Agency for Human Resources Development

State Integrated Workforce Plan

PY 2012 – PY 2016

Assurances 18-20, & 23:

Memorandum of Understanding
Between the
Guam Workforce Investment Board
And the
Guam One-Stop Career Center State Partners

OFFICE OF THE ... 06-
RECEIVED
AUG 2 1 2006
TIME 8:50 AM
E. TIMMY C
RECEIVED BY
CENTRAL FILE

MEMORANDUM OF UNDERSTANDING BETWEEN THE GUAM WORKFORCE INVESTMENT BOARD AND THE GUAM ONE-STOP CAREER CENTER STATE PARTNERS

This Memorandum of Understanding is between the Guam Workforce Investment Board (GWIB) and the One-Stop Career Center (OSCC) State Partners.

PURPOSE

The purpose of this Memorandum of Understanding is to outline the areas of agreement among the Guam Workforce Investment Board and the One-Stop Career Center State Partners [WIA, 1998 section 121 (c)(2)(A)]. This Memorandum of Understanding supercedes the previous agreement between the One-Stop Career Center Partners that expired July 31, 2006.

SECTION I-Partners to this MOU

1. Guam Workforce Investment Board, address being 414 W. Soledad Avenue, Suite 400 GCIC Bldg. Hagatna, Guam 96910. [WIA 1998 Section 121(a)(1)].

2. Required Primary Service Partners WIA 1998 Section 121(b).

Required Primary Service Partners	Represented Programs	Address
Agency for Human Resources Development (AHRD)	• Title I of WIA: Adult, Youth, Dislocated Worker, Incumbent • Passport-to-Careers (Learning Continuum)	414 W. Soledad Avenue, Suite 400 GCIC Bldg. Hagatna, Guam 96910
Department of Labor	• Guam Employment Service (Wagner Peyser Act) • Senior Community Service Employment Program Title V of Older Americans Act (SCSEP) • Bureau of Labor Statistics (BLS)	414 W. Soledad Avenue, Suite 401 GCIC Bldg. Hagatna, Guam 96910
Department of Integrated Services for Individuals with Disabilities (DISID)/Division of Vocational Rehabilitation (DVR) and Division of Support Services	• Vocational Rehabilitation Programs (Title IV WIA) • Support Services Programs • Passport-to-Careers (Learning Continuum)	Pacific Daily News Bldg, 6th/7th Floor 238 Archbishop Flores Street Hagatna, Guam 96910
Guam Housing & Urban Renewal Authority (GHURA)	• Employment & Training Programs Administered by HUD/Family Self-Sufficiency Program	117 Bien Venida Avenue Sinajana, Guam 96910
Guam Community College (GCC)	• Adult Education & Literacy Programs (Title II WIA) • Post-Secondary Vocational Education under Carl D. Perkins Vocational and Applied Technology Education Act • Employers involved in apprenticeship services • Passport-to-Careers (Learning Continuum)	Sesame St. Mangilao, Guam 96932
Department of Public Health & Social Services	• Employment & Training under Temporary Assistance for Needy Families/Jobs	P.O. Box 2816 Hagatna, Guam 96932
Guam Public School System (GPSS)	• Pacific Vocational Education Improvement Program (PVEIP) • Passport-to-Careers (Learning Continuum)	P.O. Box DE Hagatna, Guam 96932

8/17/06
* Not a required partner as referenced in law

ASSOCIATE PARTNERS	REPRESENTED PROGRAMS	ADDRESS
Department of Youth Affairs (DYA)	• Residential Program for high-risk youths	P.O. Box 23672 GMF, Guam 96921
University of Guam (UOG)	• Career Counseling and Development; Assistance to Student Financial Aids. Classroom Training and Workshops. • Passport-to-Careers (Learning Continuum)	Office of Admission & Records UOG Station Mangilao, GU 96923
Guam Mass Transit Authority (GMTA)/ Department of Administration	• Transportation Scheduling	P.O. Box 884 Hagatna, Guam 96932
Dept. of Administration (DOA)	• Technical Assistance on Network System and Fiscal	P.O. Box 884 Hagatna, Guam 96932
Guam Economic Development and Commerce Authority (GEDCA)	• Tax Rebate Employment and Training opportunities and workforce development	590 S. Marine Corps Drive Tamuning, Guam 96911

It is understood that other entities may be added to this MOU in the future including other entities that carry out a private human resource program [WIA 121(2)].

SECTION II – Goals to this MOU

A. Goals of the Guam Workforce Investment Board:

- Enhance One-Stop Career Center Program Delivery for Employers, Employees and Career Strategies.
- A Fully Integrated and Innovative Workforce Reporting System
- Workforce Development and Job Training (through capacity building)
- Adoption and Integration of the Proposed Workforce Learning Continuum as the Guiding Framework for the Power of e3.
- Increased Opportunities for Preparing Guam's Youth for Productive Careers and Work.
- Support Increased Economic Opportunities for Guam Residents.
- Collaboration with Business and Nongovernmental Organizations (Faith-Based) Community
- Increased Entrepreneurship Education
- Life Long Learning
- Workforce Investment System Governance

B. Objectives of the One-Stop Career Center State Partners:

- To provide users with access to core, intensive and training services.
- To build strong collaborative linkage between the public and private sectors, meet skill needs of employers and the training and employment of job seekers at large.
- To strengthen cooperation with job/education/training seekers and employers.
- To facilitate delivery of employment, education and training services.
- To take a pro-active role in all One-Stop Career Center services and functions.
  - To operate with shared focus, shared vision and shared goals to increase efficiency and reduce or eliminate duplication of efforts.
- To provide integrated services to customers.

SECTION III – Services, Roles and Responsibilities

1. Guam Workforce Investment Board shall:

   A. Promote and maintain partnerships with various government and private sector entities to meet the terms and conditions of its Strategic Two-Year Plan for Title I of the Workforce Investment Act of 1998 (WIA) and the Wagner-Peyser Act through the One-Stop Career Center System.

   B. Oversee and facilitate the One-Stop Career Center System, to include addressing operational issues that cannot be resolved by State Partners (Impasse), promoting the services of the One-Stop Career Center with public and private entities, and monitoring the overall performance of the center.

