

Memorandum of Understanding

Between The Mendocino County Board of Supervisors, The Mendocino County Workforce Development Board and The America's Job Center of California Partners

The Workforce Innovation and Opportunity Act (WIOA) requires that a Memorandum of Understanding (MOU) be developed and executed between the Mendocino County Workforce Development Board (WDB), the Mendocino County Board of Supervisors and the America's Job Center of CaliforniaSM (AJCC) Partners (which is to include all Partners as described in WIOA §121) establish an agreement concerning the operations of the one-stop delivery system. The purpose of the MOU is to establish a cooperative working relationship between the Partners and to define their respective roles and responsibilities in achieving the policy objectives. The MOU also serves to establish the framework for providing career and business services to employers, employees, job seekers and others needing workforce services in Mendocino County.

Mendocino County's one-stop delivery system, the AJCC, is known locally as Mendocino Works. The AJCC is a locally-driven system which develops partnerships and provides programs and services to achieve three main policy objectives established by the California Workforce Development Strategic Plan, which include the following:

- Foster demand-driven skills attainment
- Enable upward mobility for all Californians
- Align, coordinate, and integrate programs and services

I. Vision and Intent

The Mendocino County WDB and the AJCC Partners have a vision to provide a one-stop delivery system, the AJCC, where the needs of employers and workers will drive the workforce development system; universal and meaningful access to the workforce development system will be assured and all members of the community will receive an opportunity to participate to the greatest extent they can in the workforce to become economically self-sufficient and contributing members of our community; and programs and services will be integrated into a seamless and flexible delivery system where there will be strong recognition and support for life-long learning and continuous improvement. Through this vision, a vibrant economy and community will thrive.

The intent of the AJCC is to:

- Provide employers with a skilled workforce;
- Provide multiple entry points to access services;
- Provide an on-ramp to training and education opportunities, including Career Pathways and work-based learning;
- Provide a system that meets or exceeds public expectations of accountability for results and outcomes; and
- Design and continuously improve the system to reflect local and regional economic development strategies that are responsive to employers and their industry sectors.

Memorandum of Understanding

Between The Mendocino County Board of Supervisors, The Mendocino County Workforce Development Board and The America's Job Center of California Partners

In entering into this agreement, the AJCC Partners make the commitment to follow not only the basic provisions of the WIOA and one-stop system philosophy, but also to provide services as applicable to each Partner's funding and regulations.

The AJCC will offer services within the one-stop system that will be:

Integrated: offering as many employment, training, and education services as possible for employers and individuals seeking jobs or wishing to enhance their skills and affording universal access to the system;

Comprehensive: offering an array of useful and accessible information for needed services;

Customer-Focused: ensuring that there will be no "wrong door" for either employers or job seeking customers, as well as providing the means for customers to judge the quality of services and to make informed choices;

Seamless: integrating services and cross-training staff so that customers receive the most appropriate services without thought to which agency is providing them.

II. Partners to the Memorandum of Understanding (MOU)

Partners to the MOU include the Mendocino County WDB, the County Elected Official (i.e. the Board of Supervisors), the required Partners under the WIOA, and optional Partners as approved by the Mendocino County WDB.

Required Partners include local/regional representatives of the following programs:

- WIOA Title I Adult, Dislocated Worker, and Youth (Mendocino County Workforce Development Board, Mendocino Private Industry Council, Inc. and Redwood Community Services)
- WIOA Title II Adult Education and Literacy- (Mendocino College)
- WIOA Title III Wagner-Peyser (Employment Development Department)
- WIOA Title IV Vocational Rehabilitation (Department of Rehabilitation)
- Carl Perkins Career and Technical Education (Mendocino College)
- Title V Older Americans Act (Experience Works)
- Native American Programs- Section 166 (California Indian Manpower Consortia)
- Migrant Seasonal Farmworkers- Section 167 (California Human Development)
- Veterans (Employment Development Department)
- Trade Adjustment Assistance Act (Employment Development Department)
- Unemployment Insurance (Employment Development Department)
- Community Services Block Grant (North Coast Opportunities, California Human Development, and California Indian Manpower Consortia)
- Temporary Assistance for Needy Families/CalWORKs (Health and Human Services Agency- Employment and Family Assistance Services- CalWORKs Job Services)

Memorandum of Understanding

Between The Mendocino County Board of Supervisors, The Mendocino County Workforce Development Board and The America's Job Center of California Partners

Optional Partners include local/regional representatives of the following organizations, agencies, or businesses:

- West Company
- Economic Development and Financing Corporation
- Ukiah Valley Association for Habilitation
- Ukiah Unified School District – Ukiah Adult School
- Mendocino County Office of Education
- Mendocino Transit Authority
- Community Outreach – Health and Human Services Agency

Note: Optional Partners will be included in the service coordination portion of the MOU and may have a cost sharing agreement that shall be included in the Phase II portion of the MOU dependent upon various factors such as co-location, building usage, resource usage, etc.

