure that all payments are charged to the proper grants and cost category.

Staff payroll system

Monthly time sheets are utilized for Workforce Investment Division staff. These include attendance information for each day of the month and are signed by appropriate supervisory personnel and the employee. This information is entered into the Chesapeake College automated payroll system by Chesapeake College staff. Payroll checks (or electronic transmittal advice notices) are issued biweekly.

Participant payroll system

If there are participants in work experience activities who are paid an hourly wage or daily stipend, then Chesapeake College will contract with a payroll service for the preparation of biweekly participant payroll checks. Time and attendance records signed by the participant and the work site supervisor are forwarded to Chesapeake College on a biweekly basis. The Chesapeake College staff enters the number of hours worked during the pay period into the payroll service's automated system. After the checks are prepared, they are delivered to Chesapeake College by the payroll service. Checks are then mailed from the Chesapeake College directly to the participant's home.

Participant stipend payment system

Participants enrolled in and actively attending training programs are eligible for participant stipend and support reimbursement payments. The Workforce Investment Division uses a flat-rate reimbursement system based on the participant per diem training attendance record.

A payment schedule is established and a participant may receive reimbursement for \$15/per day for training support.

Each week's attendance forms, signed by the participant and the training site representative are forwarded to Chesapeake College. The attendance form indicates the number of days each participant attended training. Based on attendance, individuals receive biweekly payments by check based on the established per diem schedule. Chesapeake College contracts with a payroll service for the preparation of stipend reimbursement checks.

Chesapeake College staff enters attendance information into the payroll service's automated system. After the checks are prepared, they are delivered to Chesapeake College by payroll service. Checks are then mailed from Chesapeake College directly to the participant's home.

Statement of assurance

Through the use of DATATEL/COLLEAGUE and other supplemental record keeping, Chesapeake College assures that all financial transactions are conducted and records maintained in accordance with "Generally Accepted Accounting Principles." The USWIB is audited on an annual basis by an independent auditing firm procured through the Chesapeake College procurement process. The independent auditor ensures compliance with Generally Accepted Accounting Principles and state and federal regulations applicable to Workforce Investment Act funds.

Cash management system

Chesapeake College's business office staff prepares and submits cash requisitions to the Maryland Department of Labor, Licensing and Regulation (DLLR) on a monthly basis. The total amount of funds requested for each grant agreement includes cash expenditures to date and an estimate of cash expenditures for the upcoming month. Chesapeake College staff maintains a worksheet and an audit trail to support the monthly requests for cash. The requisitions and backup material is reviewed and approved by staff from the Workforce Investment Division. After the Maryland DLLR makes funds available, the funds are deposited into the appropriate bank accounts by staff from Chesapeake College. Procedures are in place to monitor cash balances. Since Chesapeake College receives funds on a reimbursement basis, excess Workforce Investment Act cash will not be kept on hand.

Training providers and contractors request funds from the Workforce Investment Division by submitting a periodic expenditure/invoice report. These expenditure/invoice reports are submitted on a reimbursement basis. Workforce Investment Division administration staff review, approve and properly code all payment requests. Once approved, the payment requests are forwarded Chesapeake College for review, approval and payment. All disbursements are made by checks that are issued by Chesapeake College.

Cost allocation procedures

- Identification of Cost Pools

The Workforce Investment Division uses a WIB cost pool for the administrative time and functions attributed to the functions of the WIB board. Most costs will be programmatic and directed toward the functions of the One-Stop operations under the Upper Shore One-Stop Consortium agreement. There will be a One-Stop cost pool for the accumulation and

distribution of "Customer Service" staff and operating costs that cannot be directly assigned to a specific funding source.

Chesapeake College assures that it uses cost allocation methods that are both reasonable and consistently applied. Chesapeake College will also maintain adequate documentation to support the distribution of costs to the various funding sources and cost categories. Costs that benefit a single funding source and/or cost category will be directly charged. All indirect and unassigned costs will be identified and accumulated in the cost pools and distributed based on acceptable cost allocation methodologies.

- **Distribution of Staff Costs between Cost Categories**

Indirect costs for WIB operations and functions are accumulated in a cost pool and distributed to the two Workforce Investment cost categories, administration and program, based on staff time-distribution reports, participant enrollment numbers, expenditure ratios or any other methodology recognized Generally Accepted Accounting Principles (GAAP). The staff time-distribution reports are completed on a monthly basis and are signed by each individual as well as the appropriate supervisory personnel. The monthly time-distribution reports document the number of hours spent on administration activities and the number of hours spent on the various program activities on a daily basis. If this methodology is utilized, costs will be distributed between the cost categories based on the number of documented hours worked within each cost category. Participant enrollment numbers are compiled monthly using the proprietary Maryland Workforce Exchange database required statewide by the Maryland Department of Labor, Licensing and Regulation. If this methodology is used, the distribution will reflect the participant enrollment data ratios. Expenditure reports are distributed monthly, so that if this methodology is used, the ratio of expenditures will reflect the distribution to each cost category. Chesapeake College will distribute the costs in the pool on a monthly basis, quarterly basis or cumulative annual basis. Chesapeake College assures that whatever basis is used to distribute the pooled costs, it will be consistently applied during the program year.

- **Distribution of Funds from Each Cost Pool**

The WIB operation/functions cost pool will be distributed between the two Workforce Investment cost categories, administration and program, based on time distribution reports, participant enrollment ratios, expenditure ratios or any other methodology that is recognized by generally accepted accounting principles as described above. The portion of the central office costs that are distributed to the program cost category will be distributed to the various funding streams based on monthly time distribution reports, program participant counts or expenditure ratios. The One-Stop operations cost pool will be distributed to the various funding sources based on program participant counts. Chesapeake College will distribute costs from the pools on a monthly basis, quarterly basis, or cumulative annual basis. Chesapeake College assures that the method used to distribute costs from the pools to the various funding sources and cost categories will be reasonable and consistently applied for the entire program year and based upon benefit received.

- **Funds Included in the Cost Pools**

Workforce Investment funds including allocations for the Adult Program, the Youth Program and the Dislocated Worker Program, as well as any Workforce Investment performance

awards and/or other Workforce Investment discretionary awards may be included in both the WIB operations/functions and the One-Stop operations "Customer Services" cost pools.

- **Cost Allocation Plans for One-Stop Centers**

The plans for allocating costs at the One-Stop Centers are negotiated and agreed upon through the Upper Shore One-Stop Consortium Agreement and through Memoranda of Understanding documents with various partners. Cost allocation plans for the One-Stop Centers have been in a continuous state of flux due to funding changes among partner agencies. The USWIB will strive to have an equitable cost allocation plan for One-Stop partners within the ability of the USWIB to influence the budget priorities of the partner agencies.

Audits

All governmental and non-profit organizations must follow the audit requirements of the federal OMB Circular A-133. An annual financial and compliance audit will be conducted and submitted to the Maryland Department of Labor, Licensing and Regulation, Division of Workforce Development within thirty (30) days after the completion of the audit report, but no later than nine (9) months after the end of the audit period. Furthermore, the USWIB ensure that all required sub recipient audits and all sub recipient audit resolution procedures are completed.

Debt Collection

If a debt is established as the result of an audit or any other circumstances, cash repayment is the primary sanction for the improper expenditure of Workforce Investment funds. Debt collection procedures begin with the forwarding of a written payment demand letter that includes the amount of the debt and the date the payment is due to the Workforce Investment Division. Generally the demand letter will ask for repayment in a lump sum, but a schedule of installment payments may be established if deemed appropriate.

If Chesapeake College's business office staff, after adequate negotiation, determines that cash repayment is not possible, other methods to satisfy the debt may be explored. The Workforce Investment Division may accept allowable Workforce Investment services in lieu of cash as a satisfactory alternative. Such services must be in addition to those provided under any existing agreements. Finally, another method for settling debts is the reduction of payments to current sub recipients while the sub recipient continues to provide Workforce Investment services at existing levels. If debts cannot be satisfied through the methods described above, Chesapeake College's business office staff will begin the process utilized by the college to collect debts.

G. Local Workforce Investment Board (LWIB) Chief Local Elected Official (CLEO) Working Agreements*

H. Responsibilities of the One-Stop Service Delivery System

Describe the process to be used by the LWIB to meet its responsibilities related to One-Stop operations as outlined in WIFI No. 7-99 - Responsibilities of the Local Workforce Investment Boards for the One Stop Service Delivery System, including:

The LWIB selects the One-Stop operator

The Upper Shore Workforce Investment Board with the approval of the five-county local elected officials has selected the Upper Shore Career Center Steering Council as a Consortium to be the One-Stop Operator based upon the legal guidelines outlined in the Workforce Investment Act (WIA), and upon approval of the Upper Shore One-Stop Consortium Agreement that is *Attachment #1* to this plan.

Define the role of the One-Stop operator

The agreement *Attachment #1* between the Local Board and the One-Stop operator shall specify the operator's role.

Determine the number and type of One-Stop Centers

The Upper Shore has a five county services delivery area. In each county seat, the Career Center will have a part-time, full-services delivery system, including partners with the no wrong doors approach to providing services and resources by appointment or over the internet or telephone.

Setting performance standards

The USWIB has established a committee of non-service delivery members to identify the goals in its role and responsibility for One Stop oversight.

Review and evaluate performance of the One-Stop system

The USWIB Members have appointed a committee to determine the mechanisms, processes and procedures that will guide the Upper Shore One Stop system.

I. Continuous Improvement

The Upper Shore Workforce Investment Board will monitor performance using negotiated standards based on regional labor market demand and needs. Outcome information will be reported to WIA Resource staffs, the Workforce Investment Board, partner agencies, customers and posted for the general public.

The USWIB will utilize the mechanism below to assure continuous improvement.

- Standardize operations and activities.
- Measure the standardized operations
- Gauge measurements against requirements
- Innovate to meet requirements and increase productivity
- Standardize the new, improved operations

The dissemination of performance data will affect continuous improvement by forcing lower performing providers to improve services or risk losing customers to other, better performing providers.

ADDITIONAL INFORMATION REQUIRED

A. Operating Systems and Policies Supporting the State's Strategies

The Maryland Division of Workforce Development and Adult Learning, the One Stop partner and Operating Consortium partner on behalf of the local office, plans, develop, and manage a full range of job search and job retention activities for the citizens of the Upper Shore region. The Maryland Division of Workforce Development and Adult Learning, the One Stop partner and Operating Consortium partner on behalf of the local office, plans, develop, and manage a full range of employer services to assist with the hiring and retention of employees in the Upper Shore region. As a One Stop partner and member of the Operating Consortium, the Maryland Division of Workforce Development and Adult Learning (DWDAL) promotes the development of accessible, high quality, community based, comprehensive job search, job retention and employer services in the Upper Shore region.

It is envisioned that DWDAL will integrate with all One Stop partners to provide job matching services for job seekers. It is envisioned that DWDAL will provide employer outreach for all One Stop partners. WIA Title I Training services, WIA Title II Adult Education and Literary services and WIA Title IV Rehabilitation Act Amendments of 1998 services depend upon the Wagner-Peyser services to provide job placement services for recipients of WIA services and to provide employer services for the One Stop system. Wagner-Peyser services are integrated with One Stop partners so that job seekers who are unable find employment are able to take advantage of Intensive services available through One Stop partners.

One stop service delivery design for jobseekers

The local One-Stop Centers will provide Core Services using the work-first model. These services are offered to all individuals beginning with an assessment. Maryland Workforce Exchange (MWE) registration is also required for work search and for identification and tracking of customers. The sign-in mechanism at each One-Stop Center references the menu of available services at each Center. Services available at the Center are included in **Attachment 5**, Customer Flow Chart and **Attachment 6**, Menu of Services.

Core Services

- Career Center resource room; computer, phone, fax availability; Mobile One-Stop (M1);
- Internet resources via the Maryland Workforce Exchange <https://mwejobs.maryland.gov/> for work search job matching; Maryland Workforce Exchange (MWE) applicants to employers; employers to applicants and the list of available jobs from local employers;
- Registration for job matching, <https://mwejobs.maryland.gov/>;
- Formats for the functional resume, interview tips, sample job applications, referral and information at www.uswib.org ;
- Interest Inventory using O*NET worker profiler (available on the www.uswib.org website);
- Assessment Intake Interviews and Ready-to-Work workshop events, including job connecting skills workshops, i.e. job application, on-line application, resume, interview and dependable strengths;
- Information and referral for other community services;

Intensive Services

WID staff will assist the customer in making a determination if the customer needs additional resources to connect to work:

- Staff will direct the customer to complete an interest inventory, literacy assessment test, college placement tests and perhaps a technology assessment for computer literacy. Eligibility determination for training programs will result in the initiation of notes toward an Individual Employment Development Plan (IEDP).
- Eligible individuals unable to secure employment after barrier removal intensive services will be evaluated in order to determine their ability to benefit from training resources. The IEDP and the service record are updated regularly in the case management component of the MWE, as customers receive and complete various services.
- Subject to funding availability, customers covered under the "self-sufficiency" and "inability to retain employment" policies may also be eligible to receive intensive and training services based upon the One-stop partner assessment: ability to benefit.
- The IEDP will serve as the repository for notes for further activities, and for contacts associated with training for the customer.
- One-Stop and other partners may be called upon to assist in the creation of the IEDP.

