

**Alaska Workforce Investment Board  
And  
Alaska Job Center Network  
Memorandum of Understanding  
Pursuant to the Workforce Investment Act**

**Section I. Parties**

The parties to this Memorandum of Understanding (MOU) are:

Andy Baker, Chair  
Alaska Workforce Investment Board  
1016 W. 6<sup>th</sup> Ave.  
Anchorage, Alaska 99501

Thomas W. Nelson, Director of Employment Security Division  
Department of Labor and Workforce Development  
PO Box 25509  
Juneau, AK 99802-5509

Katherine Farnham, Director of the Division of Business Partnerships  
Department of Labor and Workforce Development  
1016 W. 6<sup>th</sup> Ave.  
Anchorage, Alaska 99501

David C. Quisenberry, Director of Vocational Rehabilitation  
Department of Labor and Workforce Development  
801 West 10<sup>th</sup> Street  
Juneau, AK 99801

Anthony Lombardo, Director of Public Assistance  
Department of Health and Social Services  
P.O. Box 110640  
Juneau, AK 99811-0640

Barbara Thompson, Director, Teacher and Learning Support  
Department of Education and Early Development  
801 West 10<sup>th</sup> Street  
Juneau, AK 99801

## **Section II. Duration**

This MOU shall remain in effect until terminated by the repeal of the Workforce Investment Act of 1998 (WIA) or in accordance with this section. If any part of this MOU is found to be null and void, or is otherwise stricken, the rest of this MOU shall remain in force. Any party may withdraw from this MOU by giving written notice of intent to withdraw at least 180 calendar days in advance of the effective withdrawal date. Notice of withdrawal shall be given to all parties at the addresses shown in Section I of this MOU, and to the contact persons listed, considering any information updates received by the parties pursuant to Section I. Should any Alaska Job Center Network Partner withdraw, this MOU shall remain in effect with respect to other remaining Alaska Job Center Network Partners.

## **Section III. Modification and Assignment**

This MOU may be modified at any time by written agreement of the parties. Assignment of responsibilities under this MOU by any of the parties shall be effective upon written notice to the other parties. The Alaska Workforce Investment Board reserves the right to respond to performance issues in the state of Alaska by requesting modification of the MOU at any regularly scheduled meeting of the Board.

## **Section IV. Service Provided Through Alaska's One-Stop Job Centers**

### ***A. Job Seeker Services***

***Eligibility Determination-*** Eligibility for mandated programs is identified in statute, regulation or policy for each individual program. Eligibility criteria for Workforce Investment Act Title I Training Programs (Adult, Dislocated Worker, Youth, Job Corps, Migrant and Seasonal Farm Workers), Wagner-Peyser, Veterans Services, NAFTA/TAA, Vocational Rehabilitation, Adult Basic Education, Welfare to Work, Carl Perkins and Applied Technology Act, Senior Employment Programs, HUD Employment and Training, Community Service Block Grant Employment and Training, Workforce Investment Act Title I Native Grantees, Alaska Temporary Assistance Program, and the Food Stamp Employment and Training program are maintained by the agency administering the program and will be determined by the administering agency.

***Common Intake Process*** – A common intake and case management process will be an element of service no later than July 1, 2005.

***Orientation*** – Local Job Center Partners will develop and implement a joint orientation in each Job Center that is relevant to that individual one stop site and inclusive of all partners at that one stop site. Each Job Center will report to the AJCN Operations Council on January 1, 2004 on the progress toward implementation. All job centers will offer joint orientations as a core service no later than July 1, 2004.