III. General Provisions

The AJCC Partners agree to establish, maintain, and increase the capacity of the one-stop delivery system to further the vision of the AJCC and to serve our customers. This partnership is dedicated to developing a customer-driven collaborative that links employers and job seekers to services. These services include, but are not limited to, business services and development, training and education, and career services which will further the economic growth and vitality of Mendocino County's businesses and workforce. Primary customers for this partnership are employers and job seekers in Mendocino County.

A. Partners agree to work together according to the following general principles:

- Partners are committed to following the vision and intent of the MOU which has been adopted by the WDB.
- Partners agree to a collaborative decision making process.
- Partners are committed to being flexible, adopting an entrepreneurial mindset, and being adaptive to changing conditions and resources.
- Partners are committed to measuring progress and fostering continuous improvement towards customer satisfaction, quality service, and positive outcomes.
- Partners commit to providing a member of their staff who has the authority to make decisions on behalf of their organization when participating in joint planning, policy development, and service delivery coordination that affects the AJCC.
- Partners will draw on the strengths and contributions of all Partners and have the responsibility to contribute resources, expertise, and talents.

Memorandum of Understanding
Between The Mendocino County Board of Supervisors, The Mendocino County
Workforce Development Board and The America's Job Center of California Partners

- Partners will participate in capacity building and staff development activities in order to ensure that AJCC Partners and staff are adequately cross-trained.
- Partners will share labor market information, customer-driven data, and performance outcomes to the extent allowed by law.
- Partners commit to a unified, collaborative marketing strategy that will effectively inform job seekers, training and education seekers, employers, and the community at large about the services available through the AJCC of Mendocino County.
- Partners will formally demonstrate commitment to the AJCC by entering into the MOU agreement.

B. Partners agree to work in partnership with employers according to the following principles:

- Partners are committed to providing services that will build a knowledgeable, skills-based workforce and enhance business value, potential, and competitiveness.
- Partners shall seek and act upon employer input in matters relating to AJCC planning and operations through a variety of activities. These may include training programs, job development activities, job fairs, networking, human resource services, and open employer forums.
- Partners shall increase employer awareness of the benefits of mutual participation in a local workforce development system dedicated to the principles of customer service, continuous improvement, and community enhancement.
- Partners are committed to providing timely, flexible and results-oriented services to employers.

IV. AJCC One-Stop System Services

The coordination of AJCC One-Stop System Services is outlined in Attachment A.

V. Referral Process

Partners to this MOU shall jointly develop and implement referral processes. Such processes will be highlighted in AJCC policies and procedures to ensure customers are receiving direct access and/or an immediate link to meaningful services. AJCC Partners agree to cross-train staff on the services of each participating AJCC Partners' programs and the spectrum of related services available through their respective agencies. Partners may be requested to comply with an individual agency's request for specific referral form(s) after the initial referral has been received.

Memorandum of Understanding
Between The Mendocino County Board of Supervisors, The Mendocino County
Workforce Development Board and The America’s Job Center of California Partners

Referrals made to agencies outside of the AJCC system will be made by AJCC Partners according to the respective agencies referral process and procedure.

VI. Access

Mendocino County’s comprehensive AJCC is known as Mendocino Works and is located at 631 South Orchard Ave. in Ukiah, California. Many AJCC Partners provide services to remote areas of the county through satellite offices, case manager visits, and/or technological means.

See Attachment B for a map of required AJCC Partner locations.

All AJCC Partners will ensure access for individuals with barriers to employment and priority for services for recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient when providing individualized career services and training services with WIOA adult funds.

Per WIOA Law §3(24), the term “individual with a barrier to employment” means, an individual, of one or more of the following populations:

- Displaced homemakers
- Low-income individuals
- Native American individuals served by programs identified in §166 of the WIOA Law
- Individuals with disabilities, including youth
- Older individuals
- Ex-offenders
- Homeless individuals, defined in §41403(6) in the Violence Against Women Act of 1994, or homeless children and youths, defined in §725(2) of the McKinney-Vento Homeless Assistance Act
- Youth who are in, or have aged out of foster care
- 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 under Part A of title IV of the Social Security Act (TANF/CalWORKs)
- Single parents, including pregnant women
- Long-term unemployed individuals
- Such other groups as the Governor determines to have barriers to employment

The term “access” refers to providing services that are accessible to all AJCC customers, including those with disabilities, through one of the following methods:

- Co-location – Program staff from each Partner are physically present at the AJCC.

Memorandum of Understanding

Between The Mendocino County Board of Supervisors, The Mendocino County Workforce Development Board and The America's Job Center of California Partners

- Cross information sharing – Staff physically present at the AJCC are properly trained to provide information about all programs, services, and activities that may be available to the customer through other Partners.
- Direct access through real-time technology – Access through two-way communication and interaction between customers and AJCC Partners that result in services being provided. Examples may include the following:
 - Email or instant messaging.
 - Live chat via Skype or Facetime.
 - Identification of a single point of contact for service delivery at each Partner program.
 - Establishment of an internet portal linking all of the Partners.

All AJCC Partners will ensure that their policies, procedures, programs, and services are in compliance with the Americans with Disabilities Act of 1990 and its amendments, in order to provide equal access to all customers with disabilities.