Training Services

Once the customer is referred to the training services module, the career and advising specialist will determine if the customer is a good match for occupational skills training. The notes serve to document the job goal, and the qualifications or certifications necessary to connect to a specific job. The career and advising specialist will indicate through the notes the direction and action for the customer which will assist in the completion of his/her career goal:

- The eligible training providers list maintained on the Maryland Higher Education Commission (MHEC) website will be used by customers to review those providers who have been approved for WIA training services;
- The length, duration, vendor and location of the training services are agreed upon by both counselor and customer;
- Applicants must apply for federal scholarship funding (Pell Grant) www.fafsa.gov All candidates who apply for training funds must first exhaust PELL award monies before WIA funding may be approved.
- An Individual Training Account is established using the authorization for training voucher form (*Attachment #7*).
- If the customer does not find a suitable training vendor, or chooses not to attend an approved provider, he/she will be referred to other community and financial aid services in the local area and back to the One-Stop Career Center for work connecting services.
- Optional Work Experience opportunities may be available for participants concurrently during occupational training or who have completed training and who have been interviewed as ready for work; and, for those who could benefit from a trial activity in the field for which they are training. Only non-profit organizations will be utilized for these work experience activities if the strategy is utilized.
- Follow-up contacts are performed for one year. The customer is always eligible for Core Services in One-Stop Centers before, during and after any training opportunity.
- Customers eligible for Training have a monetary cap in the amount of \$4500 for tuition. Once this cap has been met, customers are directed toward other financial aid programs. Exceptions can be made, subject to approval by the Director of WIA Programs.

- Customers eligible for Training are expected to complete the training within a two-year timeframe. Exceptions can be made, subject to approval by the Director of WIA Programs.

One stop service delivery design for Employers

The Maryland Division of Workforce Development and Adult Learning, the One Stop partner and Operating Consortium partner on behalf of the local office, plans, develops, and manages a full range of job search and job retention activities for the citizens of the Upper Shore region. The Maryland Division of Workforce Development and Adult Learning, the One Stop partner and Operating Consortium partner on behalf of the local office, plans, develops, and manages a full range of employer services to assist with the hiring and retention of employees in the Upper Shore region. As a One Stop partner and member of the Operating Consortium, the Maryland Division of Workforce Development and Adult Learning promotes the development of accessible, high quality, community based, comprehensive job search, job retention and employer services in the Upper Shore region.

Integrated service delivery model across programs

The five Upper Shore One Stop locations provide an example of integrated services, braided funding and best practices:

- The Caroline County One Stop location provides access to all Department of Social Services Family Investment services and WIA services. The location is provided in kind by the Caroline Department of Social Services.
- The Dorchester County One Stop location provides access to the full array of Department of Social Services assistance. The location is leased by the Maryland Department of Labor, Licensing and Regulation from the Dorchester Department of Social Services.
- The Kent County One Stop, located at the Kent Family Center also know as Shared Opportunity Services, provides holistic services for families including daycare, nutrition classes, home visitation services, adult education and literacy activities and WIA services. The entire lease cost for the location is paid for by WIA Title I.
- The Queen Anne's County One Stop location provides access to the full array of Department of Social Services assistance. The location is provided in kind by the Queen Anne's Department of Social Services.
- The Talbot County One Stop location is paid for by Wagner-Peyser. The location includes integration of WIA Title I, Adult Education, the Department of Social Services and the Small Business Development Center.

It is envisioned that the coordination through the steering council will improve the ability for seamless delivery of services throughout the Upper Shore area. For example, it is envisioned that those resource workers who serve as front-line in assistance to one-stop customers will have the opportunity to participate in shared and aggregate professional development training.

In addition, a more integrated rapid response team will be engaged that encompasses all the same partners and expertise as have been utilized in larger events, including but not limited to the Small Business Development Center, the local departments of Social Services, the local Chamber of Commerce offices, the Adult Learning and ESOL partners, and other WIA regional delivery entities.

Another envisioned outcome will be the design of locally delivered job connecting workshops which will decrease the redundancy and efficiency with regard to delivering this important expertise to our customers.

Expanding the capacity of the aggregate employment and training outreach to the court system and those working with ex-offenders is another project the USCCCSC will add to their agenda for this upcoming year.

The goal of the new USCCCSC is to use new policies and roles to expand the capacity of the local One-Stop delivery, creating a seamless and braided employment and training system.

Rapid response activities

Primary Rapid Response (RR) coordination is the responsibility of the WID. The USCCCSC partners will be the first responders in Rapid Response scenarios. The Maryland Department of Labor, Licensing and Regulation will be responsible for providing re-employment services and employer outreach. The Department of Social Services and in most cases the Maryland Department of Labor, Licensing and Regulation, Unemployment Insurance Division will be responsible for providing income support opportunities.

The WID will oversee the coordination of Rapid Response services, and ensure that all appropriate partners and organizations that can provide relevant assistance will be contacted and encouraged to engage.

Data collection and reporting

One Stop partners may be using various measures of customer satisfaction to gauge the effectiveness of services. The USWIB in collaboration with the One Stop operating consortium will implement a customer satisfaction mechanism. The customer satisfaction mechanism will be in place by October 1, 2012.

B. Services to State Target Populations: Low Income

The local One-Stop Centers will provide Core Services using the work-first model. These services are offered to all individuals beginning with an assessment. Maryland Workforce Exchange (MWE) registration is also required for work search and for identification and tracking of customers. The sign-in mechanism at each One-Stop Center references the menu of available services at each Center. Services available at the Center are included in **Attachment 5**, Customer Flow Chart and **Attachment 6**, Menu of Services.

Core Services

- Career Center resource room; computer, phone, fax availability; Mobile One-Stop (M1);
- Internet resources via the Maryland Workforce Exchange <https://mwejobs.maryland.gov/> for work search job matching; Maryland Workforce Exchange (MWE) applicants to employers; employers to applicants and the list of available jobs from local employers;
- Registration for job matching, <https://mwejobs.maryland.gov/>;
- Formats for the functional resume, interview tips, sample job applications, referral and information at www.uswib.org ;
- Interest Inventory using O*NET worker profiler (available on the www.uswib.org website);

- Assessment Intake Interviews and Ready-to-Work workshop events, including job connecting skills workshops, i.e. job application, on-line application, resume, interview and dependable strengths;
- Information and referral for other community services;

Intensive Services

WID staff will assist the customer in making a determination if the customer needs additional resources to connect to work:

- Staff will direct the customer to complete an interest inventory, literacy assessment test, college placement tests and perhaps a technology assessment for computer literacy. Eligibility determination for training programs will result in the initiation of notes toward an Individual Employment Development Plan (IEDP).
- Eligible individuals unable to secure employment after barrier removal intensive services will be evaluated in order to determine their ability to benefit from training resources. The IEDP and the service record are updated regularly in the case management component of the MWE, as customers receive and complete various services.
- Subject to funding availability, customers covered under the “self-sufficiency” and “inability to retain employment” policies may also be eligible to receive intensive and training services based upon the One-stop partner assessment: ability to benefit.
- The IEDP will serve as the repository for notes for further activities, and for contacts associated with training for the customer.
- One-Stop and other partners may be called upon to assist in the creation of the IEDP.

Training Services

Once the customer is referred to the training services module, the career and advising specialist will determine if the customer is a good match for occupational skills training. The notes serve to document the job goal, and the qualifications or certifications necessary to connect to a specific job. The career and advising specialist will indicate through the notes the direction and action for the customer which will assist in the completion of his/her career goal:

- The eligible training providers list maintained on the Maryland Higher Education Commission (MHEC) website will be used by customers to review those providers who have been approved for WIA training services;
- The length, duration, vendor and location of the training services are agreed upon by both counselor and customer;
- Applicants must apply for federal scholarship funding (Pell Grant) www.fafsa.gov All candidates for training must exhaust PELL funding awards before any WIA funding may be considered.
- An Individual Training Account is established using the authorization for training voucher form (**Attachment 7**).
- If the customer does not find a suitable training vendor, or chooses not to attend an approved provider, he/she will be referred to other community and financial aid services in the local area and back to the One-Stop Career Center for work connecting services.
- Optional Work Experience opportunities may be available for participants concurrently during occupational training or who have completed training and who have been interviewed as ready for work; and, for those who could benefit from a trial activity in

the field for which they are training. Only non-profit organizations will be utilized for these work experience activities if the strategy is utilized.

- Follow-up contacts are performed for one year. The customer is always eligible for Core Services in One-Stop Centers before, during and after any training opportunity.
- Customers eligible for Training have a monetary cap in the amount of \$4500 for tuition. Once this cap has been met, customers are directed toward other financial aid programs. Exceptions can be made, subject to approval by the Director of WIA Programs.
- Customers eligible for Training are expected to complete the training within a two-year timeframe. Exceptions can be made, subject to approval by the Director of WIA Programs.

Migrant and seasonal farmworkers

Migrant and Seasonal Farm Worker 167 Grantee, Telamon will provide employment assistance to Migrant and seasonal Farm Workers. Wagner-Peyser staff will provide outreach to Migrant and Seasonal Farm Workers and provide information on the full array of One Stop services.

Core services are delivered through the collaboration and collocation of One-stop partners, including Wagner-Peyser staff on full service Career Center days, and assist with sharing the lease-cost burden throughout the service delivery area. The attached customer flow chart explains the core services delivered by the Wagner-Peyser staff.

Veterans

The Chapter 41: Title 38 United States Code requires that Priority of service is provided to eligible veterans and eligible spouses in all programs and services funded in part or in whole with funds originating from the DOL. All partners and partner organizations are subject to the priority of services requirement. The Upper Shore Workforce Investment System will ensure those identified as priority customers will continue to receive priority service by all one-stop staff members as funding is expended. The Veterans Program will be a full-time partner at the One-Stop center.

- Provide employment and training referral services to eligible veterans;
- Provide referrals to intensive services to meet the needs of eligible veterans;
- Provide specialized case management services to veterans with disabilities;
- Conduct job search workshops, and informational seminars regarding benefits for eligible veterans;
- Provide assistance to veterans transitioning into civilian workforce;
- Network with companies and businesses to encourage veteran employment recruitment
- Educate businesses and companies on the benefits of hiring veteran staff
- Participate with other veterans' services partners in the local community

The following schedule will be implemented in terms of staff, days, and hours for the Veterans' services programs.

- *Caroline County Career Center: 300 Market Street, Denton, MD 21629 (410) 819-4549
Mondays 8:30 – 4 pm.*

- *Dorchester Job Center: 627 Race Street, Cambridge, MD 21613 (410) 901-4250
Mondays, Tuesdays, Thursdays & Fridays 8:30 - 4 p.m.*
- *Kent Family Center: 601 High Street, Chestertown, MD 21620 (410) 778-7911
Wednesday afternoons*
- *Queen Anne's County Job Center: 125 Comet Drive, Centreville, MD 21617 (410) 758-8044
Wednesday mornings*
- *Talbot Career Center: 301 Bay Street, Easton, MD 21601 (410) 822-3030
Tuesdays, Wednesdays, Thursdays & Fridays Thursdays 8:30 – 4 p.m.*

Individuals with limited English proficiency

The Maryland Division of Workforce Development and Adult Learning, the One Stop partner and Operating Consortium partner on behalf of the local office, plans, develop, and manages a full range of job search and job retention activities for the citizens of the Upper Shore region. The Maryland Division of Workforce Development and Adult Learning, the One Stop partner and Operating Consortium partner on behalf of the local office, plans, develop, and manage a full range of employer services to assist with the hiring and retention of employees in the Upper Shore region.

In April 2012, the WIA Manager, ESOL and Adult Ed partners in the Upper Shore came together to participate in an event called the *Filling The Needs, Limited English Proficiency Summit* to begin the discussion for LEP outreach.

The data collection, current status, and trend information PowerPoint materials are included from Mark Goldstein, <http://www.uswib.org/goldstein.pdf> , Karina Fortuny <http://www.uswib.org/immigrant.pdf>, and Rodrigue Vital from the DLLR office on New Americans <http://www.uswib.org/newamerican.pdf?dllr=...>

Facilitated discussions with the local stakeholders resulted in the following information:
Interactive session recap: In order to develop a demographic profile of the population likely to be served, do we have a list of the language groups and the languages spoken?

