

BALTIMORE CITY INTEGRATED LOCAL WORKFORCE INVESTMENT AREA PLAN

*Baltimore City
Mayor's Office of Employment Development
and the
Baltimore City
Workforce Investment Board*

*July 1, 2012 – June 30, 2017
Revised 8/26/2014
Revised 9/18/2015*



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PLAN SIGNATURES

Name of Area:


Chief Local Elected Official Signature Stephanie Rawlings-Blake 6.13.12
Name Date


Local Area Director Signature Karen Sitnick 6-25-12
Name Date


LWIA Board Chairperson Signature John Ashworth 6-20-12
Name Date

Note: Original signatures are not required for submittal, but must be available for review upon request and during onsite program reviews. Please scan signatures for the plan.

GENERAL NARRATIVE (SECTION III)

A. WIA Organization

1. Name of Area	Baltimore City
2. Name, address, and phone number for Chief Local Elected Official	Stephanie Rawlings-Blake, Mayor City Hall, Room 250 100 N. Holiday Street Baltimore, Maryland 21202 410 396-3835
3. Name of organization administering the grant	Mayor's Office of Employment Development
a. Name, address, and phone number for Local Area Director	Karen Sitnick, Director 417 E. Fayette Street Suite 468 Baltimore, Maryland 21202 410 396-1910
b. Fax Number:	410 752-6625
c. Email Address:	ksitnick@oedworks.com
4. Name, address, and organization of the Workforce Investment Board Chairperson	John W. Ashworth III Senior Vice President Network Development, University of MD Medical System Associate Dean, University of MD School of Medicine 250 West Pratt Street 24 th floor Baltimore, MD 21201
5. Name, address, and organization of the Youth Council Chairperson	Gregory M. Derwart Chief Operating Officer Baltimore Office of Promotion and the Arts 10 E. Baltimore Street, 10th Fl. Baltimore, Maryland 21202
6. Name, address, and phone number of the area's One-Stop operator(s). List all the sites the organization manages and indicate with an asterisk sites that are WIA comprehensive service sites	The Mayor's Office of Employment Development (MOED) is the one stop operator with administrative office located at: Mayor's office of Employment Development 401 E. Fayette Street Suite 468 Baltimore, Maryland 21202 410 396-1910

	<p>MOED manages:</p> <p>*Eastside Career Center 3001 E. Madison Street Baltimore, Maryland 21205 410-396-9035 410-361-9648 (fax)</p> <p>*Re-entry Center @ Northwest Career Center Mondawmin Mall Baltimore, Maryland 21215 410-523-1060 410-523-0970 (fax)</p> <p>MOED contracts with AFL-CIO Community Services to manage the:</p> <p>*Baltimore Works Career Center 1100 N. Eutaw Street Baltimore, Maryland 21201 410-767-2148 410-333-7398 (fax)</p>
<p>7. Web site address, Facebook page, You Tube channel, or other social media for the area (if any)</p>	<p>www.oedworks.com; www.baltoworkforce.com;</p> <p>Facebook: Baltimore City Mayor's Office of Employment Development Baltimore City Mayor's Office of Employment Development – YouthWorks Baltimore City Mayor's Office of Employment Development – Human Resources</p> <p>YouTube: BaltimoreYouthWorks</p>
<p>8. Name and phone number of the individual(s) with primary responsibility for plan development</p>	<p>Patricia Morfe – 410 396-1261 Mary Sloat (adult services) – 410 396-1910 Ernest Dorsey (youth services) – 410 396-6722</p>

B. TITLE I OPERATIONAL AREAS

1. Collaborative Local Labor Market Plan

Describe your local economic environment, including areas of significant growth or decline, labor force characteristics and current industry needs. What strategies will be implemented to meet the demands of the local labor market, particularly industries and occupations that are high-growth and high-demand?

