

**MEMORANDUM OF UNDERSTANDING  
BETWEEN GLOUCESTER COUNTY WORKFORCE DEVELOPMENT BOARD AND  
GLOUCESTER COUNTY WIOA SYSTEM PARTNERS**

**1. PARTIES**

This Memorandum of Understanding (MOU) is entered into on this 20<sup>th</sup> day of April, 2016 between the Gloucester County Workforce Development Board (GCWDB) and the required workforce system Management Team Partners (MTP).

The purpose of this agreement is to establish the respective roles, responsibilities, financial and institutional commitment of each entity in the development and operation of a workforce service delivery system pursuant to the provisions of Chapter 1, section 121 (e) establish a one-stop delivery system, Chapter 3, Section 134 (c) (2) providing career and training services, Chapter 3, Section 134 (c) (3) of Title I of the Workforce Innovation and Opportunity Act of 2014. It is understood that the development, implementation and continuation of this system will require mutual trust and teamwork among the agencies, all working together as partners to accomplish the shared driven goals. As such, this agreement is entered into in a spirit of cooperation.

GCWDB will enhance the quality of life for the residents of Gloucester County by supporting the development and retention of a world class workforce.

To bring the above vision to fruition, the parties have agreed to establish joint processes, procedures, and to coordinate and deliver resources and services. This effort will enable MTP to create an integrated, seamless and comprehensive service delivery system that offers an array of education, human services, job training, placement and other workforce development and/or supportive services to both job seekers and businesses.

**2. WDB RESPONSIBILITIES**

The Board shall be responsible for overall policymaking, planning, oversight and program systems evaluation for the One-Stop/American Job Center service delivery area in Gloucester County.

**3. MANAGEMENT**

- i. In accordance with Section 121 (b) (1) (A) (iii) of the Workforce Innovation and Opportunity Act of 2014, a partnership was formed between the four "Core Program" Partners: WIOA Title I.B - Adult Dislocated Worker and Youth; WIOA Title II – Adult Education and Literacy; WIOA Title III – Wagner Pyser (NJ State Employment Service), WIOA Title IV; Vocational Rehabilitation (Title I of the Rehabilitation Act) the NJ State Division of Vocational Rehabilitation Office (Title IV).
- ii. The Operator at the Direction of WDB shall be responsible for coordinating workforce system activities resulting in effective community partnerships, which expand and enhance the workforce system while achieving a high level of customer satisfaction and systems performance goals.

**4. MANAGEMENT TEAM PARTNER RESPONSIBILITIES**

- I. All (MTP) will participate in the continuous development of the American Job Center at Gloucester County policies, procedures, and operational agreement.
- II. The (MTP) agree to cooperate in a team approach to serving and achieving the performance standards, service goals and uphold the Bill of Rights.
- III. The **GCWDB**, (MTP), Operator and Fiscal Agent agree to acknowledge each other's organizational practices, management structure and regulatory requirements in the provision of the services under this agreement with guidance from WDB and prior Fiscal Agent approval.
- IV. The partners shall be responsible for marketing programs of the One- Stop Career Center within the community.
- V. The (MTP) agree to provide reports and information, and to attend meeting upon request of the GCWDB and/or its standing and ad hoc committees.
- VI. The (MTP) shall meet regularly to review and improve workflow, policies, procedures, referrals and delivery of employment and training services.
- VII. Agrees to Share Costs in compliance with WIOA Section 121 (c) (2) (A) (ii)
- VIII. The (MTP) agrees to meet with One Stop Operator on a yearly basis to review MOU as needed to amend document.
- IX. Each (MTP) will be responsible and acknowledges the record retention and disposition of participant records and program audits, per federal or NJ state regulations. (See appendix A).

## 5. **ROLE AND RESPONSIBILITIES OF WDB PARTNERS**

- I. All partners agree to endorse and abide by the Mission and Credo of the American Job Center at Gloucester County system as follows:
- II. Each partner will operate in accordance with the regulatory governmental laws (County, State or Federal), the respective regulations, statutes, eligibility policies, procedures and directives of its grantor agency (ies) and funding sources, including the (WIOA), Workforce Development Program (WDP), Personal Responsibility Act (TANF/GA/FS).
- III. Functions or separateness mandated by Federal or State law, rules and regulations will not be violated or abridged in the pursuit of co-location of (MTP).
- IV. (MTP) shall be responsible for the daily/routine operations and performance. Guidelines and protocol for use of the informational release form shall be developed on an on-going basis, reviewed and continuously monitored to ensure compliance.
- V. Each partner agrees to respect and comply with each agency's policies regarding confidentiality.
- VI. One Stop/American Job Center System Partners must be co-located (see section 121 of WIOA).
- VII. In order to offer the best possible services, all partners will participate in a regular and on-going process of program review and continuous improvement and customer satisfaction seeking opportunities for further integration and expansion of services. Partners will agree to participate

in an ongoing, thorough and comprehensive systems review and process mapping in order to alleviate duplication, unnecessary delay, overlap, and identify gaps in services.

VIII. (MTP) will provide or allow cross-informational training of appropriate staff to ensure staff awareness of each agency's mission, terminology, and eligibility criteria. This will ensure that customers have access to all Workforce programs for which they are eligible.

IX. (MTP) agree to utilize an information sharing intake, referral and participant tracking system (AOSOS) when feasible that shall be used by the American Job Center service delivery system subject to confidentiality constraints. The referral process will be reciprocal. (MTP) will retain the right to accept or reject referrals based upon agency eligibility criteria or financial limitations. The receiving agency will inform the referral agency of the status of the referral. A universal referral and information release will be used by all partners. (See Appendix B).

In order to be consistent with the State of NJ combined State Plan for WIOA, the Gloucester County American Job Center will follow a triage approach similar to the one outlined in page 70 of the draft State Plan for WIOA. (See Appendix C).