VII. Funding of Services and Operating Costs

All **required Partners** to this MOU agree to share in the operating costs of the AJCC system, either in cash or through in-kind services. The cost of services, operating cost, and infrastructure costs of the system will be funded by all AJCC Partners through a separately negotiated cost sharing agreement based on an agreed upon formula or plan. The Partners will develop this plan and agreement by December 31, 2017.

AJCC Partners will ensure that the shared costs are supported by accurate data, the shared costs are consistently applied over time, and the methodology used in determining the shared costs is reflected in a separate Cost Sharing Agreement that will be attached to this MOU.

VIII. Shared Technology and System Security

WIOA emphasizes technology as a critical tool for making all aspects of information exchange possible, including customer tracking, common case management, reporting, and data collection. To support the use of these tools, each AJCC Partner agrees to the following:

- Comply with the applicable provisions of WIOA, Welfare and Institutions Code, California Education Code, Rehabilitation Act, and any other appropriate statutes or requirements.
- Follow the principles of common reporting and shared information through electronic mechanisms, including shared technology.
- Commit to share information to the greatest extent allowable under their governing legislation and confidentiality requirements.
- Maintain all records of the AJCC customers or Partners (e.g. applications, eligibility and referral records, or any other individual records related to services provided under this MOU) in the strictest confidence, and use them solely for purposes directly related to such services.
- Develop technological enhancements that allow interfaces of common information needs, as appropriate.

Memorandum of Understanding
Between The Mendocino County Board of Supervisors, The Mendocino County
Workforce Development Board and The America's Job Center of California Partners

- Understand that system security provisions shall be agreed upon by all Partners.

IX. Confidentiality

The AJCC Partners to this MOU agree to comply with the provisions of WIOA as well as the applicable sections of the Welfare and Institutions Code, the California Education Code, the Rehabilitation Act, and any other appropriate statute or requirement to assure the following:

- All applications and individual records related to services provided under this MOU, including eligibility for services and enrollment and referral, shall be confidential and shall not be open to examination for any purpose not directly connected with the delivery of such services.
- No person will publish, disclose use, or permit, cause to be published, disclosed or used, any confidential information pertaining to AJCC applicants, participants, or customers overall unless a specific release is voluntarily signed by the participant or customer.
- The AJCC Partner agrees to abide by the current confidentiality provisions of the respective statutes to which AJCC operators and other AJCC Partners must adhere, and shall share information necessary for the administration of the program as allowed under law and regulation. The AJCC Partner, therefore, agrees to share customer information necessary for the provision of services as listed in Attachment A of this MOU and other services as needed for employment or program support purposes.
- Customer information shall be shared solely for the purpose of enrollment, referral or provision of services. In carrying out their respective responsibilities, each Partner shall respect and abide by the confidentiality policies of the other Partner.

X. Non-Discrimination and Equal Opportunity

The AJCC Partners shall not unlawfully discriminate, harass or allow harassment against any employee, applicant for employment or AJCC applicant due to gender, race, color, ancestry, religion, national origin, veteran status, physical disability, mental disability, medical condition(s), age, sexual orientation or marital status. The AJCC Partner agrees to comply with the provisions of the Fair Employment and Housing Act (Government Code §12990) and related, applicable regulations.

The AJCC Partners will assure compliance with the Americans with Disabilities Act of 1990 and its amendments, which prohibits discrimination on the basis of disability, as well as other applicable regulations and guidelines issued pursuant to the Americans with Disabilities Act. Partners agree that the One-Stop Operator (as defined in WIOA §121(d)) will work with all Partners and their respective Non-Discrimination and Equal Opportunity functionaries to ensure due process covering any grievances and make appropriate referrals and to track the progress and outcome of complaints received. This MOU is not intended to include each partners' policy and procedure, but rather to ensure all customers are afforded due process. As an example of this description of procedures, complaints received from WIOA participants will follow the guidelines of WDB Policy No. 4. It is the responsibility of other partners' agencies to provide their non-discrimination and equal opportunity policies and procedures to the one-stop operator by December 31, 2016.

Memorandum of Understanding
Between The Mendocino County Board of Supervisors, The Mendocino County
Workforce Development Board and The America's Job Center of California Partners

XI. Grievances and Complaints Procedure

The Mendocino County WDB has established, and will maintain, WDB Policy No. 6 for grievance and complaints in regards to the AJCC one-stop delivery system and WIOA Title I programs as outlined in WIOA. The AJCC Partners will follow the process for handling grievances and complaints as outlined in this policy, which will be applicable to customers when utilizing WIOA funded programs or services. These procedures will allow the customer or entity filing the complaint to exhaust every administrative level in receiving a fair and complete hearing and resolution of their grievance. The AJCC Partners agree to communicate openly and directly to resolve any problems or disputes related to the provision of services in a cooperative manner and at the lowest level of intervention possible.

The AJCC Partners to this MOU who have established grievance and complaint processes pertinent solely to their own programs and funds will continue to use those processes when a complaint is being filed solely towards that Partner agency and not in regards to the AJCC or to WIOA funded programs. Partners agree that the One-Stop Operator (as defined in WIOA §121(d)) will work with all Partners and their respective Grievance/Complaint functionaries to ensure due process covering any grievances and make appropriate referrals and to track the progress and outcome of complaints received. This MOU is not intended to include each partners' policy and procedure, but rather to ensure all customers are afforded due process. As an example of this description of procedures, complaints received from WIOA participants will follow the guidelines of WDB Policy No. 6. It is the responsibility of other partners' agencies to provide their grievance policies and procedures to the one-stop-operator by December 31, 2016.