Languages:	Groups:
Arabic	Morocco, West Africa
Chinese, Mandarin	China
Farsi	India
Guatemalan	Guatemala
Haitian-Creole, French	Haitian
Japanese	
Korean	Korea
Latin-American Indigenous Spanish	Mexico, Peru, Dominican Republic, Ecuador, Honduras, Nicaragua, Puerto Rico, Cuba, Venezuela, Brazil, Columbia
Naam	
Portuguese	Portugal
Russian	Russia, Bulgaria, Ukraine
Turkish	Turkey
Urdu	Pakistan
Vietnamese	Vietnam

Does your organization have a process for recording primary language data for individuals that participate in your programs and/or activities?

- h. ESOL- LWIS captures information at intake
- i. Surveys
- j. DSS uses CARES
- k. Telamon uses MWE question upon registration
- l. Chesapeake college uses country of origin on registration form
- m. Schools ask both parents and students
- n. Hospitals and courts ask at intake

Is there a mandatory process with regard to accessing activities offered that if not engaged could deny or delay activities or services?

- g. Yes – English is the only language to access WIA job training workshops and occupational skills training; legal work status is also required for training vouchers.
- h. No – ESL does not require English skills, nor any other documentation with regard to legal work status; uses graduates for interpretive services assistance with other students
- i. No – DSS does not require legal status for services
- j. No – Telamon does not require legal status for core services
- k. No – DLLR does not require legal status for core services; has list of certified interpreters
- l. Yes – SBDC does require language skills or an interpreter to access assistance.

Have you identified a staff person in your organization who is assigned to coordinate language access activities?

- f. DSS uses language link
 - g. DLLR uses language link
 - h. Court and hospital use certified interpretation service (\$)
 - i. ABE have specific intake coordinators
 - j. Chesapeake college students are referred to Joan Seitzer
- Other issues: addressing illiteracy in home languages a challenge

Next steps: As this is a One-Stop issue, it will be necessary to engage the Upper Shore Career Center Consortium Steering Council in determining how best to continue the discussion with local stakeholders, partners and other community based organizations.

Homeless individuals, Ex-offenders, older workers, nontraditional employment, multiple challenges to employment, adults with disabilities

The local One-Stop Centers will provide Core Services using the work-first model. These services are offered to all individuals beginning with an assessment. Maryland Workforce Exchange (MWE) registration is also required for work search and for identification and tracking of customers. The sign-in mechanism at each One-Stop Center references the menu of available services at each Center. Services available at the Center are included in **Attachment 5**, Customer Flow Chart and **Attachment 6**, Menu of Services.

Core Services

- Career Center resource room; computer, phone, fax availability; Mobile One-Stop (M1);
- Internet resources via the Maryland Workforce Exchange
<https://mwejobs.maryland.gov/> for work search job matching: Maryland Workforce

Exchange (MWE) applicants to employers; employers to applicants and the list of available jobs from local employers;

- Registration for job matching, <https://mwejobs.maryland.gov/>;
- Formats for the functional resume, interview tips, sample job applications, referral and information at www.uswib.org ;
- Interest Inventory using O*NET worker profiler (available on the www.uswib.org website);
- Assessment Intake Interviews and Ready-to-Work workshop events, including job connecting skills workshops, i.e. job application, on-line application, resume, interview and dependable strengths;
- Information and referral for other community services;

Intensive Services

WID staff will assist the customer in making a determination if the customer needs additional resources to connect to work:

- Staff will direct the customer to complete an interest inventory, literacy assessment test, college placement tests and perhaps a technology assessment for computer literacy. Eligibility determination for training programs will result in the initiation of notes toward an Individual Employment Development Plan (IEDP).
- Eligible individuals unable to secure employment after barrier removal intensive services will be evaluated in order to determine their ability to benefit from training resources. The IEDP and the service record are updated regularly in the case management component of the MWE, as customers receive and complete various services.
- Subject to funding availability, customers covered under the “self-sufficiency” and “inability to retain employment” policies may also be eligible to receive intensive and training services based upon the One-stop partner assessment: ability to benefit.
- The IEDP will serve as the repository for notes for further activities, and for contacts associated with training for the customer.
- One-Stop and other partners may be called upon to assist in the creation of the IEDP.

Training Services

Once the customer is referred to the training services module, the career and advising specialist will determine if the customer is a good match for occupational skills training. The notes serve to document the job goal, and the qualifications or certifications necessary to connect to a specific job. The career and advising specialist will indicate through the notes the direction and action for the customer which will assist in the completion of his/her career goal:

- The eligible training providers list maintained on the Maryland Higher Education Commission (MHEC) website will be used by customers to review those providers who have been approved for WIA training services;
- The length, duration, vendor and location of the training services are agreed upon by both counselor and customer;
- Applicants must apply for federal scholarship funding (Pell Grant) www.fafsa.gov All training applicants must exhaust PELL funding awards before any WIA funding may be considered.
- An Individual Training Account is established using the authorization for training voucher form (*Attachment #7*).

- If the customer does not find a suitable training vendor, or chooses not to attend an approved provider, he/she will be referred to other community and financial aid services in the local area and back to the One-Stop Career Center for work connecting services.
- Optional Work Experience opportunities may be available for participants concurrently during occupational training or who have completed training and who have been interviewed as ready for work; and, for those who could benefit from a trial activity in the field for which they are training. Only non-profit organizations will be utilized for these work experience activities if the strategy is utilized.
- Follow-up contacts are performed for one year. The customer is always eligible for Core Services in One-Stop Centers before, during and after any training opportunity.
- Customers eligible for Training have a monetary cap in the amount of \$4500 for tuition. Once this cap has been met, customers are directed toward other financial aid programs. Exceptions can be made, subject to approval by the Director of WIA Programs.
- Customers eligible for Training are expected to complete the training within a two-year timeframe. Exceptions can be made, subject to approval by the Director of WIA Programs.

Services are currently provided to eligible youth with disabilities and youth with significant barriers.

Youth, including those with special needs or barriers to employment, pregnant, parenting, or with significant disabilities, may receive comprehensive services through the One-Stop Centers. School connected youth, including those with special needs or barriers to employment, pregnant, parenting, or with disabilities, will receive comprehensive, year-round services implemented by the Division of Workforce Development and Adult Learning.

Long-term strategy to improve services and employment outcomes of individuals with disabilities

Individuals with disabilities, including those with special needs or barriers to employment, may receive comprehensive services through the One-Stop Centers. Disabled individuals including those with special needs will receive comprehensive, year-round services implemented by the Division of Workforce Development and Adult Learning.

Comprehensive services for eligible youth

WIA Eligible out-of-school youth, including those with special needs or barriers to employment, pregnant, parenting, or with significant disabilities, may receive comprehensive services through the One-Stop Centers or Chesapeake College Workforce Investment Division as discussed with the Youth council and approved by the WIB. WIA out-of-school youth may receive services in the form of entraining voucher.

WIA eligible, school-connected youth, including those with special needs or barriers to employment, pregnant, parenting, or with disabilities, will receive comprehensive, year-round services as discussed by the Youth Council and approved by the WIB and implemented by the Workforce Investment Division. It is expected that the Workforce Investment Area will serve

eligible school connected youth with a strategy of long-term, year-round services that will result in attainment of a high school diploma and/or employment or post-secondary training.

WIA Eligible youth will receive services that will prepare them for success in training and increase their employability.

- An objective assessment that includes CASAS literacy testing, a review of academic and WID skill levels, as well as supportive service needs;
- Development of an individual service strategy (ISS)
- Preparation for postsecondary educational opportunities; linkages between academic and WID learning; preparation for employment and connections to intermediary organizations with links to the job market and employers;
- Availability of ten program elements outlined in §664.410 of the Workforce Investment Act Final Rules

Job Corps services are accessed remotely by Upper Shore residents. Interested youth may complete a preliminary Job Corps application on line, or may contact a Job Corps counselor by contacting their closest agent, (410) 288-7040. Workforce Investment staff assist youth in contacting Job Corps personnel on line or through the local number.

C. Wagner-Peyser Agricultural Outreach (If Applicable)

The Maryland Department of Labor, Licensing and Regulation through its Migrant and Seasonal Farm Worker 167 Grantee, Telamon will provide employment assistance to Migrant and seasonal Farm Workers. Wagner-Peyser staff will provide outreach to Migrant and Seasonal Farm Workers and provide information on the full array of One Stop services.

Core services are delivered through the collaboration and collocation of One-stop partners, including Wagner-Peyser staff on full service Career Center days, and assist with sharing the lease-cost burden throughout the service delivery area. The attached customer flow chart explains the core services delivered by the Wagner-Peyser staff.

Attachments

1. Upper Shore Career Center Consortium Steering Council (USCCSC)
2. Upper Shore Career Center Consortium Steering Council Memorandum of Understanding (MOU)
3. Upper Shore Career Center Consortium Steering Council Resource Sharing Agreement
4. Upper Shore Workforce Investment Board and Local County Agreement
5. Upper Shore Career Center Job Seeker Customer Flow Chart
6. Menu of Services
7. Authorization For Training
8. Complaint & Grievance Procedures
9. Assurances and Certifications for the Workforce Investment Act (WIA) Formula Grant Program

Upper Shore Career Center Steering Council
 Consortium (USCCSCC) Interagency Agreement
 June 29, 2012

Name

The name of the group will be the Upper Shore Career Center Steering Council Consortium (USCCSC)

Purpose of Agreement

The purpose of the agreement is to set forth the scope of operations and decision making authority for the Consortium Operators.

Vision

The council envisions a career center system of stakeholders, engaged partners and knowledgeable staff who ensure the delivery of seamless career services.

Mission

The USCCSC sets the direction for career center service delivery.

Scope of Authority

The Council is responsible for all aspects of the Upper Shore Workforce Career Center System Memorandum of Understanding and Resource Sharing Agreement. The council will be responsible for engaging partners in the MOU and RSA. Requests that pertain to the Career Center, not included in the MOU and RSA, shall be referred to the Council leadership. The Council does not supersede each agency's governing policy. The parties agree to maintain confidentiality as required by all applicable laws and regulations.

Council Membership

- Directors of the Upper Shore Departments of Social Services
- Family Investment Assistant Directors Department of Social Services
- Director of WIA Programs and Title I Training
- Department of Labor Licensing and Regulation Office of Workforce Development Statewide Operations Manager
- Regional Labor Exchange Administrator Upper Shore
- Workforce Investment Board Director

Governance Structure & Responsibilities

Co-Chairs (2)

- Must be from different organizations
- Each will have a two year term with the exception of the first year (FY13) where one will have a one (1) year term and the other will have a two(2) year term.
- Responsibilities:
 - a. Set agenda two (2) weeks before meeting
 - b. Schedule meetings quarterly: date/time/place/mode
 - c. Facilitate meetings
 - d. Liaison to WIB, State and local organizations

Recording Secretary

- One year term

- Take notes at all meetings
- Distribute meeting notes via email to all members

Steering Committee Commitments

- Each member commits to meeting attendance and full participation.
- Communications across jurisdictions is an expectation
- Twelve (12) month review of Steering Committee structure
- Meet at least quarterly during a twelve (12) month period
- These are "our" career centers, not yours and mine

Annual Review

The full membership will meet annually to review the procedures and to make recommendations for changes as needed to the Upper Shore Career Center Steering Council and Upper Shore One Stop Consortium Memorandum of Understanding.

Quorum /Attendance

Quorum is at least one member of each representative operator agency.

Decision Making

Decisions by consensus of those present (preferred)

If consensus cannot be reached a vote will be taken

Three (3) votes:

- Upper Shore Departments of Social Services
- DLLR
- WIA

Hereby agreed upon by signature, July 1, 2012 through June 30, 2013:

Dina Daly, Director
Department of Social Services Caroline County _____ *signed*

Cathy Dougherty, Director
Department of Social Services Queen Anne's County _____ *signed*

Melissa Mackey, Director of WIA Programs
and Title I Training _____ *signed*

Daniel P. McDermott, Workforce Investment
Board Director _____ *signed*

Bill McDonnell, Director
Department of Social Services Dorchester County _____ *signed*

April Sharp, Director
Department of Social Services Talbot County _____ *signed*

Terenda V. Thomas, Regional Labor Exchange
Administrator Upper Shore

Donni Turner, Chief of Staff for the Interim Secretary
Department Of Labor Licensing and Regulations

Linda Webb, Director
Department of Social Services Kent County

signed

**Upper Shore Workforce
Career Center Steering Council Consortium
Memorandum of Understanding
July 1, 2012 – June 30, 2013**

This Memorandum of Understanding (MOU) has been developed in accordance with Section 121(c) of the Workforce Investment Act of 1998 ("WIA"), 29 U.S.C. § 2841(c) and executed between the Upper Shore Workforce Investment Board (USWIB) and the Upper Shore Career Center Steering Council Consortium and Career Center system partners.