X. WDB will identify a liaison to be contacted when key issues arise and to be the recipient of inter-agency referrals.

XI. (MTP) will jointly share technology and information, including testing scores, assessments, and progress notes.

XII. Each Partner agency will cooperate to ensure that the service plans, placements and terminations for mutually served are coordinated.

XIII. Performance data indicators of Eligible Training Provider List (ETPL) workforce training vendors will be shared with (MTP) agencies that seek training services for clients.

XIV. (MTP), in coordination with the WDB, agree to regularly convene to address the needs of our employers and the business community.

XV. (MTP) will ensure agency business practices are followed in the provision of services under this agreement.

WIOA language regarding the designation of the One-Stop Operator outlines two options in the legislation, which offer two distinct processes. One process outlines the ability to designate or certify the local WDB as the One Stop Operator. The other outlines a process to select an eligible provider to be designated.

- 107 (d) (10)(A) Section of the One Stop Operators states: "Consistent with section 121(d) the local board, with agreement of the chief elected official for the local area (i) shall designate or certify one-stop operators as described in section 121 (d)(2)(A); and (ii) may terminate for cause the eligibility of such operators." Section 121 (d)(1) & (2) gives the local board authority to carry out this function, with agreement of the chief elected official. This process does not require agreement of the Governor. It states that the one-stop operators "shall be designated or certified as one-stop operators through a competitive process."
- 107 (g)(2) DESIGNATION OR CERTIFICATION AS ONE-STOP OPERATORS states: "A local board may provide career services described in section 134 (c) (2) through a one-stop delivery system or be designated or certified as a One Stop Operator only with the agreement of the chief

elected official in the local area and the Governor." This section is substantially similar to former section 117 (f)(2) of WIA.

## **6. ROLES AND RESPONSIBILITIES OF THE ONE-STOP OPERATOR(OSO)**

The (OSO) is responsible for leading the implementation of the GCWDB vision for its One-Stop/American job Center System. The One-Stop Operator is responsible for the following.

### *MANAGEMENT TEAM PARTNER COORDINATION*

- I. The (OSO) will serve as the primary communication link between the (MTP) and the WDB. Convene (MTP) to discuss pertinent issues and for the purpose of co-management of the One-Stop Career Center.

### *SUPPORTING WDB EFFORTS AND INITIATIVES*

- II. The (OSO) works with the (MTP) to meet performance requirements and to implement the Workforce Development vision of the WDB.

### *PERFORMANCE MANAGEMENT REPORTING PERFORMANCE AMONG PARTNERS*

- III. The (OSO) manages the accurate and timely flow of data systems that track, project and evaluate services; analyzes performance and prepares reports; provides the GCWDB with key information on the performance and with corrective action plans when necessary. In order to track deliverables the Operator will report on a monthly basis. (See appendix C).

### *ONE-STOP OPERATIONAL PLANNING AND DEVELOPMENT*

- IV. The (OSO) works with (MTP) to develop and implement a menu of appropriate, non-duplicative services.

### *CONTRACT ADMINISTRATION*

- V. The (OSO) coordinates the procurement and purchasing process with the Workforce Development Board and the Grant Recipient's Fiscal Agent. Staff of the Workforce Development Board drafts Requests for Proposals with input from the OSO. Staff of the Workforce Development Board and the OSO ensure fiscal compliance and provide technical assistance to contractors to ensure their success.

### *ONE STOP/AMERICAN JOB CENTER OPERATIONS MANAGEMENT AND OVERSIGHT*

- VI. The (OSO) monitors services to ensure that they comply with WDB standards and the One-Stop/American Job Center policies and procedures manual and related County, Federal and State regulations. The (OSO) also provides guidance to (MTP) and staff; and coordinates day-to-day operations of the American Job Center. WDB Staff and accountant, with input from the OSO and the GCWDB's Resource Analysis/Performance Management Committee are responsible for the development of the Annual Master Budget for review and approval by the full WDB membership.

### *EMPLOYER AND COMMUNITY OUTREACH*

- VII. The (OSO) collaborates with the GCWDB and (MTP) to identify workforce strategies that address the needs of our local employers and community.

### *VIII. MANAGEMENT TEAM PARTNER CONFLICT/DISPUTE RESOLUTION PROCESS*

The (OSO) will act as a facilitator to (MTP) to resolve program and process coordination issues, using best efforts to resolve these issues on an informal basis. In the event the (MTP) are unable to reach a consensus, the (OSO) will consult with the Department of Labor and Workforce Development Assistant Director of One-Stop Programs and/or the WDB Director for direction.

*STAFF DEVELOPMENT*

IX. The One-Stop Operator will identify and coordinate common staff development activities with input from the (MTP).

*MOU ENFORCEMENT*

X. The One-Stop Operator will ensure that (MTP) fulfill their commitments articulated in the MOU, Resource Sharing Agreement and other guiding documents. Additionally, the OSO will initiate MOU review.

**7. Services**

(MTP) will provide a multitude of services in the following areas, a) Career Services b) Training/work activities, and c). Employer Services, as identified in the attached resource sharing agreement/matrix. All (MTP) agree to provide, to the extent feasible, services at their respective sites. Ideally a client should go through at least American Job Center orientation before being eligible for a referral to training services. All services listed in the matrix are available to the any American Job Center customer.

**8. Conflict/Dispute Resolution**

It is expected that the partnership will function by consensus. In instances where consensus cannot be reached, the parties shall first attempt to resolve disputes informally. When necessary the (OSO) and other parties as appropriate will mediate to resolve the dispute. If the matter cannot be resolved then it shall be referred to the GCWDB Executive Director and at the Executive Director's discretion it may be taken to the GCWDB Executive Committee for resolve.