XII. American's with Disabilities Act and Amendments Compliance

All AJCC Partners agree to ensure that their policies and procedures, as well as the programs and services provided at the AJCC, are in compliance with the Americans with Disabilities Act and its amendments. Additionally, Partners agree to fully comply with the provisions of WIOA, Title VII of the Civil Rights act of 1964, the Age Decimation Act of 1975, Title IX of the Education Amendments of 1972, 29 CRF Part 37 and all other regulations implementing the aforementioned laws.

XIII. Effective Dates and Term of the MOU

This MOU shall be binding upon each Partner hereto upon execution by such Partner. The term of this MOU shall be three years, commencing on July 1, 2016. The MOU will be reviewed not less than once every three years to identify any substantial changes that have occurred.

XIV. Modifications and Revisions

This MOU constitutes the entire agreement between the Partners and no oral understanding not incorporated herein shall be binding on any of the Partners hereto. This MOU may be modified, altered, or revised, as necessary, by mutual consent of the Partners, by the issuance of a written amendment, signed and dated by the Partners.

Memorandum of Understanding
Between The Mendocino County Board of Supervisors, The Mendocino County
Workforce Development Board and The America's Job Center of California Partners

XV. Termination

In the event that it becomes necessary for one or more Partners to cease being a part of this this MOU, said entity shall notify the other Partners, in writing, 30 days in advance of that intention.

XVI. Administrative and Operations Management

Supervision/Day to Day Operations

The day-to-day supervision of staff assigned to the AJCCs will be the responsibility of the site supervisor(s). The original employer of staff assigned to the AJCCs will continue to set the priorities of its staff. Any change in work assignments or any problems at the worksite will be handled by the site supervisor(s) and the management of the original employer.

The office hours for the staff at the AJCCs will be established by the site supervisor(s) and the primary employer. All staff will comply with the holiday schedule of their primary employer and will provide a copy of their holiday schedule to the operator and host agency at the beginning of each fiscal year.

Disciplinary actions may result in removal of co-located staff from the AJCCs and each Partner will take appropriate action.

Each Partner shall be solely liable and responsible for providing to, or on behalf of, its employee(s), all legally-required employee benefits. In addition, each Partner shall be solely responsive and save all other Partners harmless from all matters relating to payment of each Partner's employee(s), including compliance with social security withholding, workers' compensation, and all other regulations governing such matters.

Dispute Resolution

The Partners agree to try to resolve policy or practice disputes at the lowest level, starting with the site supervisor(s) and staff. If issues cannot be resolved at this level, they shall be referred to the management staff of the respective staff employer and the operator, for discussion and resolution.

Press Releases and Communications

All Partners shall be included when communicating with the press, television, radio or any other form of media regarding AJCC operations or activities. Participation of each Partner in press/media presentations will be determined by each Partner's public relations policies.

The AJCC Partners agree to utilize the AJCC logo developed by the State of California at all AJCC Partner locations in order to identify themselves as a proud Partner of the AJCC one-stop delivery system.

All Mendocino Works locations will be identified using the AJCC and Mendocino Works logos. Communications originating from Mendocino Works or for the benefit of all AJCC Partners will include the AJCC and Mendocino Works logos.

Memorandum of Understanding
Between The Mendocino County Board of Supervisors, The Mendocino County
Workforce Development Board and The America's Job Center of California Partners

Hold Harmless/Indemnification/Liability

In accordance with provisions of §895.4 of the California Government Code, each Partner hereby agrees to indemnify, defend and hold harmless all other Partners identified in this MOU from and against any and all claims, demands, damages and costs arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying Partner pursuant to this MOU. In addition, except for Departments of the State of California which cannot provide for indemnification of court costs and attorney's fees under the indemnification policy of the State of California, all other Partners to this MOU agree to indemnify, defend and hold harmless each other from and against all court costs and attorney's fees arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying Partner pursuant to this MOU. It is understood and agreed that all indemnity provided herein shall survive the termination of this MOU.

XVII. Signatures

See attached signature pages.

**Memorandum of Understanding
Between The Chief Elected Official of Mendocino County,
The Mendocino County Workforce Development Board and The America's Job Center of California
Partners**

XVII. Signatures

In WITNESS THEREOF, the partners to this MOU hereby agree to the terms and execute this agreement.

Dated: _____, 2016

By: _____
Dan Gjerde, Chair
Chief Elected Official
Mendocino County Board of Supervisors


**Memorandum of Understanding
Between The Chief Elected Official of Mendocino County,
The Mendocino County Workforce Development Board and The America's Job Center of California
Partners**

XVII. Signatures

In WITNESS THEREOF, the partners to this MOU hereby agree to the terms and execute this agreement.