   C. Evaluate the effectiveness of the One-Stop Career Center System, in terms of universal access, availability of services, customer satisfaction, and progress toward meeting established performance measures as applicable. Take appropriate action to improve the delivery of services.

2. One-Stop Career Center Operator and its State Partners shall provide the following services and/or make them available through the One-Stop Career Center to all eligible customers:

   A. Core A Services – Self Help for Job Seekers and Employers:

      Computer Lab, Internet Access, Website Resources, Guam Department of Labor Job Bank, Local Job Vacancies, Application Forms, Job Announcements (Private, Federal, Government of Guam), Resume Template, Labor Market Information (LMI), Information on Selective Service Registration and Filing for Unemployment Insurance Claims, Career Interest Self Assessment, Information on Performance and Education Costs for Training Providers in the area, Information on Program Services, Other Announcements, Resources Library, Photocopier (depending on availability of funds) and Informational Brochures (e.g. resume writing, interview tips, American Disabilities Act (ADA) compliance and other program information).

   B. Core B Services – Staff Assisted:

      a) All Core A Services when customer is assisted
      b) Registration Process; Program Orientation Pre-Initial Eligibility Assessment of Skill Levels, Aptitudes, Abilities, and Support Service Needs; Job Search and Placement Assistance; Career Counseling; Customized training and education; Student Financial Aid information; Resource Referral; Technical Assistance with Assistive Technology and ADA Accommodations; Benefits Counseling; Follow-up Services; Assistance with Selective Service Registration and Information regarding Filing Unemployment Insurance Claims; and Assistance in Applying for the Job Corps Program and public and private job vacancies.

   C. Referral Method:

      The method for referring individuals from the One-Stop Career Center to the State Partners at the One-Stop Career Center is through the inter-office referral, or through e-mail. Referral includes basic customer information common to all State Partners. It also includes providing feedback information to the referring agency on the status of the referral.

For customers needing immediate assistance from State Partners from other sites, the referral form, and its required attachments, are given to the individual to hand carry to the appropriate agency, or the referral can be made through website internet, telephone, fax, email, or introduction and mailer form for jobseekers that are still not comfortable with the website internet process, whichever is convenient and appropriate.

D. Employer Services (Core B – Staff Assisted):

- Directory of Services
- Employer Job Listing
- Screening, Recruitment, Orientation and Referral of Qualified Job Seekers to Job Vacancies
- Resource Referral
- Occupational and Wage Information
- Rapid Response Assistance
- Interviewing Space
- Job Seeker(s) Orientation
- Career/Job Fairs
- Job Matching
- Information on Compliance Issues
- Technical Assistance with Assistive Technology and ADA Accommodations

3. The following intensive services shall be made available through the One-Stop Career Center system to customers unable to obtain employment through core services alone, or are employed but have been determined to be in need of intensive services to reach self-sufficiency.

- Group Counseling
- Individual counseling and career planning
- Assessment for training opportunities
- Case management
- Application assistance
- Assistance with referral for post-secondary educational opportunities.

4. The following training services shall be made available through the One-Stop Career Center system to those customers who have been unable to obtain employment through core or intensive services alone and have been determined to be in need of training services (determination upon eligibility of specific program).

- Tutoring, study skills training, and instruction leading to completion of secondary school, including dropout prevention strategies.
- Alternative secondary school services
- Year-round youth employment opportunities that are directly linked to academic and occupational learning
- Paid and unpaid work experience, including internships and job shadowing
- Occupational skills training, including training for nontraditional employment
- Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibilities and other positive social behaviors during non-school hours
- Adult mentoring for not less than 12 months
- Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referrals
- On-the-job training
- Programs that combine workplace training with classroom instructions
- Programs operated by the private sector
- Skill upgrading and retraining
- Entrepreneurial training
- Job readiness training
- Adult education and literacy activities provided in combination with one of the above

- Engage in customized training with employers with end goal of unsubsidized employment
- Support services, including childcare, transportation and needs-related payments
- Follow-up services
- Others as identified and approved by the Governor and the Guam Workforce Investment Board (GWIB).

5. The State Partners agree to each of the following conditions:

A. Required Primary Service Partners:

1. Have staff co-located at the One-Stop Career Center for a specific number of agreed-upon hours per week.
2. Participate in core A and B Services.
3. Have a permanent workstation.
4. Participate in the Guam Workforce System and in establishing performance and accountability measures.
5. Agree to a conflict resolution (mediation or negotiation) process, preferably by a neutral party.

B. Associate Secondary Service Partners:

1. Provide core-services to the One-Stop Career Center customers.
2. May participate in staff meetings and trainings.

6. Roles to be provided:

A. Guam Department of Labor agrees to co-locate/coordinate the services of two (2) front-line staff:

PROGRAM/Job Title	No. of Positions	Hours per Week	Services
(Wagner-Peyser) Guam Employment Services Employment Development Worker	1	40 hrs.	To provide Registration, Assessment, job placement and referral to programs

PROGRAM/Job Title	No. of Positions	Hours per Week	Services
(SCSEP Title V Older Americans Act) Employment Development Worker	1	40 hrs.	To determine eligibility and provide Referral to programs

B. Agency for Human Resources Development agrees to co-locate/coordinate the services of two (2) Staff:

PROGRAM/Job Title	No. of Positions	Hours per Week	Services
Workforce Investment Act Title I Employment Development Worker	2	40 hrs.	To provide Registration, Assessment, determine eligibility, case management, and referral to programs

C. Guam Community College agrees to co-locate/coordinate the services of one (1) staff.

Job Title	No. of Positions	Hours per Week	Services
Career Counselor	1	4 hrs.	To perform career counseling and assessment, and other counseling duties as needed to assist clients in career/educational development.

D. Department of Integrated Services for Individuals with Disabilities (DISID), Division of Vocational Rehabilitation (DVR) agrees to co-locate/coordinate the services of two (2) staff.

