

Union County Workforce Development Board
Minutes Of American Job Center Partners Committee
Union County Administration Building, 4th Floor Conference Room
October 13, 2017 At 9:30am

PRESENT:

Glen Nacion, Chairman, Trinitas Regional Medical Center
Gloria Durham, Genesis Solutions
Shirley Hollie-Davis, Union County College
Antonio Rivera, Workforce Development Board
Elizabeth Paskewich, Workforce Development Board

COMMITTEE MEETING SUMMARY:

The American Job Center Partners Committee met to discuss an innovation approach to working with the American Job Center Partners' Referral process pertaining to clients managed through the partners.

Below is a summary of the discussion:

This Issuance provides information on the provision of services under the Workforce Innovation and Opportunity Act (WIOA) in comprehensive One-Stop Centers operated in Union County. It establishes policy on participant access to services and required procedures for referral to WIOA One-Stop Partners for additional services.

Every AJC must provide access to the programs and services of all required One- Stop Partners. AJCs must provide WIOA basic career services to any individual upon request. They also must provide individualized career services and training services to individuals if the frontline service staff determines that the participant needs those services to obtain or to retain employment. Follow-up services must be available and provided as appropriate.

WIOA places a strong emphasis on planning across multiple partner programs to ensure alignment in service delivery. One key goal in Union County is to develop effective partnerships across programs and community-based providers to provide individuals the employment, education, and training services they need. Effective partnering will be pivotal to maximize resources and to align services with career pathways and sector strategies.

Career pathways allow for individuals to succeed in an environment that accounts for their current abilities and skill levels and provides them with an appropriate service structure to advance not just within an individual job but within an occupation or occupational cluster.

It is vital that the WIOA core and one-stop partner programs in Union County work together to ensure a *customer-centered approach* to service delivery. The American Job Center network in Union County includes six core programs: title I Adult, Dislocated Worker, and Youth programs; the Title II Adult Education and Family Literacy Act (AEFLA) program; the Wagner-Peyser Act Employment Service (ES) program, authorized under the Wagner- Peyser Act, as amended by title III of WIOA; and the Vocational Rehabilitation (VR) program, authorized under title I of the Rehabilitation Act of 1973, as amended by title IV of WIOA.

The American Job Center network also includes other required and additional partners listed below. Through the American Job Centers, these partner programs and their direct service providers ensure businesses and all job seekers-a shared client base across the multiple programs-have access to information and services that lead to positive educational and employment outcomes. Under WIOA, American Job Centers and partner staff strive to:

- Provide job seekers with the skills and credentials necessary to secure and advance in employment with wages that sustain themselves and their families;
- Provide access and opportunities to job seekers, including individuals with barriers to employment, as defined in section 3(24) of WIOA, such as individuals with disabilities, individuals who are English language learners, and individuals who have low levels of literacy, to prepare for, obtain, retain, and advance in high-quality jobs and high-demand careers;

- Enable businesses and employers to easily identify and hire skilled workers and access other human resource assistance, including education and training for their current workforce, which may include assistance with pre-screening applicants, writing job descriptions, offering rooms for interviewing, and consultation services on topics like succession planning and career ladder development, and other forms of assistance.
- Participate in rigorous evaluations that support continuous improvement of American Job Centers by identifying which strategies work better for different populations; and
- Ensure that high-quality integrated data inform decisions made by policy makers, employers, and job seekers.

PARTNER PROGRAMS AND SERVICES

WIOA Title I Adult Program

WIOA Title I Dislocated Worker Program

WIOA Title I Youth Program

Adult Education and Family Literacy

Wagner-Peysner Employment Service(ES)

Vocational Rehabilitation Services

Social Services (TANF/GA/SNAP)

Older Worker Services / 55+ / Easter Seals

National Farmworker Jobs Program (NJFP)

Community Service Block Grant (CSBG)

- The Union County Workforce Partners agree to accomplish the following:
- Provide access of the partner's applicable service(s) to customers through the one-stop delivery system
- Each partner location must develop a local resource guide and provide staff training on the use of the guide. The guide should include each partner's available services and the preferred method of referral. The local resource guide reviewed by the UCWDB will be shared with each of the required partners to facilitate referrals and facilitate access to any service in the system.
- Participate in the operation of the one-stop system, consistent with the terms of the MOU and requirements of authorized laws.
- Ensure that all partners and staff will be adequately cross-trained to ensure maximum effectiveness in their participation in capacity building and staff development activities.
- Participate in meeting and planning activities in response to state and federal requirements.
- Respond programmatically to local and economic conditions, including employer needs.
- Meet common data collection and reporting needs via utilization of the WDB authorized Management Information System (MIS).
- Co-branding and System Affiliation where feasible – Each one-stop delivery system partner will include the "AJC identified" or "a proud partner of the American Job Center network" on any joint products, programs, activities, services, facilities, and materials used by the combined partnership of the one-stop system.

PARTICIPATION EXPECTATIONS

Partners to the Union County AJC will provide universal access to the full range of employment services, training and education, employer assistance, etc. For a service to be deemed "accessible," Union County partners will provide access to that service through the following methods:

- Co-location – Program staff from the partner are physically present at the AJC
- Cross information sharing / Customer Referral – AJC staff and Workforce Partners are trained to provide information about all programs, services, and activities that may be available to the customer through one or more partner organizations.
- Direct access through real-time technology – Access through two-way communication and interaction between clients and the partner that results in services being provided. AJC systems include:
 - Identification of a single point of contact for service delivery at the partner’s program.
 - Email and instant messaging.
 - Facilitating phone calls between partner agency staff and clients.
 - Live chat via Skype or FaceTime.
 - Establishment of an Internet portal linking all of the partners.