Dated: 6/10, 2016

By: _____


David Rangel, Employment Development Administrator
Employment Development Department
Unemployment Insurance Branch
P.O. Box 826880 – UIPCD, MIC 40
Sacramento, CA 94280-0001

**Memorandum of Understanding
Between The Chief Elected Official of Mendocino County,
The Mendocino County Workforce Development Board and The America's Job Center of California
Partners**

XVII. Signatures

In WITNESS THEREOF, the partners to this MOU hereby agree to the terms and execute this agreement.

Dated: June 14, 2016

By: 
Diana Easley, Staff Services Manager I, on behalf of
Christopher Fernandez, District Administrator
Department of Rehabilitation
50 D Street #425
Santa Rosa, CA 95404

**Memorandum of Understanding
Between The Chief Elected Official of Mendocino County,
The Mendocino County Workforce Development Board and The America's Job Center of California
Partners**

XVII. Signatures

In WITNESS THEREOF, the partners to this MOU hereby agree to the terms and execute this agreement.

Dated: 6/14, 2016

By: 
Lorenda Sanchez, Executive Director
California Indian Manpower Consortia

**Memorandum of Understanding
Between The Chief Elected Official of Mendocino County,
The Mendocino County Workforce Development Board and The America's Job Center of California
Partners**

XVII. Signatures

In WITNESS THEREOF, the partners to this MOU hereby agree to the terms and execute this agreement.

Dated: June, 6, 2016

By:  _____
Christopher Paige
Chief Executive Officer
California Human Development

**Memorandum of Understanding
Between The Chief Elected Official of Mendocino County,
The Mendocino County Workforce Development Board and The America's Job Center of California
Partners**

XVII. Signatures

In WITNESS THEREOF, the partners to this MOU hereby agree to the terms and execute this agreement.

Dated: 6/8, 2016

By: *Emilia Bartolomeu*
Emilia Bartolomeu, Deputy Division Chief
Employment Development Department
Workforce Service Branch
Labor Market Information Division
Veterans Services
Wagner-Peyser Services
Trade Adjustment Assistance
409 K Street
Eureka, CA 95501

**Memorandum of Understanding
Between The Chief Elected Official of Mendocino County,
The Mendocino County Workforce Development Board and The America's Job Center of California
Partners**

XVII. Signatures

In WITNESS THEREOF, the partners to this MOU hereby agree to the terms and execute this agreement.

Dated: 6/13, 2016

By: Bekkie J. Emery
Bekkie Emery, Deputy Director
Health and Human Services Agency
CalWORKs Job Services
Community Outreach
Employment and Family Assistance Services
747 South State Street
Ukiah, CA 95482

**Memorandum of Understanding
Between The Chief Elected Official of Mendocino County,
The Mendocino County Workforce Development Board and The America's Job Center of California
Partners**

XVII. Signatures

In WITNESS THEREOF, the partners to this MOU hereby agree to the terms and execute this agreement.

Dated: JUNE 13, 2016

By: Arturo Reyes
Arturo Reyes, President
Mendocino College
1000 Hensley Creek Road
Ukiah, CA 95482

**Memorandum of Understanding
Between The Chief Elected Official of Mendocino County,
The Mendocino County Workforce Development Board and The America's Job Center of California
Partners**

XVII. Signatures

In WITNESS THEREOF, the partners to this MOU hereby agree to the terms and execute this agreement.

Dated: 6/13, 2016


By: 
Paul Joens-Poulton, Associate Superintendent
Mendocino County Office of Education
2240 Old River Road
Ukiah, CA 95482

**Memorandum of Understanding
Between The Chief Elected Official of Mendocino County,
The Mendocino County Workforce Development Board and The America's Job Center of California
Partners**

XVII. Signatures

In WITNESS THEREOF, the partners to this MOU hereby agree to the terms and execute this agreement.

Dated: 6-6, 2016


By: 
Candy De Los Santos
Executive Director
Mendocino Private Industry Council, Inc.
631 South Orchard Avenue
Ukiah, CA 95482

**Memorandum of Understanding
Between The Chief Elected Official of Mendocino County,
The Mendocino County Workforce Development Board and The America's Job Center of California
Partners**

XVII. Signatures

In WITNESS THEREOF, the partners to this MOU hereby agree to the terms and execute this agreement.

Dated: 6/6, 2016


By: 
Pamela Patterson, Executive Director
West Company
631 South Orchard Avenue
Ukiah, CA 95482

**Memorandum of Understanding
Between The Chief Elected Official of Mendocino County,
The Mendocino County Workforce Development Board and The America's Job Center of California
Partners**

XVII. Signatures


In WITNESS THEREOF, the partners to this MOU hereby agree to the terms and execute this agreement.

Dated: 6/6, 2016

By: 

John Kuhry, Chair
Mendocino County Workforce Development Board
631 South Orchard Avenue
Ukiah, CA 95482

Dated: 6/6, 2016

By: 

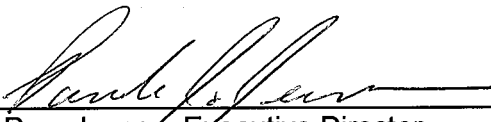
John Kuhry, Executive Director
Economic Development and Financing Corporation
205 N. Bush St., Room 252
Ukiah, CA 95482

**Memorandum of Understanding
Between The Chief Elected Official of Mendocino County,
The Mendocino County Workforce Development Board and The America's Job Center of California
Partners**

XVII. Signatures

In WITNESS THEREOF, the partners to this MOU hereby agree to the terms and execute this agreement.