The Baltimore Workforce Investment Board (BWIB) recognizes that the labor market is regional and that substantial opportunity for employment lies both inside and outside city boundaries. Using labor market information and other data, it has established criteria for the selection of target sectors that represent high growth/high demand industries that offer opportunities for workforce preparation strategies to prepare Baltimore residents for careers. This criterion includes opportunities for career pathways, wages/ salaries, and projected increase in job growth. Research and analysis have been conducted and the following eight target industries have been identified as areas on which to focus workforce development efforts: Health Care and Social Assistance; Bioscience; Business Services; Computer, Internet, Data and Software Related Services; Hospitality and Tourism; Construction; Port Occupations; and, Sustainable Energy and Environmentally-driven Services.

The Population Estimates Program of the U.S. Census Bureau estimates that there were 620,538 residents of Baltimore City in 2010. According to the 2010 American Community Survey (5 year estimates), more than three quarters (77.3%) of the population aged 25 years or older in Baltimore City had at least a high school diploma or an equivalent, and slightly more than one quarter (25.2%) of people 25 or older had at least a bachelor's degree. The median age of Baltimore City residents remained comparatively the same (34.4 years) as to the last plan period. Black / African American people accounted for almost two-thirds (63.47%) of the city's population. Around one-third (29.6%) of people were White / Caucasian. The remaining 6.7% of Baltimore City residents identified themselves as belonging to some other race or a mixture of races. Independent of race, 2% of Baltimore City residents identified themselves as being Hispanic or Latino.

Baltimore City's labor market has been significantly impacted by the recent economic downturn. Baltimore City's unemployment rate ranged from 11.5% to 9.4% in 2011, with an annual average of 10.5%. In March 2012 the unemployment rate was 10.0%. The number of weekly new unemployment claims in April of 2012 was 16% lower than it was in corresponding week in 2011. Baltimore City's unemployment rate was 3.3 percentage points higher than the state of Maryland (6.7%) in February 2012.

Current employment statistics show that average non-farm employment in Baltimore City decreased by 3.6% from 2008 through 2010 but increased by 4,500 employees in 2011. Between 2008 and 2011 employment in government jobs increased by approximately 1% while the private sector saw its payrolls increase by 2.5% in 2011 compared to a 5.1% drop between 2008 and 2010. Since 2008, goods producing

industries were hit much harder with employment decreasing by 16.5%. Between 2008 and 2010, employment in service-producing industries fell by 2.7% but returned to its 2008 level in 2011. The losses in the service sectors were tempered by gains in Education and Health Services. Overall, the largest decreases during this time period were experienced by information, construction and manufacturing industries.

Within the 12 month period between the first quarter of 2011 and the corresponding quarter of 2010, Baltimore City gained 5,214 jobs which is 1.6% growth. The biggest losses were seen in Natural Resources, Mining subgroup of Goods Producing industries (5.0%) and in Information Services (3.3%). Local Government saw the biggest increase of 4.2%; Health Care, Social Assistance and Education experienced an increase in its labor force by 1.5%. During the same 12 month period, the State gained 308 jobs.

In the first quarter of 2011 about a quarter (24.6%) of workers in Baltimore City were employed by local, state, or federal government agencies. The other 75.4% worked for private employers. Among the employees of private firms, 8.8% worked in goods producing (manufacturing) industries, and the remaining 90.2% worked in service industries.

Using data provided by the state Department of Labor, Licensing and Regulation (DLLR) and other sources, MOED monitors and tracks changes in labor market information about Baltimore City, the Baltimore Metropolitan Statistical Area, and Maryland. This information includes, but is not limited to: labor force size, unemployment rate, average wages paid within sectors and industries, layoffs and plant closings, industry profiles, occupational profiles, and employment and wage information for firms by size of company.

In 2007, the Training and Post-Secondary Education (TPSE) Committee of the Baltimore Workforce Investment Board (BWIB) conducted a gap analysis to assess whether local colleges, universities and trade schools are preparing students for the kinds of jobs available in the Baltimore region. Six targeted industries selected by the BWIB were examined: bioscience, business services, computer, internet, and software-related data services, construction, healthcare and social assistance, and hospitality and tourism. Extensive research was conducted including a comprehensive examination of regional post-secondary educational programming, and a thorough analysis of labor market projections for Baltimore City and Baltimore County. Results of the Committee's analysis have been compiled in The Talent Development Pipeline Study (TDPS) formally unveiled by Baltimore City Mayor Stephanie Rawlings-Blake at a Press Conference at City Hall on September 1, 2010.