I. Purpose of Memorandum of Understanding

The purpose of this MOU is to define the parameters within which the Upper Shore Career Center Consortium operator and partner system will provide employment & training resources and services to job seekers, employers, employees, and other interested parties within the local Workforce Investment Area. The USWIB has received concurrence from the grant recipient, i.e. the five county elected officials, to develop and enter into this MOU. The mutual objectives of all partners to this MOU are to provide these services in the most efficient manner possible. This MOU establishes the groundwork for maintaining working relationships that facilitate joint planning and evaluation of services in the Career Center.

II. Vision and Mission Statements

Vision: Every person in the Upper Shore maximizes his or her career potential through skill development and education for gainful employment, and all employers have the human resources they need to grow and prosper.

Mission: The Upper Shore Workforce Investment Board shall provide the highest quality workforce services to the five-county Upper Shore area allowing opportunity for advancement to workers of all ages and skill levels and meeting the current and future needs of local employers.

III. Career Center Operator/System

The Upper Shore Career Center Steering Council Consortium (USCCSC) has been designated as the Career Center Operator (as a consortium) by the local elected officials in the Upper Shore Workforce Investment Area. The duties of the Career Center Operator will include the following:

- Design the Menu of Services relevant to the local economic environment for the five counties represented: Kent, Queen Anne's, Caroline, Talbot and Dorchester Counties.
- Act as liaison with the state and the Career Center;
- Define and provide support to meet common operational needs;
- Evaluate customer needs;
- Evaluate performance and implement required actions to meet standards;
- Evaluate satisfaction data to continually refine and improve service strategies;
- Facilitate the sharing and maintenance of data for the Career Centers;
- Manage fiscal responsibility for tracking the expenses supporting services at the Career Centers;
- Market Career Center services to all WIA customers;

- Monitor adherence to the provisions of the MOU;
- Other duties as required by the local Workforce Investment Board.
- Provide for an integration of systems and coordination of services for the Career Centers;
- Recruit additional partners, as needed to provide a full array of available services;
- Respond to Career Center and community needs;

IV. Partners

Section 121(b)(1) of the WIA (29 U.S.C. § 2841 (b)) identifies the programs that are required partners in the local Career Center systems. The planning process for the Upper Shore Career Center Steering Council Consortium is a collaborative effort. The partners decided that a co-located center with coordinated delivery of services, with some partners using the “no wrong door” approach would most efficiently serve the needs of our collective customers. In the Career Centers, each program retains control of its own resources and each partner pays for its direct program costs. The only pooled costs are those shared jointly with other partner agencies. The Upper Shore Career Center Steering Council Consortium partners establish how:

- Services are to be provided;
- Services are to be funded;
- Operating costs of the Career Centers are to be funded;
- Which costs will be shared, *and*
- How shared costs will be allocated.

The following entities and agencies have agreed to serve as Operators in the Upper Shore Career Center Steering Council Consortium, and to collectively address the workforce needs of local customers:

1. Workforce Investment Act Title I Programs: USWID of Chesapeake College providing training vouchers for Adults, Dislocated Workers, Youth
2. Wagner-Peyser Programs: DWDAL – local labor exchange administrator providing: core job matching services for both job seekers and employers, resources and services associated with the Trade Act, and Veteran representatives and resources and services for the veteran population.
3. Departments of Social Services: Caroline, Dorchester, Kent, Queen Anne’s & Talbot Counties provide support services and emergency programs to address barriers to employment and training

In addition to the Operators, the following Partner organizations have made a commitment to work together in the Upper Shore Career Center Steering Council Consortium to provide resources and services in the Career Centers:

- A. Adult Education and Family Literacy: Chesapeake College's Consolidated Adult Education and Family Literacy Services
- B. Carl D. Perkins Act, Post-Secondary Voc Ed: Chesapeake College
- C. Community Services Block Grant: *no E & T programs on the Upper Shore*
- D. Housing and Urban Development: *no E & T programs on the Upper Shore*
- E. Job Corps: Career Technology Services (CTS) *not a signatory presence*
- F. Migrant and Seasonal Farmworker Programs: Telamon
- G. Native American Programs: Three Rivers Council
- H. Rehabilitation Act: Division of Rehabilitation Services (DORS)
- I. Senior Community Service Employment Activities: Maryland’s Office on Aging; MAC Inc.,

Senior Services America

J. Unemployment Compensation: Eastern Shore Division

Note: The partners are participants in a collaborative effort. There is no legal partnership as defined in section 9A-101 of the Corporations and Associations Article of the Maryland Annotated Code.

V. Partner Services

The Upper Shore Career Center Steering Council Consortium delivery system offers customers a wide variety of career development and workforce resource opportunities through its partner agencies. Each partner's primary program provisions are listed below:

Workforce Investment Act www.uswib.org

The Upper Shore Workforce Investment Division (USWID) of Chesapeake College is a career center operator and partner providing core, intensive and training services.

Knowledge Worker: Core Services

- Determination of individual eligibility for training vouchers and appropriate career services;
- Outreach, intake (including worker profiling) and orientation to the information and other services available through the Career Center delivery system;
- Initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
- Job search and placement assistance, and career counseling where appropriate;
- Provision of employment statistics information and labor market information such as job vacancy listings, skills necessary to obtain jobs, local in-demand occupations, earnings, and skill requirements;
- Provision of performance information and program cost information on eligible providers of training services;
- Provision of information regarding local area performance on the local performance measures;
- Provision of accurate information relating to the availability of supportive services available in the region;
- Provision of information regarding whom to contact regarding filing claims for Unemployment Compensation;
- Follow-up services, including counseling regarding the workplace, for WIA participants who are placed in unsubsidized employment for not less than twelve (12) months after the first day of the employment;
- Other core services as determined by a partner agency's governing legislation;

Intensive Services

- Comprehensive and specialized assessments of skill levels: accuplacer, casias testing, O*Net Career Profiler;
- Ready-To-Work: job readiness program which ensures customers approved for training services have completed job connecting workshops, interviews and basic career research with regard to career goals;
- Development of an Individual Employment Plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve their employment goals;
- Individual and/or group counseling, goal setting and career planning;

- Case management for participants seeking training services;

Training Services

- Occupational skills training including training for nontraditional employment;
- Provide input on additions and recommended revisions to the State List of Occupational Training Providers;
- Skill upgrading, licensure testing and retraining opportunities;
- Referrals to entrepreneurial training opportunities;
- Training strategy may include a work experience, try-out employment placement;
- Follow up contact with regard to training completion, job attainment and retention;
- Other training services as determined by a partner agency's governing legislation;

Departments of Social Services (DSS) www.dhr.state.md.us/county.php

The five county departments of social services are both a career center operator and partner providing intensive services and barrier removal in the employment and training arena. In three counties, the DSS are the host agency and managers for the Career Centers in Caroline, Dorchester and Queen Anne's Counties. In other counties, they act as a **no wrong doors** partner.

- Information and referral services for public income grants, temporary cash assistance, food stamp programs, medical assistance, emergency shelters, etc.
- Key resource in Career Centers for the addressing and removal of barriers to employment;
- Access to computers to incorporate technology in adult education classes;
- Mental health information and referrals;
- Translation and interpretation services via Language Link vendor;
- Provide shared information in holistic assistance to customers.

Wagner-Peyser : DWDAL www.dllr.state.md.us

The Wagner-Peyser Program under the Maryland Department of Labor, Licensing and Regulation Division of Workforce Development and Adult Learning is both a career center operator and partner:

Knowledge Worker: Core Services

- Provide employer services to include: direct referral and placement of applicants, pre-screening of applicants (upon request), networking and workforce development educational activities, recruitment/labor exchange services; provide labor market information, employment marketing resources, referral and tax credit information, and information about the federal bonding program; Maryland Workforce Exchange (MWE) online hiring process management services.
- Provide applicant services, including job matching resources, direct referral and placement with employers via Maryland Workforce Exchange (MWE), local and state job banks, call-in referrals, and provision of supportive services to include career assessment and exploration services, job search workshops, referral services, and access to computer hardware and related resources, brochures and materials;
- Co-locate with partner agencies, when appropriate to enhance access to Wagner-Peyser services;
- Provide other services as may be available and appropriate;

Adult Education and Family Literacy: DWDAL

www.chesapeake.edu/continuing_ed/ce_abe.asp

Chesapeake College's Consolidated Adult Education and Family Literacy Services providing services for Kent, Caroline, Dorchester, Queen Anne's and Talbot counties in the Career Centers on specific days and by appointment. GEd, English for speakers of other languages (ESOL) and External Diploma (EDP) classes are available. Please contact Elaine Wilson, Chesapeake College, Continuing Education Division, extension 5835 for the most current published schedule. Goals for this partner are to:

- Provide academic and basic literacy assessment;
- Provide Adult Basic Education classes;
- Provide GED classes;
- Provide English for Speakers of Other Languages classes;
- Provide External Diploma Program;

Carl D. Perkins Act Postsecondary Voc Ed www.chesapeake.edu

Services will be available off-site through Chesapeake College partner facilities in a *no wrong doors* approach.

- Provide career guidance and counseling services;
- Provide access to occupational and employment information;

Community Services Block Grant

There are no employment & Training services offered in the Upper Shore through this partner;

Division of Rehabilitation Services www.dors.state.md.us/DORS

Division of Rehabilitation Services will be a no wrong doors partner providing career assessment, training and other services needed to assist persons with significant disabilities gain competitive employment.

- Provide intake, orientation, and assessments for disabled job-seekers;
- Promote employment of persons with disabilities;
- Provide independent living services to enhance the capacity of persons with disabilities to live unaided in the community;
- Provide comprehensive assessments and an Individualized Plan for Employment (IPE)
- Provide guidance and counseling, physical restoration, and training to financially eligible persons with disabilities;
- Provide follow-up services to enhance job retention;
- Provide other services as may be available and appropriate;
- Provide performance information as required by WIA;

The Housing Authority

There are no employment & Training services offered in the Upper Shore through this partner;

Maryland Job Corps www.recruiting.jobcorps.gov *(Not a signatory partner)*

Job Corps will be a *no wrong doors* partner with a regional contact who is available for outreach and recruiting counseling, as well as follow-up appointments at the Career Center, and also provides referral services at its own facility.

- Provide intake, outreach, and orientation sessions for interested candidates;
- Provide information, assessments, and referrals to WIA services and partners;

- Provide counseling and follow-up services;

Migrant and Seasonal Farm Worker Programs: Telamon www.telamon.org

The MSFW Program vendor will be an information and referral partner in the Career Center Consortium:

- Provide cross- referrals to MSFW customers with regard to available services at the Career Center, and enable Career Center staff to refer MSFW customers to MSFW programs to determine eligibility for MSFW employment & training services.
- Support MSFW outreach efforts by Wagner-Peyser staff, and coordinate joint outreach whenever possible.

Native American Program www.cotraic.org

The Native American Program will be a *no wrong doors* partner available for appointments at the Career Center.

- Provide outreach, intake and orientation to services available;
- Provide eligibility verification for Native American Program requirements;
- Provide support for job search and occupational skills training, as funding is available;

Senior Community Service Employment Program

The Senior Employment Program will be a part-time partner at the Career Center. Counseling and job placement for eligible participants will be provided to customers in Queen Anne's, Talbot, Kent and Caroline Counties by the Maryland Office on Aging www.aging.maryland.gov. Similar resources and referral services for Dorchester County are provided through another provider, MAC Incorporated, Senior Service America, Inc.

<http://www.macinc.org/senioraides.htm> . The contact for Dorchester County is Fran Giddens, flg@macinc.org. These services are including, but not limited to:

- Provide outreach, intake, and orientation;
- Provide employment and training programs for age-eligible, disadvantaged individuals;
- Provide opportunities for eligible participants to learn, work, and serve others;
- Provide case management and supportive services to participants in training programs;
- Refer clients to workforce investment system partners as appropriate;

Unemployment Insurance www.dllr.state.md.us/employment/unemployment.shtml

The Division of Unemployment Services will be a *no wrong doors* partner with a presence in the Career Center through telephone and electronic access.

- Profile U.I. claimants for E.I. workshops and re-employment services;
- Career Centers will be supplied with informational pamphlets outlining eligibility requirements and information on how to apply for benefits;
- Facilitate access to all Unemployment Insurance programs, including but not limited to filing a claim and writing work search waivers for claimants involved in training programs;
- Provide notification of services available to employers and claimants;
- Participate in Rapid Response mass-layoff events as needed;

Veterans: DWDAL www.dllr.state.md.us/vet

The Veteran Representative will be a full-time partner at the Career Center providing priority services to those serving in the military, their spouses, recent returning serving members and retired members:

- Provide employment and training referral services to veterans;
- Provide referrals to intensive services to meet the needs of veterans;
- Provide specialized case management services to veterans with disabilities;
- Conduct job search workshops, and informational seminars regarding benefits for veterans;
- Provide assistance to veterans transitioning into civilian workforce;
- Network with companies and businesses to encourage veteran employment recruitment
- Educate businesses and companies on the benefits of hiring veteran staff
- Participate with other veterans' services partners in the local community

The following schedule will be implemented in terms of staff, days, and hours for the Veterans' services programs.