Dated: 6/16/ 2016

By: 

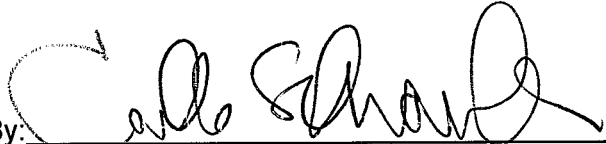
Pam Jensen, Executive Director
Ukiah Valley Association for Habilitation
990 S. Dora St.
Ukiah, CA 95482

**Memorandum of Understanding
Between The Chief Elected Official of Mendocino County,
The Mendocino County Workforce Development Board and The America's Job Center of California
Partners**

XVII. Signatures

In WITNESS THEREOF, the partners to this MOU hereby agree to the terms and execute this agreement.

Dated: June 13, 2016

By: 

Camille Schraeder
Redwood Community Services
780 South Dora Street
Ukiah, CA 95482

**Memorandum of Understanding
Between The Chief Elected Official of Mendocino County,
The Mendocino County Workforce Development Board and The America's Job Center of California
Partners**

XVII. Signatures

In WITNESS THEREOF, the partners to this MOU hereby agree to the terms and execute this agreement.

Dated: 6/6/ , 2016

By:  _____
Patty Bruder, Executive Director
North Coast Opportunities
413 North State St.
Ukiah, CA 95482

JOB SEEKER		
There are three types of “career services”: <i>basic career services, individualized career services, and follow-up services</i> . These services can be provided in any order; there is no sequence requirement for these services.		
<u>CAREER SERVICES</u>	DESCRIPTION	PARTNER PROVIDING SERVICE/S
Intake, with Identification of Service Needs and Referrals	<ul style="list-style-type: none"> • Registration into CalJOBS with initial identification of service/s needs. Referrals to appropriate programs, workshops and AJCC partners. • Off-site AJCC partners will refer customers to appropriate service/s based on identified needs. • Identification of Service Needs and Referrals includes: child care; child support; medical or child health assistance available through Medi-Cal, Children’s Health Insurance Program, or county health programs; benefits under CalFresh (SNAP); assistance through the earned income tax credit; housing counseling and assistance services sponsored through the U.S. Department of Housing and Urban Development (HUD); CalWORKs (TANF), and other supportive services and transportation provided through that program; 	<ul style="list-style-type: none"> • AJCC intake: MPIC (WIOA Title I Adult/DW) and/or EDD • Off-site AJCC partner program intake and referral: RCS, MC, UUSD, MCOE, DOR, EW, NCO and CW Eligibility • HHS, CJS, NCO <ul style="list-style-type: none"> ➤ Information and referrals for some services will need to be made outside of the AJCC partners to local agencies that can address the customer’s needs. <p>*All AJCC partners will have the ability to refer customers to one another for services and activities. See Section V of the MOU for a description of the referral process. Partners should also be aware of the appropriate partner to send referrals for information regarding services related to programs that may be outside of the AJCC system (e.g. child support)</p>

Eligibility Determination	<ul style="list-style-type: none"> Collect data and verification documents to identify individuals who qualify for eligibility-based services – WIOA, CW, CalFresh, UI, DIB, General Assistance, Medi-Cal, ACA, Financial Aid, etc. 	<ul style="list-style-type: none"> WIOA Adult, DW, Youth Programs: MPIC (WIOA Title I Adult/DW), RCS (WIOA Title I Youth) Other Programs: HNSA, EDD, DOR, EW, CIMC, CHD, NCO, MC, UUSD, MCOE
AJCC Orientation	<ul style="list-style-type: none"> An introduction to AJCC services with a tour of Mendocino Works, an explanation of AJCC partners, overview of the resource room and job search/business services. A required workshop for AJCC customers who want to use staff-supported services. 	<ul style="list-style-type: none"> MPIC (WIOA Title I Adult/DW) and/or EDD MPIC (WIOA Title I Orientation), EDD for UI mandated workshops – IWA, PISA, and REA
Initial Assessment of Skill Levels, Aptitudes, Abilities and Support Service Needs	<ul style="list-style-type: none"> Provide WIOA customers with individual and/or group assessments. Provide CalWORKs customers with individual assessments. Provide assessments according to individual agency's requirements. 	<ul style="list-style-type: none"> MPIC (WIOA Title I Adult/DW) and RCS (WIOA Title I Youth) CJS DOR, EDD, MC, UUSD, EW, CHD, CIMC, MCOE, NCO
Job Search and Placement Assistance	<ul style="list-style-type: none"> AJCC self-service job search. Staff assisted job search; information regarding Labor Market Information (LMI) and high-demand jobs; resumes, cover letter and interview assistance; work-readiness workshops; career counseling; and assistance with job placement. 	<ul style="list-style-type: none"> MPIC (WIOA Title I Adult/DW) and EDD MPIC, RCS, EDD, CJS, DOR, MC, MCOE, UUSD, CIMC, CHD, NCO, EW,
Unemployment Insurance Claims Filing	<ul style="list-style-type: none"> Provide information and assistance with filing a claim for Unemployment Insurance programs 	<ul style="list-style-type: none"> EDD