METHODS FOR REFERRING CUSTOMERS

Partner agency staffs that identify a participant barrier that they are unable to address should refer participants directly to the most appropriate partner agency equipped to address the barrier. In cases where a partner agency staff is unsure which partner is most appropriate to address the barrier, they should refer the participant to the MJC.

All required partner agency staffs should know enough about the other programs and services to screen a participant to determine appropriate referrals. Whenever possible, staff should make a direct connection with the staff receiving the referral to facilitate the seamless delivery of services. It is also important to ensure the participant is informed enough to have proper expectations of the referral agency.

The following are the basic elements of a good Referral from one partner to an AJC in order for it to be an effective referral and good for data matching/reporting purposes. Referrals require communication between your agency and an one of the AJCs, not just communication to the participant, which is why the required elements focus on communication between partners. Additional information may be requested/provided/confirmed based on local needs. Delivery methods also may vary (phone/email/fax) based on local design but the following are required:

1. Name—Person being referred;
2. Date Contact Made—Date the referring partner provides referral information to referred partner. This is the start of the referral process between partners;
3. Response Received/Date—Response from the referred partner, acknowledging/confirming the referral;
4. Referral To—Partner organization receiving the referral; and
5. Reason for Referral—Why the participant is being referred and/or what services are being sought.

The referral process includes a commitment for all parties of the MOU to implement processes for the referral of customers to services that are not provided on-site at the AJCs. At a minimum, the referral process between the AJCs and the partners:

- Ensure that intake and referral processes are customer-centered and provided by staff trained in customer service.
- Ensure that general information regarding AJC programs, services, activities and resources shall be made available to all customers as appropriate.
- Customer referrals will be made electronically, through traditional correspondence, verbally, or through other means determined in cooperation with partners and operators.
- Describe how each AJC partner will provide a direct link or access to other AJC partner staff that can provide meaningful information or service, through the use of co- location, cross training of AJC staff, or real-time technology (two-way communication and interaction with AJC partners that results in services needed by the customer).
- Share information between UCWDB, AJC and each individual partner, but ensure that all required partners are informed and engaged in system alignment activities.

ACCESS FOR INDIVIDUALS WITH BARRIERS TO EMPLOYMENT

All partners agree to prioritize services as outlined under WIOA for adult and dislocated worker and for individuals with barriers to employment. Under WIOA, the term “individual with a barrier to employment” means a member of 1 or more of the following populations:

- Displaced homemakers
- Low-income individuals Indians, Alaska Natives, and Native Hawaiians
- Individuals with disabilities, including youth who are individuals with disabilities
- Older individuals
- Ex-offenders
- Homeless individuals or homeless children and youth
- Youth who are in or have aged out of the foster care system
- Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers
- Eligible migrant and seasonal farm workers
- Individuals within 2 years of exhausting lifetime eligibility (for TANF)
- Single parents (including single pregnant women)
- Long-term unemployed individuals
- Other groups determined to have barriers to employment (e.g. as identified by the Governor)

REFERRAL TO TRAINING SERVICES ELIGIBILITY REQUIREMENTS

Training services may be made available to individuals who, after a documented interview, evaluation or assessment and documented career planning have been determined eligible as an Adult or Dislocated Worker to receive WIOA training services and:

- 1) Are determined to be in need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment; and
- 2) Have the skills and qualifications to participate successfully in training services; and
- 3) Have selected a program of training services that is directly linked to the employment opportunities in the local area, or in another area to which the individuals are willing to commute or relocate; and
- 4) *Are unable to obtain grant assistance from other sources to pay the costs of such training, including such sources as State-funded training funds (e.g., Temporary Assistance for Needy Families (TANF), Trade Adjustment Assistance (TAA), and Federal Pell Grants) or require

WIOA assistance in addition to other sources of grant assistance, including Federal Pell Grants.

Union County Workforce Services will prioritize services in the following order:

1st Priority – Veterans and eligible spouses (covered persons) who are:

- low income*, or,
- recipients of public assistance, or,
- who are basic skills deficient.

2nd Priority – Individuals (non-covered persons) who are:

- low income*, or,
- recipients of public assistance, or,
- who are basic skills deficient.

3rd Priority – Veterans and eligible spouses who are:

- not low income*, and,
- not recipients of public assistance, and,
- not basic skills deficient.

Low-Income – An individual who meets one of the four criteria below:

- Receives, or in the past six months has received, or is a member of a family that is receiving, or in the past six months has received, assistance through the Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance For Needy Families (TANF), program supplemental security income program, or state or local income-based public assistance.
- In a family with a total income that does not exceed the higher of the following:
- The poverty line.
- 70 percent of the Lower Living Standard Income Level (LLSIL) (see Section 3 – LLSIL and Poverty Guidelines for more information)
- A homeless individual.
- An individual with a disability whose own income does not exceed the income requirement, but is a member of a family whose total income does. (Reference WIOA Section 3[36])

The meeting ended at 10:30am.