Caroline County Career Center: 300 Market Street, Denton, MD 21629 (410) 819-4549 Mondays 8:30 – 4 pm.

Dorchester Job Center: 627 Race Street, Cambridge, MD 21613 (410) 901-4250

Mondays, Tuesdays, Thursdays & Fridays 8:30 - 4 p.m.

Kent: Shared Opportunity Services at the Kent Family Center: 601 High Street, Chestertown, MD 21620 (410) 778-7911 Wednesday afternoons

Queen Anne's County Job Center: 125 Comet Drive, Centreville, MD 21617 (410) 758-8044 Wednesday mornings

Talbot Career Center: 301 Bay Street, Easton, MD 21601 (410) 822-3030 Tuesdays, Wednesdays, Thursdays & Fridays Thursdays 8:30 – 4 p.m.

VI. Resource Sharing and Career Center Costs

The partners associated with the resources and services provided at the Career Centers have entered into a Resource Sharing Agreement which is Attachment #3. The Resource Sharing Agreement includes Exhibits 1,2 & 3 which provides a Career Center budget, based upon the costs necessary to support each center for CORE services, and the cost allocation estimate based upon an FTE model. ***Partners will not be responsible for any legal responsibilities of the other partners.***

Federal regulations require that partners located at the Centers contribute their fair share of the operating costs of the Career Center system, proportionate to the use of the system attributable to each program. The partners have collectively reviewed allowable methods for determining their share of the costs and have elected to allocate costs based upon the number of staff (FTE method) delivering services.

VII. Career Center Standards

It is agreed that the Career Center Consortium partners and stakeholders in the Upper Shore will strive to achieve the following standard of quality service for its customers, employees and employers.

All customers will receive:

1. Prompt and courteous service from staff;

2. Service(s) designed to assist customers (both job seekers and employers) in achieving their educational and/or employment goals; and
3. Referrals to needed partner services.

VIII. Performance Measures

The Partners agree to participate in efforts to assess the effectiveness of the Career Center system. ETA has instituted common measures that will affect programs administered by six Federal agencies and affect the following DOL programs: Employment Service, Job Corps, WIA, Senior Community Service, Trade Adjustment Act, and Veterans Services. Upon implementation, all partner programs will provide performance information to assist in the calculation of these measures.

Adult Measures

- Entered Employment
- Employment Retention
- Six month Earnings Increase

Youth Measures

- Placement in Employment or Education
- Attainment of a Degree or Certificate
- Literacy and Numeracy Gains

IX. Resolution Process

In the event that an impasse should arise between the partner(s) and/or the WIB regarding terms and conditions, performance, or administration of this MOU the following procedures will be initiated:

1. The parties to this MOU shall first attempt to resolve all disputes by way of a Career Center Partner meeting. Any party may call for a meeting of the partners to discuss and resolve disputes.
2. Should these resolution efforts fail, the Partners shall refer the dispute to the Chair of the Workforce Investment Board within 15 days of failure to resolve the dispute.
3. If an agreement cannot be reached, the Maryland State Department of Labor, Licensing and Regulation *or other governing agency authorities* may provide assistance in resolving the issue. In the case of the agreement with the Division of Rehabilitation Services, the state superintendent of schools will be included in the resolution process.

X. Modification Process

Partner(s) may request, in writing, an amendment to this MOU through the WIB. The WIB may amend the Career Center Partner MOU whenever the WIB determines it is appropriate or necessary. Any modifications to this MOU must be in writing, signed and dated under the conditions agreed upon by all the Partners, and attached to the original MOU.

XI. Duration of the MOU

This MOU is entered into on July 1, 2012. This MOU will become effective as of the date of signing by the final signatory below and shall not terminate unless terminated by any of the parties to this MOU. The MOU may be terminated by any of the parties upon 30 days written notice to the other parties with cause, or upon 90 days written notice to the other parties without cause.

XII. Customer Referral Method between the Career Center and Partners

All Partner agencies are committed to a customer-friendly and expeditious referral system. Career Center Operator will use the Maryland Workforce Exchange (“MWE”) to document referrals to partner agencies/services. ***A shared, read-only access is in consideration for the partner staff for purposes of referrals and updates of activities of shared customers.***

XIII. Applicable Law

The MOU must be construed and enforced according to the Laws of the State of Maryland. The Upper Shore Workforce Investment Division (USWID) and the Partners shall comply with all applicable Federal, State, and local laws.

XIV. Confidentiality

The parties agree to maintain confidentiality of records as required by applicable law and regulation, including but not limited to Md. Code Ann., State Gov't Art. 10-613, Lab & Empl. Art. 8-625, COMAR 09.01.01, 09.33.01, and 42 U.S.C.503.

XV. Non-Assignment

No party may, during the term of this MOU or any renewals or extensions of this MOU, assign or subcontract all or any part of the MOU without prior written consent of the other parties.

XVI. Fair Practices Certification

The WIB and the Partners certify that they prohibit, and covenant that they will continue to prohibit, discrimination on the basis of: (a) political or religious opinion or affiliation, marital status, race, color, creed, or national origin; (b) sex or age, or except when age or sex constitutes a bona fide occupational qualification; or (c) the physical or mental disability of a qualified individual with a disability. Upon the request of the other party, WIB and the partners will submit to the other information relating to its operations with regard to political or religious opinion or affiliation, marital status, physical or mental disability, race, color, creed, sex, age or national origin.

XVII. Assurances of Non-Discrimination and Equal Opportunity in DOL-Funded Agreements

The WIB and the Partners specifically agree that they will comply fully with the non-discrimination and equal opportunity provisions of the Workforce Investment Act of 1998; the Nontraditional Employment for Women Act of 1991; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Americans with Disabilities Act of 1990 (PL 101-336); the Age Discrimination Act of 1975 as amended; Title IX of the Education Amendments of 1972, as amended; and with all applicable requirements imposed by or pursuant to regulations implementing those laws including but not limited to 29 C.F.R. Part 37.

XVIII. Drug and Alcohol Free Workplace

The USWID and the Partners will comply with the State of Maryland's policy concerning drug and alcohol free workplaces, as set forth in COMAR 01.01.1989.18 and 21.11.08 and the Drug-Free Workplace Act of 1988, and its implementing regulations codified at 29 CFR 98, Subpart F.I. The USWID and the Partners must remain in compliance with these policies throughout the term of this Agreement.

XIX. Certification Regarding Lobbying

The WIB and the Partners shall comply with the Byrd Anti-Lobbying Amendment (31 U.S.C. 1352) and 29 CFR Part 93.

XX. Debarment and Suspension

The WIB and the Partners shall comply with the debarment and suspension requirements (E.O.12549 and 12689) and 20 CFR Part 98.

XXI. Signatures

In Witness Thereof, the undersigned have executed this Memorandum of Understanding on or before the date set forth herein.

Witness: Workforce Investment Act Division of Chesapeake
College

By: _____
Title _____
Date _____

Witness: Division of Workforce Development and Adult
Learning: DWDAL

By: _____
Title _____
Date _____

Witness: Division of Rehabilitation Services (DORS):

By: _____
Title _____
Date _____

Witness: Department of Social Services: Queen Anne's

By: _____
Title _____
Date _____

Witness: Department of Social Services: Talbot

By: _____
Title _____
Date _____

Witness: Department of Social Services: Caroline

By: _____
Title _____
Date _____

Witness: Department of Social Services: Kent

By: _____
Title _____
Date _____

Witness: Department of Social Services: Dorchester

By: _____

Title _____
Date _____

Witness:

Native American: Three Rivers Council
By: _____
Title _____
Date _____

Witness:

Unemployment Compensation Division: DLLR
By: _____
Title _____
Date _____

Witness:

Counties

Adult Education and Family Literacy Services for
Kent, Queen Anne's, Caroline, Dorchester, Talbot

Chesapeake College Continuing Education: DWDAL
By: _____
Title _____
Date _____

Witness:

MAC Incorporated, Senior Services America
By: _____
Title _____
Date _____

Witness:

Senior Community Service Employment Program:
MD Office on Aging
By: _____
Title _____
Date _____

Witness:

Telamon
By: _____
Title _____
Date _____

Witness:

Carl D. Perkins Act: Vocational Education:
Chesapeake College
By: _____
Title _____
Date _____

This agreement has been reviewed for legal sufficiency by:

Maryland Dept. Labor, Licensing and Regulation

Date

Upper Shore Resource Sharing Agreement: Costs, Allocation, Budget

Shared Costs	
Workforce Investment Act: USWID Resource Staff	\$315,220
Wagner Peyser Resource Staff*	\$334,973
Department of Social Services: All	\$268,336
Chesapeake College/DWDAL: Adult Ed	\$17,342
total	\$935,871

Cost Allocation Plan	2012	
Facilities Pool		
	\$935,871	
		partner share
WIA	\$315,220	\$306,123
Wagner Peyser	\$334,973	\$437,323
DSS: all	\$268,336	\$163,965
Adult Ed	\$17,342	\$28,426
	\$935,871	100.0000%
		Partner's
		% Share
WIA staff	140	32.7103%
Wagner Peyser	200	46.7290%
DSS	75	17.5234%
Adult Ed	13	3.0374%
	428	100.0000%
<i>*estimated</i>		

Upper Shore SHARED COST BUDGET 2012

Partner location	Caroline DSS one- stop	Dorche ster DSS one- stop	Kent DSS	<i>estimated</i>	<i>estimated</i>	<i>estimated</i>	WIA	Adult Ed	totals
				QA DSS	Talbot DSS	DLLR DWDAL			
			601 High Street	one-stop	one-stop	one-stop			
<i>Facilities</i>	301 Market St	627 Race St	601 High Street	125 Comet Drive	300 Bay Street	301 Bay Street	all centers		
Rent	19806	19180	4731	20000	2650	83009	26,525		175901
Utilities	4994	4160		2100		3500	2,160		16914
Janitorial SVC				1500		2078	1,660		5238
Telephon es	480	1390		1200		2456	3600		9126
	25280	24730	4731	23800	2650	91043	33945	0	206179
<i>Resource Center</i>									
Supplies	2146	0		750	3000	4532	750		11178
Copier	2004	0		2131		2,131	2500		8766
Fax Machine	75	0		200		200	200		675
Computer	521	400		10000	5000	16740	3500		36161
	4746	400	0	13081	8000	23603	6950	0	56780
<i>Staff Services</i>									
Mgmt 1	6632			40000		88187	62500		197319
Reception	36592	1440							38032
Resource Staff	19806		11153	40000	50000	132141	165000	17342	435442
Prof Developm	600						2500		3100
Resource materials	500			2000	3000		3600		9100
Mobile Services							40725		40725
Sub total	64130	1440	11153	82000	53000	220328	274325	17342	723718
Total: all	44982	26570	15884	120250	60650	334973	315220	17342	935871

Upper Shore Workforce Investment Board and Local County Agreement

By concurrence with the Upper Shore Operation Plan the Councils and Commissions of Caroline, Dorchester, Kent, Queen Anne's and Talbot Counties, herein referred to as the Upper Shore Workforce Investment Area, hereby enter into an agreement, which specifies how the Upper Shore Workforce Investment Board (USWIB) will be formed and appointed. This agreement will concentrate on the following issues:

- Composition, authority and majority of the USWIB Members
- Terms and appointments procedures for USWIB Members
- USWIB Functions and Responsibilities
 - Procedures for review and approval of the USWIB Local Plan
 - Selection of the Administrative Entity for the Upper Shore Workforce Investment Board
 - Selection of the Upper Shore One-Stop Operator Consortium

I. Composition

The composition of the USWIB shall require, pursuant to Section 117, at a minimum that the membership of each local board shall include:

- A. Representatives of businesses in the local area who:
 1. Are owners of businesses, chief executives or operating officers of businesses, and other business executives or employers with optimum policy making or hiring authority; and
 2. Represent businesses with employment opportunities that reflect the employment opportunities of the local area; and
 3. Are appointed from among individuals nominated by local business organizations and business trade associations; and
- B. Representatives of local educational entities including representatives of local school boards, entities providing adult education and literacy activities, and post-secondary education institutions including representatives of community colleges, where such entities exist, selected from among individuals nominated by regional or local educational agencies, institutions, or organizations representing such local educational entities; and
- C. Representatives of labor organizations (for a local area in which employees are represented by labor organizations), nominated by local labor federations; and
- D. Representatives of community based organizations, (including organizations representing individuals with disabilities and veterans for a local area in which such organizations are present); and
- E. Representatives of Economic Development agencies, including private sector economic development entities; and
- F. Representatives of each of the One-Stop Partners
- G. A representative of the Maryland Department of Labor, Licensing and Regulation, state level, as the One Stop partner on behalf of the local office
- H. May include such other individuals or representatives of entities as the local elected officials in the local area may determine to be appropriate.