Job Title	No. of Positions	Hours per Week	Services
Vocational Rehabilitation Counselor	1	8	See DVR One-Stop Services Addendum
Social Worker	1	8	See DVR One-Stop Services Addendum

E. The Guam Department of Labor agrees to continue as the One-Stop Career Center Operator for the duration approved by the GWIB and agrees to co-locate/coordinate the services of two (2) staff:

Job Title	No. of Positions	Hours per Week	Services
One-Stop Career Center Operator/Executive Director* *Funded by WIA	1	40 hrs.	Oversees and maintains the daily operations of the One-Stop Career Center; initiate, participate community collaborations

PROGRAM/Job Title	No. of Positions	Hours per Week	Services
Customer Service Representative	1	40 hrs.	To maintain registration and self-help services, appointments and statistics

7. Cost allocation and resource sharing of operations at the One-Stop Career Center: (Pending Cost Allocation Committee's recommendation).

SECTION IV

This MOU shall be governed by and construed in accordance with the laws of the federal government, the Government of Guam, and in compliance with the Guam's Workforce Investment Strategic Plan for Title I of the Workforce Investment Act of 1998, and the Wagner-Peyser Act, Plans of Work as approved during

SECTION V

During the performance of this MOU, the parties shall comply with Section 188 of the Workforce Investment Act of 1998 (WIA), which prohibits discrimination against any individuals on Guam on the basis of race, color, religion, ancestry, physical or mental disability, political affiliation or belief, medical condition, marital status, sexual orientation, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I—financially assisted program or activity.

SECTION VI – Supervision

The One-Stop Career Center Operator will be responsible for providing direction to the One-Stop Career Center Executive Director in the daily operations and service delivery at the One-Stop Career Center. The One-Stop Career Center Executive Director shall coordinate with the Program Supervisors on all related operational matters to ensure services pursuant to the Service Provisions of WIA, as mandated, are appropriately responsive to the needs of every individual seeking One-Stop Career Center Services.

State Partners will participate in all major decisions affecting the policies and operations of the One-Stop Career Center.

SECTION VII- Supplemental Agreements

This MOU in no way restricts any of the parties from participating in similar activities or arrangements with other public or private agencies, organizations, or individuals. The Agency shall, however, inform the One-Stop Career Center Executive Director in writing of any activities or arrangements for informational purpose, and to avoid duplication of efforts.

SECTION VIII – Employee Relationships

Each Partner will be responsible for the management and compensation of its staff, and shall coordinate on-going relationships and communication with the One-Stop Career Center Executive Director to effectively ensure that the State Partners' services and resources are well coordinated to achieve the One-Stop Career Center Service Delivery pursuant to Guam's Workforce Investment 2005-2007 Plans of Work

SECTION IX – Records Retention

All State Partners will retain their records in accordance with their rules & regulations. All records which are specific to the One-Stop Career Center operations will be retained by the One-Stop Career Center Executive Director for at least five (5) years.

SECTION X – Method for Dispute Resolution

A. Customer Dispute Resolution: Each Partner is responsible for complaints against its program or staff, and will be responsible for resolving those complaints within the framework of its rules and policies. If a complaint is registered against the One-Stop Career Center, in general, it is the responsibility of the One-Stop Career Center Executive Director to resolve the complaint, and to seek input from the One-Stop Career Center Operator and Partner Agency when resolution cannot be reached.

B. Operational Dispute Resolution: The One-Stop Career Center Executive Director will make every effort to resolve operational disputes among State Partners within the One-Stop Career Center. If an operational dispute cannot be satisfactorily resolved, the One-Stop Career Center Executive Director will refer the issue to the One-Stop Career Center Operator for resolution. And if the One-Stop Career Center Operator's decision is not satisfactory to the complainant, he or she may appeal the One-Stop Career Center Operator's decision to the Workforce Investment Board for final disposition.

SECTION XI – Confidentiality

Client information shall be shared solely for the purpose of enrollment, referral or provision of services. In carrying out their respective responsibilities, each party shall respect and abide by the confidentiality policies of the other parties and all applicable local/federal rules and regulations.

SECTION XII – Modifications/Termination

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

The parties understand that the operation of the One-Stop Career Center is dependent on everyone's good faith effort to work together to improve services to the community. The parties also agree that this is a project where different ways of working together and providing services are being tried. In the event that it becomes necessary for one or more parties to cease being a party to this MOU, that said party (ies) shall notify the other parties, in writing, sixty (60) days in advance of that intention. Termination by one or more of the parties to this MOU does not alter the terms or obligations of the other parties to this MOU. This MOU will not relieve a party of any long-term rental or other financial obligation (e.g. lease, utilities or other resource sharing agreements).

SECTION XIII – Press Releases and Communications

Matters pertaining to the One-Stop Career Center will be relayed through the One-Stop Career Center Operator who will coordinate communication with the One-Stop Career Center State Partners. The One-Stop Career Center Operator will provide regular reports to the GWIB and quarterly reports to the One-Stop State Partners on the status of the One-Stop Career Center operations.

SECTION XIV – Amendment or Cancellation of Agreement

This Agreement may be amended at any time in writing; such amendment(s) will be effective when executed by all State Partners.

A Partner may immediately cancel its participation in whole or in part when funds are unavailable to carry-out some or all of the services or activities set forth in this Agreement. Notice of such immediate cancellation of participation in whole or in part must be in writing to all State Partners, and will be effective upon delivery of such Notice.

SECTION XV – Term

The term of this MOU shall commence on August 1, 2006 and end on July 31, 2007, shall be binding upon each party hereto upon execution by such party depending on the availability of funds, and shall be automatically renewed thereafter for a three-year period, unless any party gives notice of non-renewal at least thirty (30) days prior to the expiration date.

The undersigned Agencies agree to the fulfillment of this Agreement and mutually understand that this Agreement shall not become effective until executed by all State Partners involved.

SIGNATURE PAGE
MEMORANDUM OF UNDERSTANDING
BETWEEN
GUAM WORKFORCE INVESTMENT BOARD
AND THE ONE-STOP CAREER CENTER STATE PARTNERS

Guam Workforce Investment Board

Peter E. Gill, Chairman

Date: August 18th 2006.