**9. Resource Sharing/Cost Allocation/Services**

It is expressly understood that this MOU constitutes commitment of specific resources/services that will enhance the offering of services to the customers of the One Stop/American Job Center. A matrix of services, per (MTP), in the following areas, a) Career Services, b) Training/work activities, and c) Employer Services, are to be provided by the respective (MTP). (see attached Appendix E)

The Resource Sharing Agreement shall be developed annually as a separate agreement for those MTP's physically located at the One Stop/American Job Center.

**10. System Standards**

**WIOA PROGRAMS**

WIOA authorizes the One Stop/American Job Center service delivery system and four core programs. The core programs at the Gloucester County American Job Center are:

- WIOA Title I (Adult, Dislocated Worker and Youth formula programs) administered by Department of Labor (DOL);
- WIOA Title II Adult Education and Literacy Act programs administered by the Department of Education (DoED);
- Title III Wagner-Peyser Act employment services administered by DOL;
- Title IV Rehabilitation Act programs administered by DOL.

WIOA also authorizes the Job Corps program, the YouthBuild program, Native American programs, and Migrant and Seasonal Farmworker programs, as well as evaluation and multistate projects.

The law supersedes the Workforce Investment Act of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973.

(MTP) will work collaboratively with the (OSO) to ensure the following system standards are met.

Need to expand

- a. Performance Measures
- b. Monitoring Process
- c. Customer Satisfaction Measures
- d. Evaluation/Assessment
- e. Remedial/Corrective Action

#### **11. Assurances and Certifications**

- a. Each Management Team Partner will abide by its organization's assurances and certifications.
- b. Review: MOU shall be reviewed by the OSO, WDP Director, and MTP 30 months after initial execution. The review is necessary to ensure MOU contains up to date information regarding funding, delivery of services and changes to the signatory officials of the local WDB Board, CEO or MTP partners. The 30 month review stipulation allows the local (MTP) partners to make necessary changes and the execution of a new partners MOU within the three year time frame, as stipulated in WIOA.
- c. In addition to the requirements at 29 CFR 95.42, and/or 20 CFR 97.36 (b) (3), as applicable, which address codes of conduct and conflict of interest issues related to employees, the conflict of interest provisions in section (6), VIII will be adhered to.
- d. (MTP) are respectively responsible for compliance with any and all County, Federal, State and Local Laws, statutes, rules or regulations, including but not limited to, wages, benefits, worker's compensation, disability, general liability, unemployment insurance, social security.
- e. In addition each (MTP) will be in compliance with the following:
  - Federal and State Laws prohibiting discrimination
  - 29 CFR Part 37 governing equal opportunity in the work place
  - The Americans with Disabilities Act
- f. This agreement shall be interpreted in accordance with the laws of New Jersey and/or Federal Law, as applicable.

#### **12. Indemnification/Insurance**

Each Management Team Partner to this agreement will assume liability for its action and the actions of its Board of Directors, officials, employees, agents or volunteers under this Agreement. Each Management Team Partner shall hold harmless, defend and indemnify all other (MTP) to this agreement from any and all claims for damages, personal injury, and property damages, including costs and attorney fees resulting in whole or in part from the Management Team Partner, its Board of Directors, officials, employees, its agents or volunteers, acts, omissions or activities, whether negligent or not, under this agreement.

#### **13. Terms of Agreement**

a. **DURATION:** The MOU shall be effective from July 1, 2016 until June 30, 2017.

b. **AMENDMENTS:** The MOU may be amended at any time by mutual agreement of the parties, or unilaterally by the GCWDB Chair in conjunction with the Chief Elected Official, due to any federal, state or local governmental/legislative, statutory or regulatory amendments or modification(s). The parties may enter into negotiations for amendments to this agreement with a thirty (30) day prior written notification to the (MTP) by the party seeking the change.

c. **ASSIGNMENT:** This agreement may only be assigned upon the mutual written agreement of the parties herein.

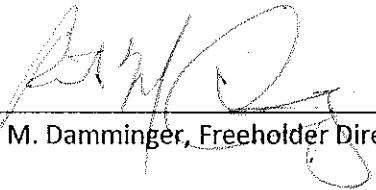
d. **SEVERABILITY:** If any part of this MOU is found to be null and void, or is otherwise stricken, the remainder of this MOU shall remain in full force and effect.

e. **TERMINATION:** Any (MTP) that fails to meet its obligation under this agreement shall be referred to the Systems Performance Committee for review and possible partnership termination.

**14. Authority and Signatures**

The individuals signing below have the authority to commit the party they represent to the terms of this agreement, and do so commit by signing herein.

**THE CHIEF ELECTED OFFICIAL:**

  
Robert M. Damminger, Freeholder Director

  
Date

**FOR THE WORKFORCE DEVELOPMENT SYSTEM:**

  
Leslie Vail, WDB Chairperson

  
Date

**SIGNATURE PAGE**

William Lang

William Lang, Director  
Gloucester County Division of Social Services

Date 6/2/14

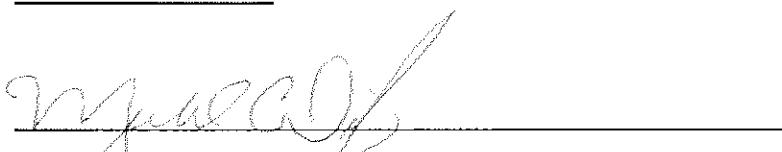
SIGNATURE PAGE



Kim Gober, ~~Acting~~ Executive Director  
Gloucester County Housing Authority

Date June 2, 2016

**SIGNATURE PAGE**



Michael Dicken, Superintendent  
Gloucester County Institute of Technology (Vocational-Technical School)

Date 6/2/16

**SIGNATURE PAGE**

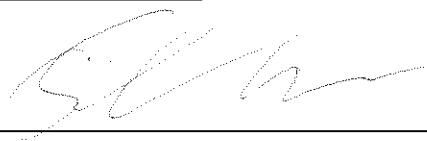


A handwritten signature in black ink, appearing to read "Fred Keating", is written over a horizontal line. Below the line, the name is typed in a smaller, sans-serif font.