<u>INDIVIDUALIZED CAREER SERVICES</u>	DESCRIPTION	PARTNER PROVIDING SERVICE/S
Comprehensive Interview and Assessment with Career Counseling to Assist Customers in Determining Employment Goals and/or Career Pathway	<ul style="list-style-type: none"> • Conduct a comprehensive interview with a customer utilizing diagnostic testing tools and other assessment tools, to determine appropriateness of training services and/or employment goals; select high-demand and industry recognized career goals/pathways; identify and alleviate barriers to employment; and provide appropriate referrals. <ul style="list-style-type: none"> ➤ This may be an ongoing process with the customer which includes group and/or individual counseling, career planning, and mentoring. 	<ul style="list-style-type: none"> • WIOA Adult, DW, Youth Programs: MPIC (WIOA Title I Adult/DW), RCS (WIOA Title I Youth) • All other programs: EDD, CJS, DOR, CIMC, CHD, NCO, MC, UUSD, MCOE, EW, West Co., UVAH
Develop an Individual Employment Plan (IEP) or Individual Services Strategy (ISS) and Establish an Individual Training Account (ITA)	<ul style="list-style-type: none"> • Assist WIOA customers during individual counseling, to develop an IEP or ISS that identifies a career goal/pathway, provides achievement objectives, and identifies support services to assist in meeting their goals. 	<ul style="list-style-type: none"> • MPIC (WIOA Title I Adult/DW), RCS (WIOA Title I Youth, and EDD <p style="text-align: center;">*All other AJCC partner programs develop Individual Plans and Training Accounts according to their programs' requirements</p>
Short-Term, Pre-Vocational Training and Workforce Preparation Activities	<ul style="list-style-type: none"> • Communication skills, interviewing skills, punctuality, personal maintenance skills, professional conduct, working with others, and self-management skills. • Development of learning skills, basic academic skills, critical thinking skills, understanding systems, digital literacy skills, obtaining skills necessary for successful transition into a completion of postsecondary education, or training, or education, such as a High School Diploma, 	<ul style="list-style-type: none"> • MPIC (WIOA Title I Adult/DW), RCS (WIOA Title I Youth, CJS, EDD, DOR, EW, CHD, NCO, MC, UUSD, MCOE, West Co., UVAH • MC, MCOE, UUSD

	<p>GED, or High School Proficiency Test preparation and testing.</p> <ul style="list-style-type: none"> • Financial Literacy • Internships and Work Experiences that are linked to careers and/or Career Pathways • Out-of-area job search and relocation assistance • English language acquisition and integrated education and training programs. 	<ul style="list-style-type: none"> • RCS, CJS • MPIC, RCS, CJS, MCOE, UUSD, MC • MC, UUSD
<u>TRAINING SERVICES</u>	DESCRIPTION	PARTNER PROVIDING SERVICE/S
Provide Information Regarding Training Programs, Funds Available, and Performance Information	<ul style="list-style-type: none"> • Inform WIOA customers of the purpose of training programs and the funds that may be available to them. Provide education provider performance data. • Provide information of training programs/funds offered by AJCC partners including: On-the-Job Training (OJT), Customized Training, Incumbent Worker Training, Occupational Skills Training, Registered Apprenticeship, Transitional Jobs, and Entrepreneurial Training 	<ul style="list-style-type: none"> • MPIC (WIOA Title I Adult/DW), RCS (WIOA Title I Youth), and EDD • MPIC, RCS, EDD, CJS, DOR, MC, MCOE, UUSD, CIMC, CHD, NCO, EW, UVAH
Provide Information Regarding Supportive Services and Funds During Training	<ul style="list-style-type: none"> • Inform WIOA customers about supportive services and funds that can be provided to assist with their training success. • Provide information of supportive services and funds offered during training by AJCC partners. 	<ul style="list-style-type: none"> • MPIC (WIOA Title I Adult/DW), RCS (WIOA Title I Youth), and EDD • MPIC, RCS, EDD, CJS, DOR, MC, MCOE, UUSD, CIMC, CHD, NCO, EW, UVAH

<u>FOLLOW-UP SERVICES</u>	DESCRIPTION	PARTNER PROVIDING SERVICE/S
Follow-up or Job Retention Services	<ul style="list-style-type: none"> • Follow up services, including counseling regarding the workplace, must be provided as appropriate for WIOA participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment. • Job Retention services provided for up to 12 months after leaving the CalWORKs Welfare-to-Work program and becoming employed. • Follow-up or Job Retention services provided according to partner program's availability, requirements, and regulations. 	<ul style="list-style-type: none"> • MPIC (WIOA Title I Adult/DW) and RCS (WIOA Title I Youth) • CJS • DOR, UVAH, EW

Mendocino Transit Authority (MTA) provides public transportation as a support service throughout Mendocino County to Job Seekers and Employees.