Guam Department of Labor

Maria S. Connelley, Director

Date:

Agency for Human Resources Development

Erica U. Perez, Acting Director

Date:

Department of Administration

for Lourdes M. Perez, Director

Date: 8-18-06

Department of Integrated Services for Individuals with Disabilities

Rosanne S. Ada, Director

Date: 8/16/06

Department of Public Health & Social Services

* Arthur U. San Agustin, MHR
Acting Director

Date: 8-17-06

Department of Youth Affairs

Christopher Duenas, Director

Date: 8/16/06

Guam Community College

NVP Herminiano delos Santos, ~~Ph.D.~~ EdD

Date: 8-17-06

Guam Economic Development & Commerce Authority

Andy Jordanou, Administrator

Date: 8-17-06

06-09

Guam Housing & Urban Renewal Authority

Ronald S. DeGuzman, Executive Director

President

Date: 8-17-06

Guam Public School System

Luis Reyes, Interim Superintendent of Education

Date: 8.16.06

University of Guam

8/17/06

Victorina Renacia
Legal Counsel

Harold Allen, Ph.D., President

Date: 8/17/06

APPROVED AS TO LEGALITY AND FORM:

Office of the Attorney General

Douglas B. Moylan, Attorney General of Guam

Date: 8/16/06

APPROVED:

Office of the Governor

Felix P. Camacho, Governor of Guam

Date: 21 August 2006

RECEIVED
AUG 19 2006
ATTORNEY GENERAL'S OFFICE

THE DIVISION OF VOCATIONAL REHABILITATION (DVR)

The Division of Vocational Rehabilitation, the designated state unit for vocational rehabilitation services under the Department of Integrated Services for Individuals with Disabilities (DISID), agrees to contribute to the One-Stop Career System as follows. The Division will address the needs of persons with disabilities entering the One-Stop system through three different approaches as indicated below. The Division maintains that a person with a disability be given the opportunity to access services within the One-Stop system the same as all individuals, thereby being accepted into the One-Stop as part of the regular caseload, with DVR serving as technical consultants. Every person with a disability has the right to opt for One-Stop services without accessing VR services. In those cases, VR consultation will be available. Overall, DVR's primary focus is to provide eligible persons with significant and most significant disabilities the assistance needed to access services that lead to successful employment outcome.

Person with a disability:	One who does not require multiple services over an extended period of time. The presence of the impairment impedes or hinders the unilateral pursuit of employment. The individual is fully capable of self-advocacy and generally has inadequate work history. DVR will certify eligibility and refer to the One-Stop. DVR will provide technical consultantship as requested. After One-Stop training/placement, DVR will monitor and determine successful closure.
Person with significant disability:	One who requires multiple services over an extended period of time. This person may have multiple impairments and multiple secondary impediments that can be addressed through the dedicated VR funds for individuals in this situation wanting to pursue an occupational outcome. DVR will certify eligibility and provide full services. When the individual is job ready, DVR will refer to the One-Stop for job placement.
Person with most significant disability:	One who requires intensive services over an extended period of time. This person may have multiple impairments and impediments, and may benefit from extended supports and assistive technology in employment. DVR will certify eligibility, provide full services, and conduct job placement, informing the consumer of One-Stop as an employment option.

VR Counselors can provide the following services to One-Stop customers eligible for VR services:

Core Services

- Technical consultation on disability management.
- Services that specifically address the needs of people with disabilities, especially those with the most significant disabilities.
- One-on-one counseling to assist the consumer in choosing a specific employment outcome based on his/her unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choices.
- Consultation on job matching and disability considerations as needed.
- Advocacy to a prospective employer on behalf of the individual with a disability, when determined necessary by the individual.
- Job follow-up for at least 90 days to help ensure a successful employment outcome.
- Supported employment at the job site.
- Individualized, in-depth career counseling based on information gathered by the counselor and the consumer in arriving at the assessment of VR needs.
- Opportunities to explore a career choice through work exploration.
- Information that the individual needs to make informed choices about services, service providers, and employment goals.

Intensive Services

- Assessments to determine VR needs

Training Services

Training service options may be broader in scope than those offered by the One-Stop Center. Choices are not limited by the labor market demand, but are driven by consumer informed choice consistent with the primary employment factors and tempered by requirements that training programs meet certain standards and that the training is related to obtaining an employment outcome. VR consumers can avail themselves of training services provided by the One-Stop Center; however, the VR program may offer training services not available at the One-Stop Center and will generally provide these services for people with significant and most significant disabilities.

Information sharing

The VR counselor will share information with One-Stop partners for mutual consumers upon consent of the consumer.

Funding of services and operating costs

DVR agrees to fund services as approved by the Rehabilitation Services Administration, Region IX. DVR will cover operating costs for DVR staff located at the One-Stop Center to perform their tasks and will pay for office space of staff for scheduled office hours.

a) Personnel

One Vocational Rehabilitation Counselor (VRC) will be assigned on-site at the One-Stop to determine eligibility for participation in the VR program and to provide VR services for consumers who have met VR program eligibility criteria and have been determined eligible.

b) Hours

The VR Counselor will be located at the One-Stop Career Center two ½ days a week, for a total of 8 hours a week.

Schedule: 8:00 a.m. – 12:00 noon, Tuesdays and Thursdays, except holidays.

c) Electronic Access

DVR will provide access to the One-Stop website and America's Job Bank for consumers who enter the system through the DVR location. When DVR completes development of its website, it will provide the One-Stop Executive Director with the website address to enable the One-Stop to include a link to the DVR program website.

d) Information Access

DVR will provide a power point presentation of the services it provides. Pamphlets will be made available to customers at the One-Stop. As requested, DVR staff will brief customers and other One-Stop partners regarding DVR programs.

e) Supplies

DVR will provide its staff with the necessary supplies to perform their tasks.

f) Library Resources

DVR will provide materials, videos, pamphlets, and other relevant sources on a variety of disability-related topics.

g) Services

Forms will be provided to One-Stop partners to use when referring persons for DVR programs. Partners may place completed forms in DVR's box, ensuring that information on the referral is not open to view. The VR Counselor will contact the referring party during the next scheduled office hours to confirm receipt of referral. If a partner is not contacted with confirmation as indicated, the partner should verify that the VR Counselor received the referral. The VR Counselor assigned to the One-Stop will be responsible for communicating referrals to the main DVR office. DVR Counselors will determine eligibility for DVR programs. Questions regarding referrals or status of VR consumers are to be directed to the VR Counselor assigned to the One-Stop.