Fred Keating, President  
Rowan College at Gloucester County

Date 6/2/16

**SIGNATURE PAGE**

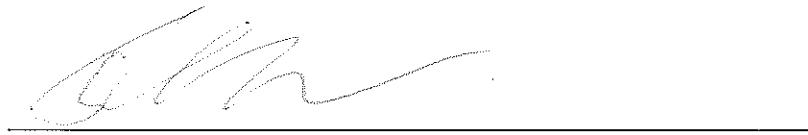


---

Tom Bianco, Gloucester County One Stop Operator

Date 6/2/16

**SIGNATURE PAGE**



**Tom Blanco, Director**  
**Gloucester County Department of Economic Development**

**Date** 6/3/16

## **Participating Partners**

1. Gloucester County One-Stop Operator (Interim)  
Tom Bianco, GC Economic Development Director  
Stephen Hart, WIOA Supervisor  
(WFNJ "to work" Services, WIOA Services)
2. Catherine Stargill, Executive Director  
NJLWD, Workforce Field Services (Employment Services, Business Services/Rapid Response, Wagner Peyser, Older American's Act, Veterans,)  
Local Office:  
Gloucester/Thorofare One Stop  
Robert DeMarco, Manager
3. Alice Hunnicut, Director  
NJLWD/Vocational Rehabilitation Services  
Local Office:  
Gloucester County/Thorofare One Stop  
Stacey Smith, Manager
4. Ronald L. Marino, Assistant Commissioner  
NJLWD, Income Security  
Local Office:  
Gloucester County/Thorofare One Stop  
Regionalized
5. Patricia Moran, Director  
Workforce Grant and Program Management  
Trade Adjustment Assistance  
Local Office:  
Gloucester County/Thorofare One Stop/ American Job Center  
Robert DeMarco, Manager
5. Rowan College at Gloucester County  
Frederick Keating, President  
(Local WIOA Title II Adult Education Provider [ABE, HSE & Computer Literacy])
6. Michael Dicken, Superintendent  
Gloucester County Vocational-Technical Schools  
(Carl Perkins)
7. Kimberly Gober, Acting Executive Director  
Housing Authority (HUD) Gloucester County
8. Gloucester County Division of Social Services  
William Lang, Director  
(TANF, GA, Food Stamps)
9. Gloucester County Department of Economic Development  
Tom Bianco, Director  
(WIOA Administrator)

## Gloucester County One-Stop Partners Service Delivery Narrative for Matrix

The purpose of the matrix is to illustrate the provision of required Career, Training and Employer Services, at the American Job Center.

Four partners are specifically funded and required to provide Career, Training and Employer Services as defined in the WIOA legislation.

(MTP) party to this MOU have agreed to assist in providing services in accordance with their respective regulations and agree to share, coordinate and consolidate wherever possible those services necessary to a seamless delivery system.

The left side of the matrix lists the elements of the required services and the headings across the top of the matrix are required programs to be represented in the American Job Center.

- All WIOA Adult, Youth, and Dislocated Worker services are provided by the local delivery agency of the **Gloucester County One Stop/American Job Center**.
- Temporary Assistance to Needy Families (TANF) and General Assistance (GA) Supplemental Nutrition Assistance Program (SNAP) services are provided by the **Gloucester County Division of Social Services**.
- Work First NJ "to work" services are provided by the **Gloucester County American Job Center** and the NJ Labor & Workforce **Gloucester** local office.

The NJ Division of Vocational Rehabilitation Services (DVRS) at the Gloucester-Thorofare One Stop/American Job Center provides all DVRS services.

NJ Labor & Workforce Development at the Gloucester/Thorofare One Stop provides Wagner-Peyser/Employment Services, and Jersey Job Clubs. NJ LWD Veterans and Older Worker service staffs are present in the NJ LWD office.

One Stop Partner Services located at the Gloucester/Thorofare One Stop/American Job Center include, WIOA Adult, Dislocated & Youth, NJLWD Employment Services, NJLWD Division of Vocational Rehabilitation, Workforce Learning Link and NJLWD Business/Employer Services.

Note: WIOA Youth Services are provided at the Youth Education and Career Center at Gloucester County Institute of Technology. This Center is funded with WIOA Youth funds through a contract with the Gloucester County Institute of Technology. Eligibility for youth services is established at the Gloucester/Thorofare One Stop/American Job Center.

The remaining Partners listed above (page 9 and page 13) are not located at the One Stop/American Job Center but provide valuable workforce services.

	WIOA Adult	WIOA Youth	WIOA DW	WDP	Wagner Peyser/ES	Jersey Job Clubs
<b>Career Services</b>						
Registration and Information	X	X	X	X	X	X
Orientation for Job Seekers	X	X	X	X	X	X
Initial Assessment	X	X	X	X	X	X
Career Assessment for Job Seekers	X	X	X	X	X	X
Career Counseling	X	X	X	X	X	X
Job Matching Services	X	X	X	X	X	X
Provision of Provider Information	X			X		X
Provision of Local Performance Information	X	X	X	X	X	X
Provision of Supportive Service Information	X	X	X	X	X	X
Provision of Unemployment Information				X		
Eligibility Assistance and Determination	X	X	X	X	X	X
Referral to other services (Partner & Non Partner)	X	X	X	X	X	X
Retention Services	X	X	X	X	X	X
Follow-up Services	X	X	X	X	X	X
Financial Literacy	X	X	X	X	X	X
Comprehensive and Specialized Assessments	X	X	X	X	X	X
Development of Individual Employment Plan	X	X	X	X	X	X
Group Counseling	X	X	X		X	X
Individual Counseling/Career Planning	X	X	X		X	X
Case Management	X	X	X		X	X
Expungement	X	X	X			X
Short Term Pre-Vocational Services	X	X	X		X	
Other: Job Fair Resume Writing, Entrepreneurship, Consumer Affairs Info, Nutrition , Transportation Info	X	X	X	X	X	X
<b>Training Services</b>						
Occupational Skills Training	X	X	X		X	
On-the-Job Training					X	
Skill Upgrading and Retraining	X	X	X		X	
Entrepreneurial Training					X	
Job Readiness Training (Career Beacon)	X	X	X		X	
Adult Education/Literacy Activities	X		X		X	
Customized Training						
Retention Services	X	X	X		X	
Follow-up Services	X	X	X		X	
<b>Employer Services</b>						
Employer Outreach					X	
Access to LWD On Ramp Information					X	
Employer Job Listing Services					X	
Employer Job Matching Services					X	
Retention Services					X	
Follow-up Services					X	