EMPLOYER, BUSINESS AND INDUSTRY		
<u>BUSINESS SERVICES</u>	DESCRIPTION	PARTNER PROVIDING SERVICE/S
Labor Exchange Services	<ul style="list-style-type: none"> • Provide Labor Market Information (LMI) for the local area, regions, and State, including labor market trends and industry and occupation profiles. • Job posting assistance in to CalJOBS and at AJCC sites. Candidate search via CalJOBS resume screening. • Recruitment assistance including job fairs and job announcements across AJCC partners. • Candidate screening via aptitude and skills testing, interviews, and pre-application reviews. 	<ul style="list-style-type: none"> • MPIC (WIOA Title I Adult/DW) and RCS (WIOA Title I Youth), EDD, and WDB staff • MPIC and EDD • MPIC, RCS, EDD, CJS, DOR, MC, MCOE, UUSD, CIMC, CHD, NCO, EW, UVAH • MPIC, RCS, EDD, CJS, DOR, UVAH
Business Assistance with Layoff Aversion or Rapid Response Events	<ul style="list-style-type: none"> • Business and Labor Market analysis assistance to avoid employee layoffs and/or business closures. • Respond in the event of a business closure or mass layoff. • Provide information to dislocated workers regarding WIOA programs/funds at Rapid Response Events. • Provide Unemployment Insurance (UI) claims assistance and/or Trade Adjustment Assistance (TAA) to dislocated workers at Rapid Response Events. 	<ul style="list-style-type: none"> • MPIC (WIOA Title I Adult/DW), EDD, and WDB staff • MPIC (WIOA Title I Adult/DW) and EDD • MPIC (WIOA Title I Adult/DW) • EDD
Business and Employer Assistance	<ul style="list-style-type: none"> • Industry sector engagement and convening. Business roundtables and employer council events. • Workshops and/or information which may include: Labor Law, Human Resources, 	<ul style="list-style-type: none"> • WDB staff and EDD • MPIC (WIOA Title I Adult/DW), EDD, DOR, UVAH, EW

	OSHA, Sexual Harassment, Hiring and Retention, Tax Credits, Training Programs, Business Expansion, Business Start-Up, Hiring and Accommodations for Individuals with Disabilities, and Increasing Technology and Innovation	
Training Services	<ul style="list-style-type: none"> • Customized Training designed for an employer to meet specific requirements or needs of an employer; with a commitment from the employer to employ the individual/s upon successful completion. The employer agrees to pay a portion of the cost of the training. • Incumbent Worker Training Developed with an employer or employer association to upgrade skills of a particular workforce. The employer agrees to retain the trained worker/s upon completion of the training. • Small Business and Entrepreneurial Training that may include: Business Planning, Financing & Loans, Marketing, Financial Management, Human Resources, Operations, and Technology 	<ul style="list-style-type: none"> • MPIC (WIOA Title I Adult/DW), WDB Staff, DOR • MPIC (WIOA Title I Adult/DW) and WDB Staff • West Co., EDFC, MC
Business and Employer Outreach	<ul style="list-style-type: none"> • Outreach to businesses and employers regarding WIOA and AJCC programs that can assist with all Business Services listed above. • Outreach to businesses and employers regarding placement of workforce participants in On-the-Job Training (OJT), Paid and Unpaid Work Experience (WEX), Subsidized and Unsubsidized Employment, Job Shadowing, Registered Apprenticeship, Transitional Jobs, and Summer 	<ul style="list-style-type: none"> • MPIC, RCS, WDB staff, EDD, CJS, DOR, MC, MCOE, UUSD, CIMC, CHD, NCO, EW, UVAH, West Co., EDFC • MPIC, RCS, WDB staff, EDD, CJS, DOR, MC, MCOE, UUSD, CIMC, CHD, NCO, EW, UVAH

	<p>Employment.</p> <ul style="list-style-type: none"> • Outreach to businesses and employers regarding participation in the Career Pathways program, industry sector partnerships, business roundtables, and/or other opportunities to share their experiences or needs. • Outreach to businesses and employers to conduct satisfaction surveys, needs assessment surveys, and other workforce surveys. 	<ul style="list-style-type: none"> • WDB staff • WDB staff
--	---	--

Agency Acronym Key

- WDB** – Workforce Development Board
- MPIC** – Mendocino Private Industry Council, Inc.
- RCS** – Redwood Community Services
- EDD** – Employment Development Department
- DOR** – Department of Rehabilitation
- CJS** – CalWORKs Job Services
- CW** - CalWORKs
- HHSA** – Health and Human Services Agency
- MC** – Mendocino College
- MCOE** – Mendocino County Office of Education
- UUSD** – Ukiah Unified School District- Ukiah Adult School
- NCO** – North Coast Opportunities
- CIMC** – California Indian Manpower Consortia
- CHD** – California Human Development
- EW** – Experience Works
- EDFC** – Economic Development and Financing Corporation
- West Co.** – West Company
- UVAH** – Ukiah Valley Association for Habilitation

AJCC System Required Partners Map- Ukiah, Ca



There will be no wrong door. Referrals for services will be made from partner to partner within the AJCC system.