WIA MEMORANDUM OF UNDERSTANDING
BETWEEN THE
GUAM WORKFORCE INVESTMENT BOARD
AND
THE GUAM ONE-STOP CAREER CENTER PARTNERS

This WIA Memorandum of Understanding is between the Guam Workforce Investment Board (GWIB), and the One-Stop Career Center Partners.

PURPOSE

The purpose of this WIA Memorandum of Understanding is to outline the areas of agreement among the Guam Workforce Investment Board and the One-Stop Career Center Partners [WIA, 1998 section 121 (c)(2)(A)]. This Memorandum of Understanding supercedes the previous agreement between the One-Stop Center Partners.

SECTION I-Partners to this WIA MOU

1. Guam Workforce Investment Board, address being 125 Tun Jesus Crisostomo Street, Suite 101 Sunny Plaza, Tamuning, Guam 96911. [WIA, 1998 section 121(a)(1)].

2. Required Primary Service Partners WIA 1998 Section 121(b):

Required Primary Service Partners	Represented Programs	Address
Agency for Human Resources Development (AHRD)	• Title I of WIA: Adult, Youth, Dislocated Worker • Social Security Act/Balanced Budget Act 1997 Welfare-to-Work Program	
Department of Labor	• Guam Employment Service (Wagner Peyser Act) • Senior Community Service Employment Program Title V of Older Americans Act (SCSEP)	
DISID/Department of Vocational Rehabilitation (DVR)	Vocational Rehabilitation Programs (Title IV WIA)	
Guam Housing & Urban Renewal Authority (GHURA)	Employment & Training Programs Administered by HUD/FSS	117 Bien Venida Avenue Sinajana, Guam 96910
Department of Public Health & Social Services (DPHSS)	• Employment & Training under (TANF/Jobs)	
Guam Community College (GCC)	• Adult Education & Literacy Programs (Title II WIA) • Post-Secondary Vocational Education under Carl D. Perkins Vocational and Applied Technology Education Act • Employers involved in School-to-Work or apprenticeship services	

Department of Education (DOE)	School-to-Work (STW) partners, including K-12 education system	

ASSOCIATE PARTNERS	ADDRESS
Department of Youth Affairs (DYA)	
University of Guam (UOG)	
Guam Mass Transit Auth. (GMTA)	
Bureau of Budget and Management Research, Human Resources Division (BBMR, HRD)	
Dept. of Administration Data (DOA)	
Guam Economic Development Authority (GEDA)	
Dept. of Commerce (DOC)	
Dept. of Labor, Dept. of Bureau of Labor Statistics (DOL, BLC) pending confirmation on available funds	

It is understood that other parties may be added to this MOU in the future and other entities that carry out a human resource program [WIA 121(2)].

SECTION II - Goals to this WIA MOU

A. Goals of the GWIB:

1. To establish Guam's Workforce Development System through a strong alliance between public and private entities.

2. To align goals, strategies, results, resources and activities among Workforce Development Programs to develop a One-Stop system.

3. To promote and recognize performance excellence throughout the Workforce Development System.

B. Goals of the One-Stop Partners:

1. To provide core, intensive and training services to the community.

2. To work together for the good of the community.

3. To be focused on clients, job/education/training seekers, and employers as customers.

4. To integrate authority and responsibility for delivering employment and training services.

5. To deliver an environment that has meaningful information about where jobs are and what is needed to obtain employment/training.

6. To provide services to the customer rather than programs.

7. To take a pro-active role in all One-Stop services and functions.

SECTION III – Services, Roles and Responsibilities

1. Workforce Investment Board shall:

   a. Promote and maintain partnerships with various government and private sector entities to meet the terms of its Strategic Five-Year State Plan for Title I of the Workforce Investment Act of 1998 (WIA) through the One-Stop Career Center System.

   b. Oversee and facilitate the One-Stop Career Center System, to include addressing operational issues that cannot be resolved by State Partners (Impasse), promoting the services of the One-Stop Career Center with public and private entities, and monitoring the overall performance of the center.

   c. Evaluate the effectiveness of the One-Stop Career Center system, in terms of universal access, availability of services, customer satisfaction, and progress towards meeting established performance measures as applicable. Take appropriate action for failure to meet established performance measures.

2. One-Stop Career Center Operator and its State Partners shall provide the following services and/or make them available through the One-Stop Career Center to all eligible customers:

A. Core A Services – Self Help for Job Seekers and Employers:

Computer Lab, Internet Access, Website Resources, America's Job Bank Local (AJB), Local Job Vacancies, Application Forms, Job Announcements (Private, Federal, Government of Guam), Resume Template, Labor Market Information (LMI), Information on Selective Service Registration and Filing for Unemployment Insurance Claims, Career Interest Self Assessment, Information on Performance and Education Costs for Training Providers in the area , Information , on Program Services, Other Announcements, Resources Library, Photocopier (depending on availability of funds) and Informational Brochures (e.g. resume writing, interview tips).

B. Core B Service – Staff Assisted:

- All Core A Services when customer is assisted
- Common Registration Process; Pre-Initial Eligibility Assessment of Skill Levels, Aptitudes, Abilities, and Support Service Needs; Job Search and Placement Assistance; Career Counseling; Employment Referral; Resource Referral; Follow-up Services; Assistance with Selective Service Registration and Information regarding Filing Unemployment Insurance Claims; and Assistance in Applying for the Job Corps Program and Government of Guam Vacancies.

C. Employer Services (Core B – Staff Assisted):

   a. Directory of Service
   b. Employer Job Listing
   c. Screening, Recruitment, Orientation and Referral of Qualified Job Seekers to Job Vacancies
   d. Resource Referral
   e. Labor Market Information
   f. Rapid Response and Plant Closure Assistance
   g. Interviewing Space
   h. Guiding Job Seekers Regarding the Workplace
   i. Career/Job Fairs

3. The following intensive services are made available through the One-Stop career center system to those customers who have been unable to obtain employment through core services alone, have been determined to be in need of intensive services, or are employed but have been determined to be in need of intensive services to reach self-sufficiency.