**Core Services** - Core services are those universally available activities identified in WIA and Wagner Peyser. In Core Services there will be an emphasis on self-service. Where self-service cannot be obtained, staff must be in place to provide assistance. These services include but are not limited to:

- *Careers, Jobs, and Labor Market Information*
- *Labor Exchange Programs*
- *Education Programs*
- *Support*
- *Unemployment Insurance*
- *Eligibility Screening and Referral Process.*

**Intensive Services** - With an emphasis on eligibility, intensive services will be available to those who are unable to obtain or maintain employment through core services or need intensive services to obtain or retain employment that allows for self-sufficiency. These services include but are not limited to:

- *Intake*
- *Testing & Assessment*
- *Development of Individual Employment Plans (IEP)*
- *Employment Counseling*
- *Short-term Pre-vocational Service*

**Training Services** - Training is available to eligible individuals who are unable to obtain or maintain employment through core and intensive services and are assessed and determined to need training services in order to obtain or retain employment that allows for self-sufficiency. These services include but are not limited to:

- *Training*
- *Adult education and literacy activities*

**B: Services to Employers** These services include but are not limited to:

- *Information on and referral to Employer Services*
- *Marketing*
- *Single Point of Coordination with Economic Development Efforts*
- *Workforce Information*
- *Labor Exchange*

**Administrative Appeal** - Consistent with the statute, regulations and policies guiding eligibility for a program, individuals determined eligible or ineligible for services will be provided written information on the appeal rights. Staff of the programs and the job centers will make every effort to assist individuals with their decision to appeal without discrimination. Additionally, representatives from programs such as the Client Assistance Program or Independent living centers will be provided access to all client information consistent with the program's statute, regulations and policies.

The services described above are not exhaustive as each program agreeing to participate in the one-stop may have more services than those listed above. The MOU does not exclude those services from being delivered in the one-stop.

#### **Section V. Method of Referral**

**Referrals** – The minimally acceptable referral for Job-Seekers, Employers and Participants of the Alaska Job Center Network include:

- Referring Agency representative name, telephone number;
- Date of referral;
- Participant contact information i.e., name, address, contact information;
- Identification of the recommended referral i.e., Public Assistance, Vocational Rehabilitation, Adult Literacy program etc.;
- Representative of agency receiving the referral and;
- Reported reason for referral.

Referral documents as appropriate will be provided to the participant for presentation to the receiving agency representative to communicate the above information.

Recommended referral efforts include telephone contact to the referred agency to arrange meeting appointments; escorted referral to referred agency; Follow-up regarding the success of referrals; faxed copy of a referral documents to the receiving agency; maintained copies of referral documents; team service delivery or; other referral practices that provide participants with quality customer service, ensures Universal access and is documented.

#### **Section VI. Cost Allocation in Alaska's Job Centers**

**Cost Allocation** - The Alaska Job Center Network will allocate costs for services, resources and operating expenses according to the guidance in the attached AJCN principles of cost allocation.

#### **Section VII. Additional Terms**

**Alaska Job Center Network One-Stop Operator**- The Employment Security Division is designated as the One-stop Operator of Alaska's Job Centers in the Anchorage/Mat-Su local area and in the Balance of State local area.

**Universal Access** - All Alaska Job Centers and job center programs will be accessible to all Alaskans and usable by people with disabilities according to the standards spelled out in the Americans with Disabilities Act Accessibility Guidelines and Job Center Certification Procedures.



### Section VIII. Signatures

The individuals signing below have the authority to commit the party they represent to the terms of this MOU, and in doing so commit by signing.

Andy Baker Date 5/5/04  
Andy Baker, Chair  
Alaska Workforce Investment Board

Thomas W. Nelson Date 4/26/04  
Thomas W. Nelson, Director of Employment Security Division  
Department of Labor and Workforce Development

Katherine Farnham Date 4.29.04  
Katherine Farnham, Director of Business Partnerships Division  
Department of Labor and Workforce Development

David C. Quisenberry Date 4-28-04  
David C. Quisenberry, Director of Vocational Rehabilitation  
Department of Labor and Workforce Development

Anthony Lombardo Date 04.28.04  
Anthony Lombardo, Director of Public Assistance  
Department of Health and Social Services

Barbara Thompson Date 4/26/04  
Barbara Thompson, Director, Teacher and Learning Support  
Department of Education and Early Development