Authority

Members of the Board that represent organizations, agencies, or other entities shall be individuals with optimum policymaking authority within the organizations, agencies or entities.

Size and Majority

The size of the Board shall be not more than 28 Members, with the majority of membership representing local business.

II. Terms and Appointment procedures for USWIB Members

- A. The local elected officials have approved and designated the current Membership of the Upper Shore Workforce Investment Board to serve as Members of the Upper Shore Workforce Investment Board.
- B. Each member's term length shall be up to three years, as determined by his/her local county elected official;

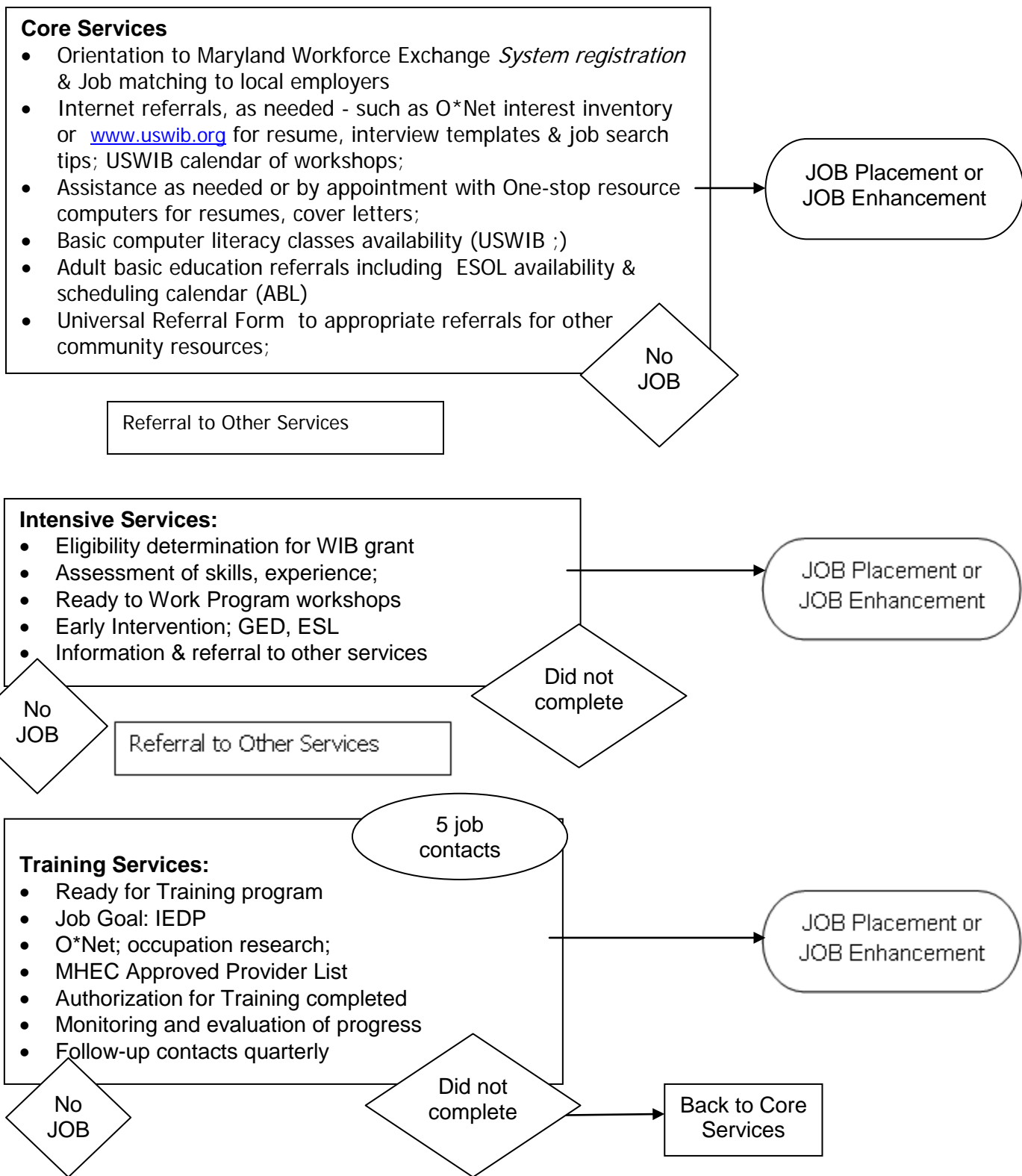
III. Functions and Responsibilities

- A. The USWIB acknowledges that actions relating to the joint responsibilities of the Upper Shore Workforce System shall be taken only with the concurrence of the majority of county local elected officials; in the Upper Shore Workforce Investment Area, this is three of five counties;
- B. The USWIB acknowledges that disputes between the USWIB and the five-county local elected officials shall be resolved as expeditiously as possible so that either a) concurrence is reached; or b) the USWIB shall appoint ad hoc committees from their memberships to confer and resolve issues.
- C. The USWIB will develop by-laws that will reflect the intent of this agreement and shall govern the operations of the USWIB;
- D. The USWIB shall hold meetings at regularly scheduled times, and as needed in accordance with the by-laws;
- E. In cooperation with the local elected officials, the USWIB shall establish the USWIB Youth Council; Membership shall include, but not be limited to:
 - 1) Members of the local board with special interest or expertise in youth policy; and
 - 2) Representatives of youth service agencies including juvenile justice; and
 - 3) Representatives of the local public housing authorities; and
 - 4) Parents of eligible youth seeking assistance under this Workforce Investment Act; and
 - 5) Other individuals the local elected officials deem appropriate;
- F. The USWIB shall develop and submit the Local Workforce Investment Operational Plan to the Governor;
- G. The USWIB shall designate or certify operators and providers, and terminate for cause the eligibility of such operators or providers:
 - 1) One-Stop operators
 - a) As agreed by the local elected officials, the USWIB has formed a consortium with the Maryland Department of Labor, Licensing and Regulation- state level as the One Stop partner on behalf of the local office, the five-county Departments of Social Services and Chesapeake College. These consortium partners will act as the One-Stop Operator, and facilitate the provision of services set by the Workforce Investment Act. Other required program partners not in the consortium will be One-Stop partners and services will be agreed upon through the use of the Memorandum of Understanding.
 - 2) Youth Providers

- a) Grants and contracts for providers of youth activities will be awarded on a competitive basis, based upon the recommendations of the Youth Council;
- 3) Eligible Intensive Providers
 - a) The One-Stop Operator will assure that intensive services are available in the Upper Shore area;
 - b) These intensive services are provided as allowed by the One Stop partners
- 4) Eligible Training Providers
 - a) A list of eligible providers of training services will be maintained at the One-Stop centers;
 - b) A mechanism to track performance of eligible training services will be devised for availability to the public at the One-Stop centers;
- H. The USWIB shall develop a budget for the purpose of carrying out the duties of the local board, subject to the approval of the local elected officials;
 - 1) In order to assist in the administration of the grant funds, with the approval of the local elected officials, Chesapeake College will be designated to serve as the local grant sub-recipient in the capacity of local Fiscal Agent; this designation does not relieve the five county local elected officials of the liability for any misuse of grant funds;
 - 2) The Fiscal Agent shall disburse funds immediately upon receiving such direction from the USWIB, if the direction does not violate a provisions of the Workforce Investment Act;
 - 3) The USWIB may employ staff;
- I. The USWIB will ensure that youth activities are integrated into the One-Stop delivery system;
- J. The USWIB and the local elected officials shall negotiate with the Governor and reach agreement on local performance measures;
- K. The USWIB shall assist the Governor in developing the statewide employment statistics system described in the Wagner-Peyser Act;
- L. The USWIB shall coordinate workforce investment system activities and in cooperation with local economic development strategies, develop other employer linkages;
- M. The USWIB shall promote the participation of private sector employers in the statewide workforce investment system, and ensure through a system, the connection, brokering and coaching activities through One-Stop operators in the local area, or through other organizations in order to assist such employers in meeting hiring needs;
- N. The USWIB shall make available to the public on a regular basis through open meetings information regarding the activities of the local board, including information regarding the local plan prior to submission of the plan.

Upper Shore Career Center Job Seeker Customer Flow Chart

Work First Model



Menu of Services

Employers

1. Easy & responsive Access
Person to talk with
2. Training resources
3. how are we doing:
4. Communication – no acronyms
5. employer feedback
6. job coaching/shadowing
7. labor market information
8. criminal background/bonding
program
9. tracking mechanism
10. traffic flow
11. calendar of events
12. 12 one-stop schedule
13. re-entry initiative

Partners

1. Easy & responsive access
2. Feedback mechanism
3. MWE access
4. Person to talk to
5. Training resources
6. How are we doing
7. Cohesiveness b/t
partners/understanding what
we do
8. Communications – no
acronyms
9. Youth involvement/job corps?
10. Access to computers to
incorporate technology in adult
ed classes
11. Job coaching/shadowing
12. Mental health incorporated
/referrals
13. Work etiquette workshops/job
retention
14. Labor market info
15. Safety net info for customers
16. Criminal background/bonding
program
17. Tracking mechanism traffic
flow
18. Calendar of events
19. Onestop schedule
20. Re-entry initiative

Attachment #6

Job Seekers

1. Easy & responsive access
2. Assistance with computer
enrollment (MWE)
3. Training resources
4. How are we doing
5. Interpretation/translation
6. Communication – no acronyms
7. Employer feedback
8. Job coaching/shadowing
9. Mental health
incorporated/referrals
10. Work etiquette workshops/job
retention
11. Labor market information
12. Safety net info for customers
13. Criminal background/bonding
program
14. Calendar of events
15. One-stop schedule
16. Ex-offender/reentry assistance
17. Career information

UPPERSHORE WORKFORCE INVESTMENT OFFICE (USWIA)
Chesapeake College's Workforce Investment Division
P. O. Box 8, Wye Mills, MD 21679 Phone (410) 822-1716 Fax (410) 827-5874

Authorization for Individual Training Account

Service Provider _____ Phone _____

A training account is hereby authorized for the following participant under the Workforce Investment Act. Funds to provide training will be made available for tuition and other training costs not to exceed the amount specified, during the dates specified. It is expected that the completion status and the outcomes of this student's training will be communicated to this office in a timely manner. Payment will be made upon receipt of an invoice.

Curriculum _____ CIPcode _____ ITAcode _____

Estimated Start date _____ Est.end date _____ Hours/Week _____

Approved for tuition \$ _____ Approved for books, fees, uniforms (as needed) _____

Registration confirmed: _____

Signature of Authorized Training Representative _____ Date _____

Participant Information: Employment Goal _____

Name _____ SS# _____ Phone _____

Address _____

- At this date, I am receiving unemployment insurance
I am not receiving unemployment and I am eligible for a support services stipend, which then becomes a part of this IEDP.
I agree to apply for federal PELL Grant monies, if this is an eligible program.
UI Waiver
Stipend
PELL

The training registration information above represents a strategy jointly developed by my WIB career and advising counselor and myself toward this employment goal. I understand I must achieve a satisfactory grade of C or above and maintain a 2.0 average, or satisfactory progress to be eligible for continuing WIB support of this program. I agree to communicate my grades and completion status to my career and advising counselor, and notify the WIB office immediately if I have a change of address. If I am unable to complete this program, I agree to contact my career and advising counselor immediately. With my signature, I am verifying that I understand the terms of this Individual Employment Development Plan (IEDP):

Signature of Participant _____ Date _____ Contact agreement

Counselor Authorization: I have advised this participant with regard to the course of action agreed-upon by this Individual Employment Development Plan (IEDP), and as noted in MWE.

Authorized by WIA Career & Advising Staff _____ Date _____ Account # _____

Participant email address _____ Previous employer _____

- Job contacts Services Notes
A/T list MIS copy Student Expenses

Complaint and Grievance Procedures

Attachment #8

The Upper Shore Workforce Investment Board uses the policies of Chesapeake College as its Administrative Entity and Fiscal Agent. Below are the College policies from the Human Resource Administrative Office numbered by reference from the Faculty/Staff/Student Manual:

5.1 EQUAL OPPORTUNITY EMPLOYMENT POLICY

Chesapeake College believes in the philosophy of equality of opportunity, treatment, and benefits for all students and employees regardless of race, color, religion, national origin, age, sex, or disability. To ensure the implementation of this belief, Chesapeake College's Board of Trustees, administration, faculty, and staff have approved the following positive action procedures and goals:

- A. The College does and will continue to seek women and members of minority groups for all job openings. Job announcements will clearly state that positions are open regardless of race, color, religion, national origin, age, sex, or disability. Job openings will be fully publicized in various types of media.
- B. The College does and will continue to ensure that job qualifications are stated in such a manner that there are no barriers to full opportunity to application regardless of race, color, religion, national origin, age, sex, or disability.
- C. The College does and will continue to provide equal promotional opportunities for women and members of minority groups.
- D. The College does and will continue to maintain the same salary scales for job levels for all regardless of race, color, religion, national origin, age, sex, or disability.
- E. The College does and will continue to provide equal employee benefits and conditions of employment for all regardless of race, color, religion, national origin, age, sex, or disability.
- F. The College does and will continue to recruit actively and to admit students to all curriculums regardless of race, color, religion, national origin, age, sex, or disability.
- G. The College does and will continue to treat requests for leaves of absence for pregnancy and childbirth in the same pattern that all other requests for leaves of absence are treated. All requests for the Federal Family Medical Leave Act govern medical, pregnancy, childbirth, and parental leaves of absences, Section 5.13.9 of this manual.
- H. The College does and will continue to encourage the development of academic studies in areas that emphasize the role and status of women and minority groups.
- I. The College does and will continue to provide opportunities for upgrading faculty and staff with equal consideration for women and minority groups.
- J. The College does and will continue to make determined efforts to include women and minority groups in the membership of campus committees and task forces.