- Comprehensive and specialized assessments of skill levels and service needs, which may include diagnostic testing and use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
- Group Counseling
- Individual counseling and career planning
- Case management for training opportunities
- Application assistance for customers who are unable to obtain other grant assistance.
- Assistance with referral for post-secondary educational opportunities.

4. The following training services are made available through the One-Stop career center system to those customers who have been unable to obtain employment through core or intensive services alone, have been determined to be in need of training services, and have the skills and qualifications to successfully participate in a training program (determination upon eligibility of specific program).

- Tutoring, study skills training, and instruction leading to completion of secondary school, including dropout prevention strategies.
- Alternative secondary school services
- Summer employment opportunities that are directly linked to academic and occupational learning
- Paid and unpaid work experiences, including internships and job shadowing
- Occupational skills training, including training for nontraditional employment
- Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibilities and other positive social behaviors during non-school hours
- Adult mentoring for not less than 12 months
- Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referrals
- On-the-job training
- Programs that combine workplace training with related instructions
- Programs operated by the private sector
- Skill upgrading and retraining
- Entrepreneurial training
- Job readiness training
- Adult education and literacy activities provided in combination with one of the above mentioned activities
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of training
- Supportive services, including childcare, transportation, and needs-related payments (dislocated workers only)
- Others as identified and approved by Governor and GWIB

5. The partners agree to each of the following conditions:

Required Primary Service Partners:

a. Have staff co-located at the One-Stop Career Center for a specific number of agreed-upon hours per week.
b. Participate in core A and B Services.
c. Have a permanent workstation.

d. Participate in staff meetings and training.
e. Participate in the One-Stop Career Center MIS system and in establishing performance and accountability measures.
f. Agree to a conflict resolution (mediation or negotiation) process, preferably by a neutral party.

Associate Secondary Service Partners:

a. ~~Are not co-located at the One-Stop site but are available as needed.~~
b. Provide core-services to the One-Stop Career Center customers.
c. Do not have a workstation.
d. Are not required, but may participate in staff meetings and training.

6. Roles to be provided: (See Addenda)

A. Department of Labor agrees to co-locate/coordinate the services of two staff

Job Title	No. of Positions	Hours per Week	Services
(Wagner-Peyser) Guam Employment Services Employment Development Worker (EDW) I	1	40 hrs.	To provide Registration, Assessment & Referral to programs

Job Title	No. of Positions	Hours per Week	Services
(SCSEP Title V Older Americans Act) Employment Development Worker I	1	4 hrs.	To provide Referral to programs

B. Agency for Human Resources Development agrees to co-locate/ coordinate the services of three staff

Job Title	No. of Positions	Hours per Week	Services
EDW-I (WIA Title I)	2	40 hrs.	To provide Registration, Assessment & Referral to programs
EDW –II (WIA Title I)	1	40 hrs.	

C. Guam Housing & Urban Renewal Authority agrees to co-locate/coordinate the services of two staff

Job Title	No. of Positions	Hours per Week	Services
Program Coordinator I	1	40*	Case management for eligible. participants, referral to programs
Program Coordinator II	1	40*	
	*a minimum of 4 hours weekly at the One-Stop Center		

D. Department of Public Health & Social Services agrees to co-locate/coordinate the services of _____ staff

Job Title	No. of Positions	Hours per Week	Services
			To provide Referral to programs

E. Guam Community College agrees to co-locate/coordinate the services of 1 staff

Job Title	No. of Positions	Hours per Week	Services
Career Counselor	1	4 (10AM – 2PM Wednesday)	To provide Referral to programs

F. Department of Education agrees to co-locate/coordinate the services of _____ staff

Job Title	No. of Positions	Hours per Week	Services
			To provide Referral to programs

G. Department of Vocational Rehabilitation agrees to co-locate/coordinate the services of _____ staff

Job Title	No. of Positions	Hours per Week	Services
			To provide Referral to programs

H. The Department of Labor agrees to continue as the One-Stop Operator for the duration approved by the GWIB and agrees to co-locate/coordinate the services of ____3____ staff, depending upon the availability of funding.

Job Title	No. of Positions	Hours per Week	Services
One-Stop Operator/Executive Director	1	40 hrs.	
Systems & Programming Administrator	1	40 hrs.	
Administrative Assistant	1	40 hrs.	

7. The following agencies shall contribute to the operation of the One-Stop Career system in the following ways: (See Addenda)
   a. Personnel
   b. Hours
   c. Electronic Access
   d. Informational Access
   e. Supplies
   f. Library Resources (Videos, magazines, etc.)
   g. Services

8. Cost allocate and resource share of operating the One-Stop Career Center: (See Addendum) Pending Finance & Technology Committee's recommendation.

SECTION IV

This MOU shall be governed by and construed in accordance with the laws of the federal government and the Government of Guam.

SECTION V

During the performance of this WIA MOU, the parties shall not discriminate against any person because of race, color, religion, sex, national origin, ancestry, physical or mental disability, medical condition, marital status or sexual orientation.

SECTION VI – Supervision

The day-to-day supervision of staff assigned to the common area functions of the One-Stop Center will be the responsibility of the One-Stop Executive Director.

SECTION VII

This WIA MOU in no way restricts any of the parties from participating in similar activities or arrangements with other public or private agencies, organizations, or individuals.

SECTION VIII - Employee Relationships

Each partner will be responsible of compensating its own staff.

SECTION IX - Method for Dispute Resolution

The parties agree to try to resolve policy or practice disputes at the lowest level starting with the One-Stop Executive Director, Site Supervisor and staff. If issues cannot be resolved at this level, they shall be referred to the management staff both the One Stop Operator and the staff's original employer for discussion and resolution. The parties agree to a conflict resolution (mediation or negotiation) process, preferably by a neutral party.

SECTION X - Confidentiality

Client information shall be shared solely for the purpose of enrollment, referral or provision of services. In carrying out their respective responsibilities, each party shall respect and abide by the confidentiality policies, of the other parties and all applicable local/federal rules and regulations.