	Older Worker	TANF "To work" services	SNAP/GA "To work" services	Vocational Rehab.	Veterans	RCGCs Adult Basic Skills
<b>Career Services</b>						
Registration and Information	X	X	X	X	X	X
Orientation for Job Seekers	X	X	X	X	X	X
Initial Assessment	X	X	X	X	X	X
Career Assessment for Job Seekers	X	X	X	X	X	
Career Counseling	X	X	X	X	X	X
Job Matching Services	X	X	X	X	X	X
Provision of Provider Information	X	X	X	X	X	
Provision of Local Performance Information	X	X	X	X	X	X
Provision of Supportive Service Information	X	X	X	X	X	X
Eligibility Assistance and Determination	X	X	X	X	X	
Referral to other services (Partner & Non Partner)	X	X	X	X	X	X
Retention Services	X	X	X	X	X	
Follow-up Services	X	X	X	X	X	
Financial Literacy	X	X	X	X	X	X
Comprehensive and Specialized Assessments		X	X	X	X	X
Development of Individual Employment Plan	X	X	X	X	X	
Group Counseling		X	X	X	X	
Individual Counseling/Career Planning		X	X	X	X	X
Case Management		X	X	X	X	X
Expungement	X	X	X	X	X	X
Short Term Pre-Vocational Services		X	X	X	X	X
Other: Job Fair Resume Writing, Nutrition Entrepreneurship, Consumer Affairs Info, Transportation Info	X	X	X	X	X	X
<b>Training Services</b>						
Occupational Skills Training		X	X	X		X
On-the-Job Training				X		
Workplace Training		X	X	X		X
Skill Upgrading and Retraining		X	X	X		X
Entrepreneurial Training				X		X
Job Readiness Training (Career Beacon)				X		X
Adult Education/Literacy Activities		X	X	X		X
Customized Training				X		X
Retention Services	X	X	X	X	X	
Follow-up Services	X	X	X	X	X	X
<b>Employer Services</b>						
Employer Outreach				X	X	
Access to LWD On-Ramp Information				X	X	
Employer Job Listing Services				X	X	
Employer Job Matching Services				X	X	
Retention Services				X	X	
Follow-up Services				X	X	

	Housing Authority	Div. of Social Services	Community Services Block Grant	GCIT Vocational Carl Perkins	
<b>Career Services</b>					
Registration and Information	X	X	X		
Orientation for Job Seekers	X		X		
Initial Assessment	X		X		
Career Assessment for Job Seekers	X			X	
Career Counseling	X				
Job Matching Services	X		X		
Provision of Provider Information	X				
Provision of Local Performance Information					
Provision of Supportive Service Information			X		
Provision of Unemployment Information					
Eligibility Assistance and Determination	X				
Referral to Services (Partner & Non Partner)	X	X			
Retention Services	X				
Follow-up Services	X				
Development of Individual Employment Plan	X				
Group Counseling	X		X		
Individual Counseling/Career Planning	X		X		
Case Management	X	X	X		
Short Term Pre-Vocational Services					
Other—Mentoring , Home Ownership, Resident Opportunities	X				
<b>Training Services</b>					
Occupational Skills Training				X	
On-the-Job Training					
Workplace Training				X	
Skill Upgrading and Retraining					
Entrepreneurial Training					
Job Readiness Training				X	
Adult Education/Literacy Activities			X		
Customized Training					
Retention Services	X				
Follow-up Services	X				
<b>Employer Services</b>					
Employer Outreach	X				
Access to LWD OnRamp Information					
Employer Job Listing Services					
Employer Job Matching Services					
Retention Services	X				
Follow-up Services	X				

## Record Retention / Disposition Schedule for the American Job Center Partners:

### ALL WIOA Adult/Dislocated/Youth, Work First New Jersey (WFNJ) (TANF/GA/SNAP), Workforce Learning Link (WLL)

**Area Contracts:** These programs provide assistance regarding employment and training, adult literacy, as well as self-sufficiency "to-work" contracts/MOUs. File may contain but not limited to the following: RFP and subsequent sub-recipient contracts, Inter-local service agreements, vendor audits as well as internal (local & state) audits. Files are held at the Gloucester County Workforce Development Office then shipped to County to be destroyed.

Audit	Retention:	3 years provided all audit findings are resolved then destroyed.
Local Area funded (sub recipient) contracts:	Retention:	7 years after contract expiration then destroyed.
RFP responses reviewed but not approved:	Retention:	1 year after review then destroyed.

**WIOA ADULT/DISLOCATED/YOUTH/SUMMER YOUTH INITIATIVE/WFNJ/WLL Customer Files:** Programs provide assistance regarding employment and training programs; TANF/GA/SNAP "to-work" programs; and adult basic education to include computer literacy. These programs are NJ State and/or federally funded. File may contain but not limited to: customer AOSOS registration form, resumes, program registration form, test scores, social security numbers, certification forms, supporting financial documents, participant applications, correspondence, medical and information release forms. Customer files are held at the local American Job Center then shipped to be destroyed by the County.