5.16 GRIEVANCE PROCEDURE

(For complaints dealing with discrimination see Section 5.18)

Exempt/non-exempt staff will be allowed a forum for the discussion and resolution of matters of concern.

5.16.1 PURPOSE

The complaint and grievance procedures are designed to provide for the prompt and equitable resolution of an employee's or a group of employees' concerns in matters pertaining to misinterpretation, misapplication, or violation of the College's policies relating to wages, hours of employment, and/or other terms or conditions of employment. These procedures are not designed to affect changes in established policies of the College.

5.16.2 DEFINITIONS

- 1. Complaint: A complaint is an informal claim by an employee of unfair, or arbitrary treatment. A complaint may, but need not, constitute a grievance.
- 2. Grievance: A grievance is a formal statement by a member of the staff of a difference or dispute between a staff member and his/her supervisor or between exempt/non-exempt staff members and any College administrative official with respect to the application of the provision of the rules, policies, procedures, and

regulations of the College, except those pertaining to discrimination based on race, sex, age, creed, disability or national origin as they affect the work activity of the individual staff member (see section 5.1)

3. Working Day: Any business day when the College is officially open.

4. Hearing Panel: The Hearing Panel is a group established by the President to provide membership on the Grievance Review Panel.

5. Grievance Review Panel: The Grievance Review Panel is an ad hoc committee created for the purpose of reviewing grievances after the formal supervisory steps have failed to resolve the grievance.

5.16.3 COMPLAINT PROCEDURE

1. Flexibility of informal discussion often results in a solution of employment problems more easily and quickly than a formal procedure. An employee who has an employment problem should first discuss the problem with his/her supervisor

2. In presenting a grievance, an employee shall be assured freedom from restraint, interference, coercion, discrimination, or reprisal. Hearings held under this procedure shall be conducted at a time and place to attend that will afford a fair and reasonable opportunity for all parties to the grievance.

5.16.4 ASSURANCES

In presenting a grievance, an employee and his representative shall be assured freedom from restraint, interference, coercion, discrimination, or reprisal. Hearings held under this procedure shall be conducted at a time and place that will afford a fair and reasonable opportunity for all parties to the grievance to attend

5.16.5 TIME LIMITS

To assure prompt attention, grievances (other than dismissal) shall be submitted within five working days of the event prompting the grievance. A grievance prompted by dismissal shall be submitted within ten working days of written notification of the dismissal. If the grievance is not filed within the designated time limit, the individual shall have waived his right to appeal. Time limits may be extended by written consent of the parties involved

5.16.6 PROCEDURE

1. Step I

a. A grievance is presented in writing to the employee's immediate supervisor on the Grievance Review Form. *(These forms and assistance in their preparation can be obtained from the Human Resources Department.)*

b. The employee personally submits the Grievance Review Form for discussion to the immediate supervisor. He may select a fellow employee to appear as his witness

c. The supervisor should make every effort to resolve the grievance at the initial step. If the grievance cannot be mutually settled by the employee's immediate supervisor, the supervisor should indicate in writing to the employee the steps that were taken to resolve the problem with a copy to the Human Resources Department within four working days after the grievance was presented

d. The first three steps are repeated until all levels of supervisors but not including the President have been involved. The employee has two working days to submit the grievance to the next supervisory level. The original form should move through all levels of supervision with each individual's reply attached

2. Step II

a. If the employee bringing a grievance is not convinced that a satisfactory resolution has been reached through the process described in Step I, then the employee may submit a formal appeal to the President to establish a Grievance Review Panel for further review of the grievance. The President two working days after the employee has the response from the last level of supervision described in Step I, 4, must receive this appeal. Upon receipt of the appeal, the President, consistent with the policy, will establish the Grievance Review Panel and provide written notice to all parties involved in the process described in Step I, that an appeal has been filed. The President shall secure from the employee making the appeal a signed statement allowing the Panel access to the employee's personnel records pertinent to the grievance. At all steps of the grievance procedure, the grievant shall have the right to require the production of relevant records relating specifically to the particular grievance in question, and upon reasonable notice to the chairman of the Grievance Review Panel before whom the grievance is presented

- b. The President has ten working days to establish the Grievance Review Panel and the Grievance Review Panel has ten working days to decide if a grievance exists, and additional ten working days to resolve the grievance. The Panel may hear testimony from all persons having a direct connection with the grievance and will decide as to the relevancy of evidence or testimony. The Director of Human Resources/Administrative Services or his designee may attend, when requested, as a non-voting participant on the Grievance Review Panel only for the purpose of clarifying questions as to policy
- c. The recommendation of the Panel will be based upon the evidence presented policies and procedures of the College, and Federal and State regulations that might have a bearing on the complaint. The Panel shall provide a written statement of its recommendation to all parties concerned. The recommendation of the Panel will be forwarded to the President for final decision on the grievance. Written communication from the President will be provided to all concerned parties within ten working days

5.16.7 GRIEVANCE REVIEW PANEL

There shall be a Hearing Panel consisting of ten members, five non-exempt staff elected from their membership and five exempt staff elected from their membership. For each grievance, the President shall select by lot two members from each group of the Hearing Panel. The designated members of the Grievance Review Panel shall then select a fifth member from the Hearing Panel to form the Grievance Review Panel. No member of the Hearing Panel may be selected who is a party to the grievance. The Grievance Review Panel shall elect a chairman

5.17 SEXUAL HARASSMENT

A. Sexual harassment will not be condoned or tolerated at Chesapeake College and will be considered a violation of the College's equal employment opportunity policy. Sexual harassment includes the making of unwelcome sexual advances or requests for sexual favors a condition of employment, or making submission to or rejection of such conduct the basis for employment decisions affecting the employee, or creating an intimidating, hostile or offensive working environment by such conduct. Such harassment is unacceptable and will result in discipline in accordance with the College's policy

B. Any faculty/staff member who feels he or she has been a victim of sexual harassment should bring the matter to the immediate attention of his or her supervisor and/or the Director of Human Resources/Administrative Services, who will investigate the claim and determine the appropriate action to be taken

C. All faculty and staff who are accused of sexual harassment by others, including other employees or students, will be given due process under existing College policies.

5.18 NON DISCRIMINATION POLICY

1. This policy addresses complaints, which allege discrimination on the basis of race, color, religion, age, national origin, sex/gender, disability or status as a veteran. Harassment based on most of these characteristics is a prohibited form of discrimination under federal or state law and is a violation of College policy. Every employee and student will be subject to disciplinary action for violation of this policy

2. College policy as well as federal and/or state law prohibit discrimination on any of the above mentioned characteristics in

- a. Employment (including hiring, promotion, discharge or terms, conditions and privileges of employment
- b. Academic matters (including grading and recommendations
- c. Participation in or access to programs or services of the College.

5.18.2 PURPOSE

1. This policy is intended to provide a mechanism for complaints of all forms of unlawful discrimination. Examples of prohibited conduct include, but are not limited to:

- a. The use of protected characteristics as a negative factor in admissions, hiring or promotion.

- b. The refusal to make reasonable accommodations, academic adjustments, provide auxiliary aids or services, modify policies and procedures or remove barriers for an otherwise qualified person with a disability; when needed in the classroom, in employment or in access to other programs and services of the College.
 - c. The use of racial epithets or slurs directed at a member of a particular group.
 - d. Sexual harassment.
2. This complaint procedure is available and applicable to any person, who, at the time of the acts complained of, was a member of the College community.
 3. This policy protects and provides a mechanism for investigation of complaints by all protected individuals, regardless of the position or status of the person who is alleged to have engaged in discrimination. This policy applies to claims by students against other students, faculty or staff; by users of College services against members of the College community, including students, faculty and staff; and complaints by faculty and staff against others including students and vendors.
 4. This policy unconditionally affirms the College's vital commitment to academic freedom. The College recognizes that there may be situations when verbal statements or other forms of expression or conduct are the subject of a complaint and the prohibitions of discrimination or harassment under this policy or federal law might appear to be in conflict with traditional notions of academic freedom. The purpose of this policy is not to control the content of speech or academic material. The courts, federal agencies and the College recognize that the academic setting presents unique issues not present in the typical workplace, and that an integral part of the educational process is to expose students to new and controversial ideas.
 5. This policy and complaint procedure is the exclusive mechanism for all complaints of discrimination. If discipline is recommended after an investigation, the person so disciplined shall have a right to have the matter reviewed by the President under this procedure, but shall not have any other mechanisms for appeal or review of the President's decision.
 6. This complaint procedure is internal to the College. An aggrieved party may also have rights to file a complaint of discrimination with the appropriate federal or state agency.

5.18.3 PROCEDURE

1. In conducting investigations and assessing discipline, the College will be guided by the principles of applicable federal and state law. Conduct that violates Title VII, Title IX, the ADA or other laws will always be deemed to violate College policy. Depending upon the severity of the conduct and the circumstances, the discipline for such conduct could include discharge or expulsion.
2. No individual shall be penalized or retaliated against in any way by a member of the College community for his or her participation in this complaint procedure.
3. The Director of Human Resources/Administrative Services has overall responsibility for assuring College compliance with non-discrimination laws and regulations.
4. Complainants are encouraged to bring informal complaints to the attention of the College. Complainants should consult informally with the appropriate dean/associate dean:
 - a. Complaints by students should be brought to the Associate Dean for Student Services.
 - b. Complaints by faculty or Staff should be brought to the appropriate dean/associate dean, or may be brought to the Director of Human Resources/Administrative Services.
 - c. Complaints by vendors, contractors or visitors to the College should be brought to the Director of Human Resources/Administrative Services
5. Informal complaints may have several outcomes. The complainant may only want to discuss the matter with a neutral party in order to clarify whether discrimination may be occurring and to determine his or her options with regard to a more formal complaint. In such a situation the dean/associate dean and/or the Director of Human Resources/Administrative Services will give assistance and offer suggestions as to how the issue might be resolved, without drawing a conclusion as to discrimination or harassment. In other cases the dean/associate dean and/or the Director of Human Resources/Administrative Services may be asked to serve as a mediator in order to facilitate an informal resolution.
6. In the event the complainant wishes to file a formal complaint the following procedure must be followed:

- a. All complaints must be filed with the Director of Human Resources/Administrative Services within ninety (90) days of the most recent alleged occurrence of discrimination or harassment
- b. The complainant will be asked to prepare a written complaint outlining the allegations in detail
- c. A copy will be provided to the individual against who the complaint is lodged (the respondent) together with a copy of these procedures.
- d. Within 15 days of receipt of the written complaint, the Director of Human Resources/Administrative Services will interview the complainant, respondent and other appropriate persons to determine if further investigation is warranted.
- e. If no resolution is reached or if an investigation is warranted, the Director of Human Resources/Administrative Services will conduct an investigation or in conjunction with the appropriate Division vice president(s) will appoint other members of the faculty/staff to conduct an investigation.
- f. This is a non-adversarial process. Respondents will be advised of the allegations, but there will be no formal hearing or cross-examination. Complainants and respondents may name witnesses who will be interviewed privately by the investigators. A complainant or respondent may have another member of the campus community present during their interviews. Outsiders, including attorneys have no standing in this process.
- g. All members of the College community as a condition of that membership are expected to cooperate fully
- h. A formal investigation can be terminated at any time if a satisfactory resolution is agreed to before a written finding is made.
- i. The investigators will report their findings and provide recommendations in writing to the Director of Human Resources/Administrative Services within sixty (60) days of the filing of the written complaint
- j. The Director of Human Resources/Administrative Services will notify the complainant, respondent and relevant vice president(s) in writing of the findings and recommendations within ten (10) days of the investigative report
- k. A complainant or respondent dissatisfied with the outcome may file a rebuttal statement in writing for inclusion in the investigative file within ten (10) days of receiving the investigative report
7. If the respondent is found to be guilty, disciplinary action will be taken and may include, but not be limited to; counseling, oral/written warnings, reprimands, suspension, demotion, expulsion or termination.
8. The respondent may appeal his/her disciplinary action to the President of the College within ten (10) days of being informed of the disciplinary action
9. If the complainant is dissatisfied with the resolution of the complaint, he/she may appeal the decision to the President of the College within ten (10) days of being informed of the resolution
- 10.No outside agency action shall be a substitute for, or take the place of, actions taken by the College under these College policies and procedures.
- 11.The College will not tolerate the intentional filing of false charges of discrimination or harassment. Such falsehoods, if discovered will result in disciplinary action.