SECTION XI - Modifications/Termination

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

The parties understand that implementation of the One-Stop Career Center is dependent on everyone's good faith effort to work together to improve services to the community. The parties also agree that this is a project where different ways of working together and providing services are being tried. In the event that it becomes necessary for one or more parties to cease being a party to this WIA MOU, that said party(ies) shall notify the other parties, in writing, sixty (60) days in advance of that intention. Termination by one or more of the parties to this WIA MOU does not alter the terms or obligations of the other parties to this

or more of the parties to this WIA MOU does not alter the terms or obligations of the other parties to this WIA MOU. This in no way relieves a party of any long term rental or other financial obligation previously agreed upon (e.g. lease, utilities or other resource sharing agreements).

SECTION XII - Press Releases and Communications

Matters pertaining to the One-Stop Career Center will be relayed through the One-Stop Executive Director who will coordinate communication with the One-Stop partners. The One-Stop Executive Director will make regular reports to the GWIB on the status of the One-Stop Center operations.

SECTION XIII - Term

The term of this WIA MOU shall commence on July 1, 2001 and end on June 30, 2005, shall be binding upon each party hereto upon execution by such party depending on the availability of funds, and shall be automatically renewed thereafter on a year-to-year basis, unless any party gives notice on non-renewal at least thirty (30) days prior to an anniversary date.

SIGNATURE PAGE
MEMORANDUM OF UNDERSTANDING
BETWEEN
GUAM WORKFORCE INVESTMENT BOARD
AND THE ONE-STOP CAREER CENTER PARTNERS

Guam Workforce Investment Board

Thomas J. Nielsen, GWIB Chairman

Date: 8-30-01

Office of the Governor

Carl T.C. Gutierrez, Governor of Guam

Date: 9-3-01

Agency for Human Resources Development

Sheila S. Torres, Director

Date: 8/30/01

Guam Department of Labor

David Dell'Isola, Director

Date: 8/30/01

Guam Community College

for Dr. Herominiano delos Santos, President

Date: 8/30/01

Division of Vocational Rehabilitation

Dr. Albert San Agustin

Date: 9-3-01

Department of Education

Rosie Tainatongo, Superintendent of Education

Date: 8/30/01

Guam Housing & Urban Renewal Authority

Taling Taitano, Executive Director

Date: 8/30/01

Department of Public Health & Social Services

Dennis Rodriguez, Director

Date: 8/30/2001

Attorney General's Office

Robert Kono, Acting Attorney General

Date:

RECEIVED
SEP 04 2001 10:37am

Senior Community Service Employment Program (SCSEP) agrees to provide the following services at the One-Stop Career Center:

1. Personnel
   SCSEP will assign one Employment Development Worker (I) at the Intake Registration Section to conduct pre-initial eligibility assessment. SCSEP will assign one Employment Development Worker (I) to provide case management services (intensive and training guidance priority given to those customers who have met WIA /WTW program eligibility criteria and have been determined eligible).

2. *Hours
   8:00 a.m.-12:00 noon Mondays through Fridays, except holidays.

3. Electronic Access
   Should the Teams System provide connectivity to link the customer's data to the Program for customers to apply through electronic access.

4. Informational Access
   Pamphlets will also be available to customers at the One-Stop. Knowledgeable staff representatives of services SCSEP provides and other programs available to appropriately refer customers.

5. Supplies
   Currently SCSEP provides its staff at the One-Stop necessary supplies needed. Toilet tissue and trash bags provided by SCSEP for the One-Stop Career Center Operations.

6. Library Resources (Videos, magazines, etc.)
   None.

7. Services:
   SCSEP staff and/or enrollee at the One-Stop Career Center will provide Core A – Self Help services of its program to all customers of the OSCC. (pamphlets, powerpoint presentation, Provider's List of program cost and program information) Core B Services the Common Registration Process SCSEP staff and/or enrollee will conduct.

* Until SCSEP can hire the other EDW I, hours will change from 8:00 a.m. to 4:00 p.m.

Case management will include the following:
Informational Career Planning and Educational Opportunities Referral – Eligible Career Strategy Plan – Customers who have been determined ineligible for SCSEP will be referred to WIA/WTW for services.

Rapid Response to assist as a team partner in providing services to employers who anticipate a mass layoff of employees. (Dislocated Worker)
Outreach Activities SCSEP will participate in community presentations to provide awareness of SCSEP's services.

7. 1) Department of Labor, Guam Employment Service agrees to contribute to the One-Stop Career System in the following ways:

a) Personnel
One Employment Development Worker I for assistance in the Common Registration Process

b) Hours
8 a.m. to 4 p.m., Mondays through Fridays, except holidays

c) Electronic Access

d) Informational Access
Information on employment opportunities.

e) Supplies
Pending Cost Allocation/Resource Sharing Agreement

f) Library Resources (Videos, magazines, etc.)
Information on GES program services in the Computer Resource Lab.

(g) Services
Guam Employment Service (GES) will provide the following services as a partner in Guam's One-Stop system upon receipt of referral from the One-Stop Registration Process or subsequent referral from any One-Stop partner. These services will be provided through either co-location of GES at the One-Stop Career Center or through electronic linkages to the OSCC.:

(1) job search
(2) file search
(3) job placement assistance
(4) job development
(5) resource referral
(6) minimal follow-up services to help customers keep their jobs once they are placed
(7) employer job listing
(8) screening, recruitment, orientation, and referral of qualified job seekers to job vacancies
(9) Selective Service registration and information to assist those who are unable to register online to register for Selective Service.
(10) assistance with information regarding filing Unemployment Insurance (UI) Claims
(11) rapid response and plant closure assistance
(12) assistance with and screening of Job Corps applications
(13) job fair
(14) outreach presentations

Agency for Human Resources Development agrees to provide the following services at the One- Stop Career Center:

1. Personnel
   AHRD will assign two Employment Development Workers (I)at the Intake Registration Section to conduct pre-initial eligibility assessment.
   AHRD will assign one Employment Development Worker (II) to provide case management services (intensive and training guidance priority given to those customers who have met WIA /WTW program eligibility criteria and have been determined eligible)

2. Hours
   8:00 a.m. – 4:00 p.m. Mondays through Fridays, except holidays

3. Electronic Access
   Should the Teams System provide connectivity to link the customer's data to the Agency for customers to apply through electronic access.