Applicants Approved:	Retention:	7 years after termination from program then destroyed.
Applicants interviewed & not eligible:	Retention:	1 year after termination then destroyed.
Applicants denied/sanctioned:	Retention:	3 years after termination from program then destroyed.

**EA/PROS/RESEA reemployment programs:** Programs providing assistance regarding employment, job search assistance and training programs which are state and/or federally funded. File may contain but is not limited to: Customer AOSOS registration form, resume, IWP, correspondence and supporting documentation.

Applicants Approved	Retention:	7 years after termination from program then destroyed.
Applicants interviewed & not eligible/excused	Retention:	1 year then then destroyed.

**Tuition Waiver Training Program:** A program providing assistance to participants interested in career training and career enhancement and tools for self-sufficiency. File may contain but not limited to: copies of tuition waiver form, resume, class schedule, class grades, ITA, correspondence and supporting documentation.

Applicants Approved	Retention:	7 years after termination from program then destroyed.
Applicants Denied/not eligible	Retention:	3 years and then destroyed.

**Division of Vocational Rehabilitation Services (DVRS):** Their mission is to enable individuals with disabilities to achieve employment outcomes consistent with their strengths, priorities, needs, abilities and capabilities. DVRS help individuals with disabilities that are having trouble finding or holding a job because of their disability. Consumer files may contain but not limited to: program registration forms, medical forms, test scores, social security numbers, certification forms, supporting financial documents, participant applications, correspondence, medical and information release forms. Personnel records and audits handled through our central office in Trenton.

Applicants Approved and closed	Retention:	3 years in local office and then are shipped to warehouse in Trenton. They are held for 7 years and destroyed after that time.
--------------------------------	------------	--

American Job Center  
Universal Authorization Request  
Consumer/Customer Medical and Information Release Form

Consumer/Customer Name: \_\_\_\_\_ DOB: \_\_\_\_\_

Address: \_\_\_\_\_

Social Security Number – last four digits: \_\_\_\_\_ \*SSN is used for data matching purposes only

I authorize the American Job Center and partner agencies (DVRS, Employment Service, WIOA Adult, Dislocated, Youth and WLL) to obtain and release copies of all program generated records, which include my name, social security number, student ID, address and date of birth. I understand the use of the records is limited to and in connection with information exchange, the audit and evaluation of federally supported education and training programs or in connection with the enforcement of the federal legal requirements related to Title I, II, III, & IV of WIOA grant programs.

This information will remain in effect for three years from the signature date unless limited herein which case it will expire on: \_\_\_\_\_.

If I wish to revoke this authorization before the date listed above, I must provide written notice to the American Job Center or issuing partner. Revocation will not have any effect on any actions the American Job Center's partners has already taken in reliance on the Authorization prior to receiving written revocations.

I may refuse to sign or may revoke at any time, this authorization for any reason and that refusal or revocation will not affect the commencement, continuation or quality of my treatment at the American Job Center unless it is necessary to make an eligibility determination, develop a plan of service or to provide services.

I have read this authorization and have had the chance to ask questions about the use and disclosure of my information. By signing below, I voluntarily authorize the American Job Center and its partners to use my information in the manner described above.

Client or Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

If this form is signed by a parent or guardian, please complete the following:

Print name of client's parent or guardian: \_\_\_\_\_ Relationship: \_\_\_\_\_

## Reversed side of universal release form

**Division of Vocational Rehabilitation Services (DVRS) Consumers Only:**

I authorize the Division of Vocational Rehabilitation Services to obtain my medical information for the period  
 \_\_\_\_\_ to \_\_\_\_\_ as stated below:

<input type="checkbox"/> ABSTRACT	<input type="checkbox"/> HISTORY & PHYSICAL EXAM	<input type="checkbox"/> ORTHOPEDIC EVALUATION
<input type="checkbox"/> BILLING INFO	<input type="checkbox"/> HIV/AIDS	<input type="checkbox"/> PROGRESS NOTES
<input type="checkbox"/> COMPLETE RECORD	<input type="checkbox"/> LAB, X-RAYS & TESTS	<input type="checkbox"/> PSYCHIATRIC EVALUATION
<input type="checkbox"/> CONSULTATIONS	<input type="checkbox"/> NURSES' NOTES	<input type="checkbox"/> PSYCHOLOGICAL EVALUATION
<input type="checkbox"/> DISCHARGE SUMMARY	<input type="checkbox"/> OPERATIVE REPTS & PATHOLOGY	<input type="checkbox"/> SPEECH/HEARING EVALUATION
<input type="checkbox"/> EMERGENCY ROOM RECORD		<input type="checkbox"/> SUBSTANCE ABUSE REPORTS
<input type="checkbox"/> OTHER _____		

TO: \_\_\_\_\_

From: Division of Vocational Rehabilitation

ADDRESS: \_\_\_\_\_

Counselor Name &amp; Title: \_\_\_\_\_

CITY, STATE, ZIP: \_\_\_\_\_

215 Crown Point Road, Suite 200, Thorofare, NJ 08086

I understand that the information to be disclosed includes my identity, diagnosis, and treatment including  
 ALCOHOL, DRUGS, GENETIC TESTING, BEHAVIORAL OR MENTAL HEALTH SERVICES, REPRODUCTIVE RIGHTS,  
 SEXUALLY TRANSMITTED & INFECTIOUS DISEASES, AIDS/HIV INFORMATION, AS APPLICABLE.