**ASSURANCES AND CERTIFICATIONS FOR THE
WORKFORCE INVESTMENT ACT (WIA) FORMULA GRANT PROGRAM
FOR PROGRAM YEAR (PY) 2013 FUNDS**

Workforce Investment Area Name: _____

Workforce Investment Board Name: _____

Name and Contact Information for the WIB:

Name and Title: _____

Address: _____

Phone/Email: _____

Name and Contact Information for Local Elected Official(s):

Name and Title: _____

Address: _____

Phone/Email: _____

By signing the WIA Annual Funding Agreement and on the line below, the Grantee's signatory official is providing the assurances and certifications referenced therein as detailed in the attached documents.

(Name and Signature of Authorized Official)

(Date)

ASSURANCES AND CERTIFICATIONS

The Grantor will not award a grant where the Grantee has failed to accept the ASSURANCES AND CERTIFICATIONS contained in this section. In performing its responsibilities under this agreement, the Grantee hereby certifies and assures that it will fully comply with the following:

- A. Certification Regarding Debarment and Suspension (29 CFR Part 98)**
- B. Certification Regarding Lobbying (29 CFR Part 93)**
- C. Drug Free Workplace Certification (29 CFR Part 98)**
- D. Certification Regarding Salary and Bonus Limitations**
- E. Certification Regarding ACORN Prohibition**
- F. Nondiscrimination and Equal Opportunity Assurance (29 CFR Part 37)**
- G. Assurances – Implementation of the Priority of Service Provisions of the Jobs For Veterans Act (73 Fed. Reg. 78132)**
- H. Statement of Concurrence with the Workforce Investment Act**

By signing the agreement, the Grantee is providing the assurances and/or certifications required under the above citations as detailed below:

Certification Regarding Debarment, Suspension, and Other Responsibility Matters – Primary Covered Transactions

1. The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
 - a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;

- b. Have not within a three-year period preceding this proposal been convicted of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statement, or receiving stolen property;
 - c. Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (1) (b) of this certification; and
 - d. Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State, or local) terminated for cause or default.
2. Where the prospective primary participant is unable to certify to any of the statement in this certification, such prospective participant shall attach an explanation to this proposal.

Certification Regarding Lobbying – Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

- 1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan or cooperative agreement.
- 2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form – LLL, “Disclosure Form to Report Lobbying,” in accordance with its instructions.
- 3. The undersigned shall require that the language of this certification be included in the award documents for all* subawards at all tiers (including subcontracts, subgrants and contract under grants, loans, and cooperative agreements) and that all* subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31 U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

*Note: In these instances, “All,” in the Final Rule is expected to be clarified to show that it applies to covered grant transactions over \$100,000 (per OMB).

Drug Free Workplace Requirements Certification

Pursuant to the Drug-Free Workplace Act of 1988, and its implementing regulations codified at 29 CFR 98, Subpart F, I, the grantee certifies that it will or will continue to provide a drug free workplace by:

1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
2. Establishing an ongoing drug-free awareness program to inform employees about:
 - a. The dangers of drug abuse in the workplace;
 - b. The grantee's policy of maintaining a drug-free workplace;
 - c. Any available drug counseling, rehabilitation, and employee assistance programs; and
 - d. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
3. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (1);
4. Notifying the employee in the statement required by paragraph (1) that, as a condition of employment under the grant, the employee will:
 - a. Abide by the terms of the statement; and
 - b. Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
5. Notifying the agency in writing ten calendar days after receiving notice under subparagraph (4) (b) from an employee or otherwise receiving actual notice of such conviction. We will provide such notice of convicted employees, including position title, to every grant officer on whose grant activity the convicted employee was working. The notice shall include the identification number(s) of each affected grant.
6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph (4) (b), with respect to any employee who is so convicted:
 - a. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973 as amended; or
 - b. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (1), (2), (3), (4), (5) and (6).
8. Notwithstanding it is not required to provide the workplace addresses under the grant, as of today the specific sites are known and we have decided to provide the specific addresses with the understanding that if any of the identified places change during the performance of the grant, we will inform the agency of the changes. The following are the sites for the performance of work done in connection with the specific grant including street address, city, county, state and zip code:

Check () if there are workplaces on file that are not identified here.

Check () if an additional page was required for the listing of the workplaces.

Certification Regarding Salary and Bonus Limitations

Section 7013 of Public Law 109-234 limits salary and bonus compensation for individuals who are paid by funds appropriated to the Employment and Training Administration and provided to recipients and subrecipients. Section 7013 specifically states that none of the funds appropriated in Public Law 109-149 or prior Acts under the heading 'Employment and Training' that are available for expenditure on or after June 15, 2006, shall be used by a recipient or subrecipient of such funds to pay the salary and bonuses of an individual, either as direct costs or indirect costs, at a rate in excess of Executive Level II, except as provided for under Section 101 of Public Law 109-149. A salary table providing this rate is listed on the Federal Office of Personnel Management website (www.opm.gov) under Federal Salaries and Wages. This limitation shall not apply to vendors providing goods and services as defined in OMB Circular A-133.

Certification Regarding ACORN Prohibition

Section 511 of the Consolidated Appropriations Act, 2010 (P.L. 111-117, Division E) ("CAA"), requires that no direct or indirect funding from the Consolidated Appropriations Act may be provided to the Association of Community Organizations for Reform Now ("ACORN") or any of its subsidiaries through Federal grantees or contractors. DOL is required to take steps so that no Federal funds from the Consolidated Appropriations Act, 2010, are awarded or obligated by DOL grantees or contractors to ACORN or its subsidiaries as subgrantees, subcontractors, or other subrecipients. This prohibition applies not only to a direct recipient of Federal funds, but also to a subrecipient (e.g., subcontractor, subgrantee, or contractor of a grantee).

Nondiscrimination and Equal Opportunity Assurance

Note: This particular assurance (portions which are duplicated elsewhere in other assurances) is applicable to the extent that the program activities are conducted as part of the One Stop delivery system (See 29 CFR 37.2).

As a condition to the award of financial assistance from the Department of Labor under Title 1 of WIA, the grant applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

1. Section 188 of the Workforce Investment Act of 1998 (WIA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation, or belief, and against beneficiaries on the basis of either citizenship/status as lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title 1B financially assisted program or activity;
2. Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color, and national origin;
3. Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
4. The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and
5. Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

The grant applicant also assures that it will comply with 29 CFR Part 37 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant's operation of the WIA Title 1B financially assisted program or activity, and to all agreements the grant applicant

makes to carry out the WIA Title 1B financially assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance.

Assurances – Implementation of the Priority of Service Provisions of the Jobs For Veterans Act (73 Fed. Reg. 78132)

The Workforce Investment Act of 1998, funded by the U.S. Department of Labor, is subject to the provisions of the “Jobs for Veterans Act” (JVA), Public Law 107-288 (38 USC 4215), as implemented by the Final Rule published on December 19, 2008 at 73 Fed. Reg. 78132. The JVA provides priority of service to veterans and spouses of eligible veterans for the receipt of employment, training, and placement services. Agreement by the program operator to implement priority of service is a condition of receipt of DOL funds. The Planning Guidance and TEGL No. 10-09 requires grantees to describe the policies and strategies in place to ensure, pursuant to the Jobs for Veterans Act and the regulations, that priority of service is provided to veterans and eligible spouses who otherwise meet the eligibility requirements for qualified employment and training programs funded in whole or in part by the U.S. Department of Labor. In addition, the grantee is required to provide assurances that they will comply with the Veterans’ Priority of Service Provisions established by the Jobs for Veterans Act (38 USC 4215) and TEGL No. 10-09.

Statement of Concurrence with the Workforce Investment Act

This is to certify that the membership for the Local Workforce Investment Board (LWIB) for the _____ Workforce Investment Area is in compliance with Section 117 of the Workforce Investment Act. The LWIB developed the local area plan in partnership with the appropriate chief elected official(s). The local area plan is consistent by Section 118 of the Workforce Investment Act, the State plan and local area plan instructions developed by the Governor. Both the LWIB and the chief elected official(s) have approved the local area plan. Said local area plan is submitted to the Maryland Department of Labor, Licensing and Regulation jointly by the LWIB and the chief elected official(s).

Signature and typed name of the LWIB Chairperson _____ Date _____
The chief elected official(s) also appoints _____ as the Grant Recipient and authorizes (where appropriate) the Grant Recipient to sign agreements. As discussed in WIFI No. 8-99, a copy of the LWIB/CLEO Working Agreement must be included as part of the plan.

Signature and typed name of the Chief Elected Official(s) _____ Date _____

Certification: Drug Free Workplace Requirements

I. (Grantees Other Than Individuals)

Pursuant to the Drug-Free Workplace Act of 1988, and its implementing regulations codified at 29 CFR 98, Subpart F, I, **Dr. Barbara A. Viniar**, the undersigned, in representation of the Maryland Department of Labor, Licensing and Regulation, the grantee, attest and certify that the grantee will provide a drug-free workplace by:

1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
2. Establishing an ongoing drug-free awareness program to inform employees about:
 - (a) The dangers of drug abuse in the workplace;
 - (b) The grantee's policy of maintaining a drug-free workplace;
 - (c) Any available drug counseling, rehabilitation, and employee assistance programs; and
 - (d) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
3. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (1);
4. Notifying the employee in the statement required by paragraph (1) that, as a condition of employment under the grant, the employee will:
 - (a) Abide by the terms of the statement; and
 - (b) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
5. Notifying the agency in writing ten calendar days after receiving notice under subparagraph (4) (b) from an employee or otherwise receiving actual notice of such conviction. We will provide such notice of convicted employees, including position title, to every grant officer on whose grant activity the convicted employee was working. The notice shall include the identification number(s) of each affected grant.
6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph (4) (b), with respect to any employee who is so convicted:
 - (a) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973 as amended; or
 - (b) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (1), (2), (3), (4), (5) and (6).
8. Notwithstanding it is not required to provide the workplace addresses under the grant, as of today the specific sites are known and we have decided to provide the specific addresses with the understanding that if any of the identified places change during the performance of the grant, we will inform the agency of the changes. The following are the sites for the performance of work done in connection with the specific grant including street address, city, county, state, and zip code:
1000 College Circle Wye Mills, MD 21679 Queen Anne's Maryland *and* 416-418 Race Street
Cambridge, MD 21613 Dorchester Maryland

I declare, under penalty of perjury under the laws of the United States, and under the penalties set forth by the Drug-Free Workplace Act of 1988, that this certification is true and correct.

I, **Dr. Barbara A. Viniar**, am the President of Chesapeake College, the grantee; that I, who sign this Drug-Free Workplace Certification on behalf of the grantee, do so by the authority given by Chesapeake College Board of Trustees, and such signing is within the scope of my powers.

Authorized Signature

Date

Certification Regarding Lobbying
CERTIFICATION FOR GRANTS AND COOPERATE AGREEMENTS

The undersigned certifies, to the best of his or her knowledge and belief, that:

- (1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan or cooperative agreement.
- (2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying, in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all* sub awards at all tiers (including subcontracts, sub grants and contract under grants, loans, and cooperative agreements) and that all* sub recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Chesapeake College	Workforce Investment Act
Grantee/Contractor Organization	Program/Title

Dr. Barbara A. Viniar		
Name of Certifying Official	Signature	Date

*Note: In these instances, "All," in the Final Rule is expected to be clarified to show that it applies to covered grant transactions over \$100,000 (per OMB).

Certification: Salary and Bonus Limitations:

Section 7013 of Public Law 109-234 limits salary and bonus compensation for individuals who are paid by funds appropriated to the Employment and Training Administration and provided to recipients and sub recipients. Section 7013 specifically states that none of the funds appropriated in Public Law 109-149 or prior Acts under the heading 'Employment and Training' that are available for expenditure on or after June 15, 2006, shall be used by a recipient or sub recipient of such funds to pay the salary and bonuses of an individual, either as direct costs or indirect costs, at a rate in excess of Executive Level II, except as provided for under section 101 of Public Law 109-149. A salary table providing this rate is listed on the Federal Office of Personnel Management website (www.opm.gov) under Federal Salaries and Wages. This limitation shall not apply to vendors providing goods and services as defined in OMB Circular A-133.

On behalf of the WIA local area grant recipient, I hereby attest and certify that the grantee will comply with the above policy regarding salary and bonus limitations.

Name and Title of Authorized Representative

Signature

Date