Integration of One-Stop Partners

NCWorks

WIOA

WORKFORCE INNOVATION OPPORTUNITY ACT

North Carolina Community College System
Cape Fear Workforce Development Board
- Capital Area Workforce Development Board
- Centralina Workforce Development Board
- Charlotte Works
- Cumberland County Workforce Development Board
- Davidson Works, Inc., Workforce Development Board
- Durham Workforce Development Board
- Eastern Carolina Workforce Development Board
- Gaston County Workforce Development Board
- Greensboro/High Point/Guilford Workforce Development Board
- High Country Workforce Development Board
- Kerr-Tar Workforce Development Board
- Lumber River Workforce Development Board

- Mountain Area Workforce Development Board
- Northeastern Workforce Development Board
- Piedmont Triad Regional Workforce Development Board
- Region C Workforce Development Board
- Region Q Workforce Development Board
- Regional Partnership Workforce Development Board
- Southwestern Workforce Development Board
- Triangle South Workforce Development Board (formerly Mid-Carolina WDB)
- Turning Point Workforce Development Board
- Western Piedmont Workforce Development Board
Who represents you on the Workforce Board?
WDB Discussion

How are you communicating with your Workforce Development Board?
NC Works Centers in NC

North Carolina Community College System
Integration of One-Stop Partners
Section 231

WIOA Title II, Section 231:
In awarding grants, consideration (4) The extent to which the eligible provider demonstrates alignment between proposed activities and services and the strategy and goals of the local plan under section 108, as well as the activities and services of one-stop partners;

- Every partner within the center must support a **common vision** and support a process that is designed to serve clients.

- Local Boards reviewed and commented on Providers’ plans
What is the one-stop delivery system?

Required one-stop partner programs must provide access to programs, services, and activities through electronic means if applicable and practicable. This is in addition to providing access to services through the mandatory comprehensive physical one-stop center and any affiliated sites or specialized centers. The provision of programs and services by electronic methods such as Web sites, telephones, or other means must improve the efficiency, coordination, and quality of one-stop partner services. Electronic delivery must not replace access to such services at a comprehensive one-stop center or be a substitute to making services available at an affiliated site if the partner is participating in an affiliated site.
Integration of One-Stop Partners 463.420

WIOA Title II 463.420  What are the roles and responsibilities of the required one-stop partners?

Each required partner must:

• Provide access to its programs or activities through the one-stop delivery system,
• Provide funds to provide career services,
• Work collaboratively with local WDB to maintain one-stop delivery system, including funding infrastructure costs,
• Enter into an MOU with local WDB relating to operation of one-stop delivery system
• Provide representation on State and Local WDB and participate in Board committees
What are career services?

Career services, as identified in sec. 134(c)(2) of WIOA, consist of three types:
1. basic career services,
2. individualized career services,
3. follow-up services.
Integration of One-Stop Partners
Career Services Summary:
Basic Services

WIOA Title II 463.430, sec. 134(c)(2) Career Services consist of three types:

1. Basic Services (Summary)
   a. Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;
   b. Outreach, intake ....and orientation to information and other services available through the one-stop delivery system;
   c. Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs;
   d. Labor exchange services, including— Job search and placement assistance, and, when needed by an individual, career counseling
   e. Provision of referrals to and coordination of activities with other programs and services, and other workforce development programs;

North Carolina Community College System
WIOA Title II 463.430 Basic Services (continued)

f. Information on job skills necessary to obtain the vacant jobs listed;

g. Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs

h. provision of information relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including: child care; child support; medical or child health assistance available through the State’s Medicaid program and Children’s Health Insurance Program; benefits under the Supplemental Nutrition Assistance Program (SNAP)…
Memorandum of Understanding Components:

Services – A description of services to be provided through the one-stop delivery system, including how they will be coordinated and delivered. (Career services as in Section 134c2)

Referrals – methods of referrals

Access – provides resources to partners

Modification Process – How to amend the MOU

Signatures from each partner

North Carolina Community College System
§ 463.420 Roles and Responsibilities of Required One-Stop Partners (c)

Enter into an MOU with the Local WDB relating to the operation of the one-stop delivery system that meets the requirements of §463.500(b);

The purpose of the Memorandum of Understanding is…

• to ensure integration and implementation of partner programs through local discussion and negotiation

• to establish the roles and responsibilities of the local workforce board and the one-stop partners in relation to the operation of the one-stop delivery system

• ALL required partners must be included in the MOU
MOU Discussion

Did you discuss services with your one stop center?

Did you work with the Director of the One-Stop to develop the MOU?

Are you co-located?
MOU Negotiation Strategies

Using the examples of services on the handout provided, what are conversations you could have with your one stop center about services for your participants?
MOU: Referrals

**Referrals**

The primary principle of the referral system is to provide integrated and seamless delivery of services to workers, job seekers, and employers. In order to facilitate such a system, Partners agree to:

- Familiarize themselves with the basic eligibility and participation requirements, as well as with the available services and benefits offered, for each of the Partners’ programs represented in the XYZ Local WDA American Job Center network;
- Develop materials summarizing their program requirements and making them available for Partners and customers;
- Develop and utilize common intake, eligibility determination, assessment, and registration forms;
- Provide substantive referrals – in accordance with the XYZ Local WDA Referral Policy – to customers who are eligible for supplemental and complementary services and benefits under partner programs;
- Regularly evaluate ways to improve the referral process, including the use of customer satisfaction surveys;
- Commit to robust and ongoing communication required for an effective referral process, and
- Commit to actively follow up on the results of referrals and assuring that Partner resources are being leveraged at an optimal level.

Do you have a referral system in place with your one stop center?

✓ Referral sheet to send to NC Works

✓ Check box for those that may need an orientation or 1 on 1 with staff member
## MOU: Access

### Clear schedule of co-location

### Partner On-Site Representation Schedule

<table>
<thead>
<tr>
<th>Partner Program</th>
<th># of Staff</th>
<th>Weekly Staff Hours</th>
<th># of FTEs</th>
<th>% of Total FTEs</th>
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<tr>
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<tr>
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<tr>
<td>Department of Rehabilitation Services</td>
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<tr>
<td>Experience Works</td>
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<td>RTA</td>
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</table>

*These partners are linked virtually through online service access to a program staff member via America's Job Center resource room and through cross-trained peer desk staff and other, physically co-located, partner staff who can provide information and referrals.*

**Totals:**

<table>
<thead>
<tr>
<th></th>
<th>Staff</th>
<th>FTE</th>
<th>% of Total</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>59</td>
<td>2,080</td>
<td>52.0</td>
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MOU: Modification Process/ Signatures of Partners

Modification process describes the steps needed to amend the MOU. Renewal requires all partners to review and sign, an amendment requires that partners review the suggested changes and agree.
Why a MOU is Important

• Required services are put in writing

• Collaboration between entities ensure that participants have access to multiple resources

• Strengthens partnerships
Partnerships Work!
Examples of Partnerships from our recent Career Services Survey:

- All of our new students receive a tour of NCWorks and meet staff.
- During Orientation all of our students register with NCWorks.
- NCWorks is on our campus and we leverage their services to support the needs of our students.
- NCWorks representatives will recruit directly from our classes.
- I meet with a staff member of NCWorks weekly.
MOU Toolkit Development

What do you need to begin discussions with your one stop center?
Questions?