- The purpose of this information is to help determine Vocational Rehabilitation Services
- I do not wish the following to be released:

\_\_\_\_\_

Client or Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# American Job Center

## Universal Inter Agency Referral Form

Date: \_\_\_\_\_

Referring Agency/Staff: \_\_\_\_\_ Reason for

Referral \_\_\_\_\_

SSN#: \_\_\_\_\_ (last 4) DOB \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_

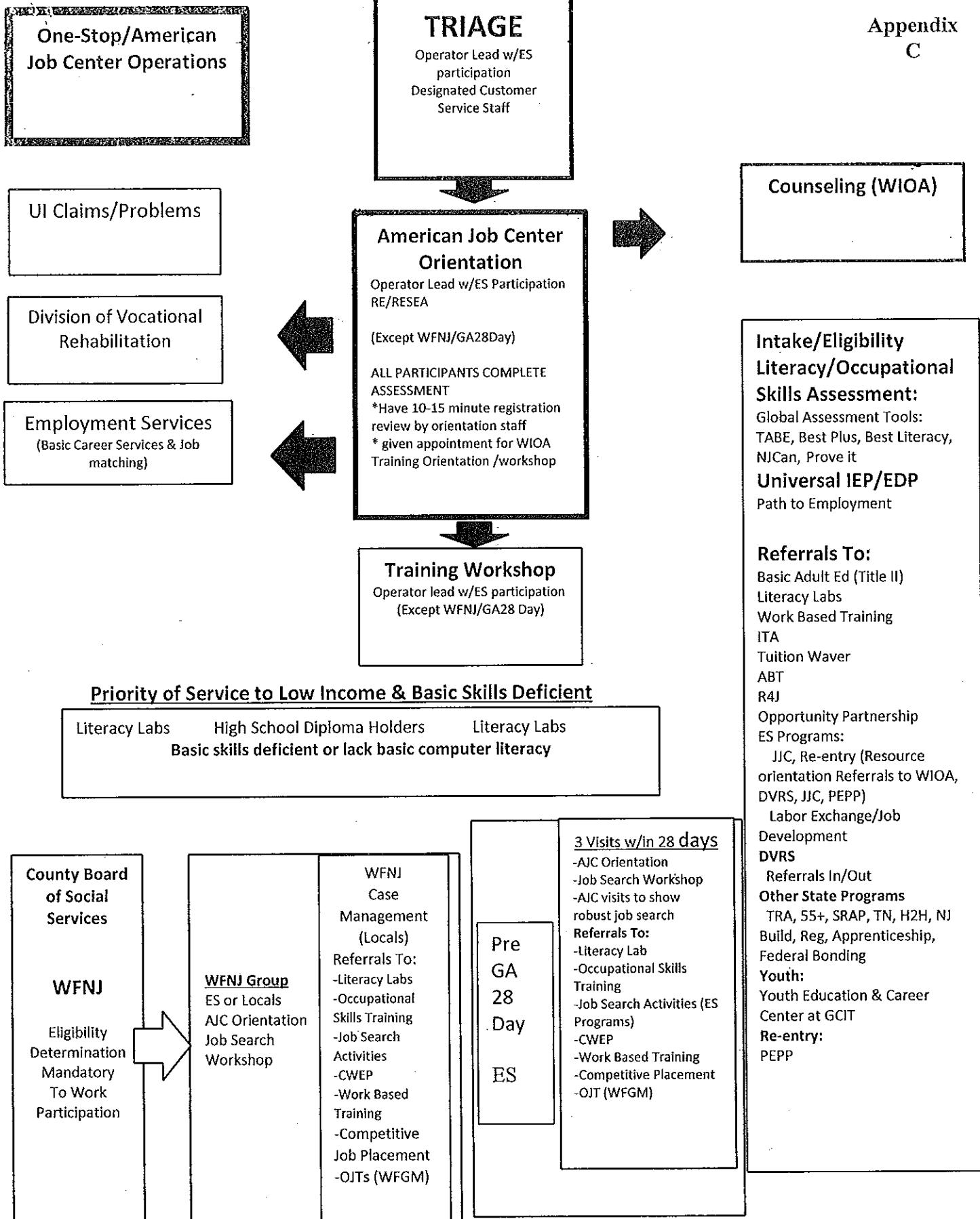
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone #: \_\_\_\_\_ Alt #: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Destination Agency: \_\_\_\_\_

Appointment Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ Appointment time: \_\_\_\_\_



*The following is an example of a monthly report outlining items needed, which will be modified to fit each of the American Job Center Partners, to be reported to the Operator.*

**American Job Center at Gloucester County  
Monthly Report**

**To:** Tom Bianco, Interim One-Stop Operator of AJC at Gloucester County  
**Cc:** Michelle Shirey, WDB Executive Director  
**From:**  
**Date:**  
**Ref:** ES/Training Services/ DVRS/Employer Service/Learning Link

**Training Services Report**

1. Applicants received Orientation to training services.
2. - Counseling/Certification appointments were scheduled.
3. Testing appointments were scheduled.
4. ABT's (Additional Benefits for Training) were processed.
5. Participants were enrolled in Job Development Activities.
6. Job Placements were processed with wages ranging from

\$        /hour to \$        /hour. (Average wage of \$        /hour)

\* Includes: 0 - Welfare recipients with average wage of \$ 0

7. Approximately: Click here to enter text. - Participants were enrolled into Classroom Training

Adult:       Dislocated:       TANF:       CAVP: 0    Other: 0

8. Approximately: Click here to enter text. - Youth were enrolled into the Youth One-Stop. Total enrolled:

9. Special Projects:                    - # Processed:                    - # Enrolled:                   

-# Employed:                    -# Terminated:

## **GLOUCESTER COUNTY ONE STOP PARTNER**

### **RESOURCE SHARING AGREEMENT**

The Resource Sharing Agreement provides the framework for key local partner commitment regarding the allocation and sharing of operational costs and resources for the One Stop Partner located at the American Job Center at Gloucester County. The One Stop Operator entity is responsible for executing the duties of the American Job Center at Gloucester County as specified in this agreement.