4. Informational Access
   Information on performance and education costs for training providers in the area. A Power Point Presentation of services AHRD provides. Pamphlets will also be available to customers at the One-Stop. Knowledgeable staff representatives of services AHRD provides and other programs available to appropriately refer customers.

5. Supplies
   Currently AHRD provides it's staff at the One-Stop necessary supplies Needed. A MOA is currently between Employment Service and AHRD to utilize the Xerox machine. Toilet tissue and trash bags provided by AHRD for the One-Stop Career Center Operations.

6. Library Resources (Videos, magazines, etc.)
   Resources that could be accessible, located in the resource area within the Agency. (Books, Website reference and other reports from US Department of Labor Employment and Training)

7. Services:
   AHRD staff at the One-Stop Career Center will provide Core A – Self Help services of it's program to all customers of the OSCC. (pamphlets, powerpoint presentation, Provider's List of program cost and program information)
   Core B Services the Common Registration Process AHRD staff will conduct.
   Case management will include the following:
   Informational Career Planning and Educational Opportunities Referral – Eligible WIA/WTW customers will be assisted for appropriate referral.
   Career Strategy Plan - Customers who have been determined WIA/WTW eligible priority will be given to assist in developing the CSP.
   Intensive Services - Customers who have been determined WIA/ WTW eligible priority will be given to attend the Pre-Employment Enhancement Training (PEET). Should there be available seats for non-eligible customers who want to attend (PEET) arrangements can be made.

Screening and assisting Job Corps applicants and secure appropriate documents to forward to Hawaii in coordination with GES and DYA.
Rapid Response to assist as a team partner in providing services to employers who anticipate a mass layoff of employees. (Dislocated Worker)
Outreach Activities AHRD will participate in community presentations to provide awareness of AHRD's services.

Training for eligible WIA/WTW customers will align with Career Strategy Plan and appropriate referral will be applied.

GUAM HOUSING & URBAN RENEWAL AUTHORITY ONE-STOP SERVICES

Guam Housing & Urban Renewal Authority (GHURA) agrees to provide the following services at the One-Stop Career Center:

1. **Personnel**
   GHURA has 2 employees assigned on a full-time basis to administer the Family Self Sufficiency (FSS) Program (1 Program Coordinator II, 1 Program Coordinator I). These employees will be made available as required to ensure that the FSS program is integrated into the One-Stop Center.

2. **Hours**
   FSS staff will be available from 8am-5pm, Monday through Friday, except holidays at the Resident Coordinator Office located in Toto Gardens. In addition, FSS staff will commit at least 4 hours a week to be present at the One-Stop Center. An agreed upon schedule will be provided to the One-Stop Center Manager. Should circumstances, e.g., mandatory training, prevent staff from being available to provide services, the One-Stop Manager will be notified 48 hours prior.

3. **Electronic Access**
   The One-Stop Manager will be provided with the GHURA website address to link with the One-Stop Website. Similarly, GHURA will provide links to the One-Stop Website within its website. GHURA will provide information at workstations available to its clients to enable customers to access the One Stop website.

4. **Information Access**
   GHURA will provide a power point presentation of the services it provides. Pamphlets will be made available to customers at the One-Stop. As requested, FSS staff will brief customers and other One-Stop providers about GHURA programs.

5. **Supplies**
   GHURA will provide its staff with the necessary supplies to perform their tasks.

6. **Library Resources**
   GHURA will provide relevant training materials, videos, pamphlets, and other relevant sources as they become available.

7. **Services**
   GHURA's FSS staff will provide to public housing tenants and section 8 participants the following services:
   - ✓ Job placement
   - ✓ Job readiness
   - ✓ One to one assessments
   - ✓ FSS workshops/orientation
   - ✓ Section 3 applications
   - ✓ Section 3 interviews
   - ✓ Section 3 certifications
   - ✓ Information on program service referrals
   - ✓ Family counseling
   - ✓ Economic development training
   - ✓ Job/career training

Guam Housing & Urban Renewal Authority agrees to co-locate / coordinate the services of two (2) staff.

Job Title	No.of Positions	Hours per Week	Services
Program Coordinator II	1	40*	Case management for eligible participants, referral to programs
Program Coordinator I	1	40*	
	*a minimum of 4 hours weekly at the One-Stop Center		

GUAM WORKFORCE INVESTMENT BOARD

RESOLUTION 08-05

A RESOLUTION APPROVING AN EXTENSION TO THE ONESTOP CAREER CENTER (OSCC) PARTNER MEMORANDUM OF UNDERSTANDING

PREAMBLE

WHEREAS, pursuant to the Workforce Investment Act (WIA) of 1998, the One Stop delivery system is a system under which entities responsible for administering separate workforce investment, educational, and other human resource programs and funding streams collaborate to create a seamless system of service delivery that will enhance access to the programs' services and improve long-term employment outcomes for individuals receiving assistance.

WHEREAS, the OSCC Memorandum of Understanding satisfies the requirement pursuant to WIA and the Code of Federal Regulations (CFR) Subpart C §662.300 to develop a continuing agreement between the GWIB, Governor of Guam and the OSCC partners.

WHEREAS, the meeting with the GWIB planning team and the Guam Department of Labor/Agency for Human Resources Development management team, recommend the extension of the MOU to coincide with the period of performance of Guam's State Plan covering program years 2007-2009.

RESOLUTION

NOW THEREFORE BE IT RESOLVED, that the Guam Workforce Investment Board hereby approves the extension of the OSCC MOU for which the period covered under the original agreement has expired; and therefore approves the extension of the MOU to incorporate the alignment with the state plan period of performance from July 1, 2007 through June 30, 2009.

Adopted this 29th day of May 2008

ATTESTED:

For the
GUAM WORKFORCE INVESTMENT BOARD

for **Peter E. Gill, Chair**

for **Lorraine Okada, Vice-Chair**