Partner agencies providing services, including electronically, through the American Job Center at Gloucester County for the local area have the responsibility to identify shared costs. Shared costs are defined as those costs of the American Job Center that benefit multiple partners and are incurred in support of the services delivered through a One Stop.

Any method that utilizes estimated numbers, whether it be participants, data elements, space usage, or other costs as pre-budgeted amounts; must be adjusted to actual data when it is available. Determining the proportionate shares attributable to the specific partner programs is the preliminary phase in the process. In this preliminary stage, the partners review the shared costs budgets, determine which methodologies are acceptable, and, from the acceptable methodologies, choose a method which should be applied to the shared costs. In other words, the partners are selecting the appropriate allocation base for the shared costs. One simple method that may be employed to determine proportionate share would be based on participation by eligible customers. Under this method, in its most basic form, the proportionate share would be determined by comparing the number of individuals either eligible for or receiving services, from a partner, to the total number of participants served.

This agreement becomes effective July 1, 2017 irrespective of signature dates and remains in effect until terminated by the repeal of the Workforce Investment Act of 2014 (WIOA), or in accordance with this section.

Should any party to the agreement withdraw, the agreement remains in effect with respect to the remaining parties.

#### **Agreement Modification**

The partners recognize that modifications will be necessary during the life of the agreement. Any modifications to this agreement must be in writing and approved by the Board or its designee. Quarterly modifications to the Worksheets Cost Allocation Plan, Attachment B in adherence to the Cost Allocation Plan (Chapter 3) will be provided to the Board for their information or approval, as appropriate. If additional partners become part of the comprehensive American Job Center at Gloucester County, the Budget (Chapter 4) will be revised, by the operator, in conjunction with all partners, and after approved by the Board, or its designee, will become part of this agreement. If any provision of the agreement is held invalid, the remainder of the agreement shall not be affected.

#### **Resource Sharing Agreement Management**

All local mandated program partners and optional partners approved by the Board will participate in the integrated management of the comprehensive American Job Center at Gloucester County. This management team will be led by the designated American Job Center at Gloucester County Manager. The American Job Center at Gloucester County Manager will be responsible for informing the Board, or its designee, of changes in partners, services, hours of operation, resource sharing modifications, etc.

## Cost Allocation Plan

*This Cost Allocation Plan: Per 20 CFR 678-.700 (WIOA Joint Rules for United and Combined State Plans Federal Register Vol. 80, No. 73 – April 16, 2015) are no personnel costs that are necessary for the general operation of the American Job Center:*

Costs incurred in operating an American Job Center at Gloucester County must be allocated according to federal cost principles and utilizing acceptable cost allocation methodologies, which must be outlined in a Cost Allocation Plan/Resource Sharing Agreement.

Certain costs are joint and are not easily chargeable to specific cost objectives. To assure that such costs are properly classified, a written allocation plan provides proper basis for the distribution of such costs. This Cost Allocation Plan (CAP) outlines the methodologies to be used to distribute costs among the various partners and funding sources. This plan aligns with the information contained in Memorandum of Agreement (Chapter 1) which describes the services to be provided by each partner, the resources that each partner is contributing to the operation of the center, and the costs for which each partner will be responsible, both direct and indirect.

This Cost Allocation Plan describes the ways in which costs will be charged to various grants and cost objectives. All costs incurred, by the American Job Center at Gloucester County, will be distributed utilizing the methods outlined in this plan, which identifies the pooled costs to be shared among partners and defines a basis of allocation. The basis for allocation is:

- agreed upon by the partners
- fair to benefiting programs
- measurable
- consistent
- Supported by ongoing data.
- Identifies each of the shared goods and services that should be allocated.
- Determines a method of allocation that will result in a cost approximately equal to the benefit to each program of the goods and services.
- Uses the simplest and least costly method possible that will produce an equitable allocation of costs to cost categories and programs based on a measure of relative benefit received.
- Makes the organizational structure no more complicated than necessary to allocate costs.
- Makes sure the process that is developed is replicable at any time.
- Considers the required structure and capabilities of the entity's accounting system in designing an operable cost allocation process.

## COST IN THE RSA IDENTIFIED

**Program Specific:**

- Program supplies
- Events
- Marketing
- Printing

**Facility / Infrastructure Costs:**

- Rent, utilities, maintenance, security
- Common area furniture & fixtures
- Signage
- Security system
- Equipment/Communication Costs:
- Computer hardware
- Computer software
- Data lines
- Telephone equipment
- Telephone service fees
- Copy/Print/Fax/Scan lease

- Resource Room computers
- Accounting services
- Office supplies
- Postage and mailing

**Building Wide Costs:**

- Break room/kitchen
- Inside janitorial
- Shared area furniture & fixtures
- Other outside services

***Other costs will be incorporated into this chapter and the Budget as:***

- Deemed necessary and appropriate
- Agreed upon by the parties to this agreement and
- Approved by the Gloucester County Workforce Development Board

**Cost Methods for Allocating Costs**

The cost allocation methods have been identified and may be utilized in allocating costs for the American Job Center at Gloucester County.

1. Cash
2. Full-time equivalents for shared personnel costs
3. In-kind services

Taking into consideration the following items:

- Percentage of dedicated square footage
- Number of employees
- Number of full-time equivalent employees
- Number of programs
- Number of program participants
- Weighted time study of usage
- In-kind services

**Modifications**

It may be necessary to modify this from time to time. A typical reason for changing an allocation method may be that the basis for allocating the costs is found to distort the results, or result in an inequitable distribution of costs. The plan may then be modified to ensure the allocation of costs results in an equitable distribution of costs that reflects the level of effort or benefit received by the various cost objectives. However, any changes to this CAP must be made infrequently and for

good cause. Changes must be agreed to by all participating partners and approved by the Gloucester County Workforce Development Board.