The "*How To Use This Tool*" section of the TDPS suggests that the study can be used by high school and post-secondary guidance counselors, parents and students; educational institutions; workforce professionals and job seekers; and businesses. A committee that included representatives from the studied industries provided recommendations on how to decrease or eliminate the gap between supply and demand of workforce in the area. Those recommendations were: creation of

partnerships between education and the public and private sectors; increase collaboration among high schools, community colleges and Bachelors programs; development of industry standard certifications within post secondary institutions programs; focus on up-skilling incumbent workers; and develop more STEM programming.

The TDPS has been presented to several interest groups as well as at numerous conferences and forums. Most recently, MOED has entered into a regional partnership with the Baltimore Metropolitan Council (BMC) to develop a three year Sustainable Community Initiative. Funded by a HUB grant, Baltimore City's WIB along with those of Baltimore County, Anne Arundel County, Susquehanna, and Mid-Maryland, will develop a regional workforce, housing, and transportation plan. Included in this plan will be an expansion in scope and scale of the Talent Development Pipeline Study.

In April 2011, the second Baltimore Sustainability Plan was released which highlighted progress that has been made in achieving the plans goals. The plan focuses on Planet (natural resources needed to eat, breath, and live), People (improve the quality of life in the community), and Prosperity (creating jobs in the community). Developing a "green jobs" workforce through training for clean energy jobs, and new jobs and industries created by recycling materials is a primary goal of the plan. Another goal of the initial 2007 plan was for the Office of Sustainability to create a Green Jobs Coalition. MOED and the BWIB established this coalition in concert with the Office of Sustainability and is overseeing its efforts to examine the development of "green jobs" and City projects which will utilize "green or greener" employees.

The BWIB's focus on green industry growth also aligns with initiatives in force in Baltimore City's government: The Office of Sustainability (OS) within Baltimore City's Department of Planning, was formed to create and execute a comprehensive sustainability plan to strategically coordinate new projects and the wide range of efforts already underway, to produce a more sustainable urban system. In direct response to the goals outlined in the City's sustainability plan and employment projections identified during labor market analysis activities, the BWIB and MOED formed the Green Jobs Coalition, a consortium of businesses, educators, government representatives and other stakeholders. The Coalition will continue to stay informed on this evolving area of growth, and will ensure that qualified Baltimore City residents are prepared and connected for jobs in the green sector as they become available. The BWIB's sustainable energy and environmentally-driven services sector is an especially important emergent employment opportunity for entry and middle-skilled workers.

The following guiding priorities and supportive strategies were affirmed at the BWIB's annual strategic planning retreat, held in the fall of 2011:

Priority #1: Build the City's future workforce

- Work in partnership with relevant agencies to address the current low rate of high school completion in Baltimore City.
- Expand and improve career development education and work-based learning opportunities for youth.

Priority #2: Increase the City's labor participation rate

- Advocate for expanded education and training opportunities for job seekers and low-wage workers.
- Promote a broadening of education and training opportunities for individuals facing various barriers to employment.

Priority #3: Build Better Connections Between and Among Businesses, Educational Institutions, and the Public Workforce System

- Support the development and/or continuation of initiatives that address workforce needs in target industry sectors.
- Educate employers about new laws and regulations impacting the current and future workforce.
- Assist in better aligning educational programs with the needs of the 21st century workforce.
- Improve student preparation for learning, so as to facilitate overall achievement, at all levels (e.g. K-12, community colleges, four-year colleges and universities) and within the workforce.

Priority #4: Foster Collaboration and Engagement between Workforce Entities in the Baltimore Region

- Enhance collaboration among regional workforce investment areas (WIA's)

Priority #5: Promote the efficiency of Baltimore's Workforce System

- Identify research and data collection efforts to promote the BWIB's overall priorities and provide substantive information for quality decision-making.

In addition, the BWIB through its Public Policy Committee continues to address legislative and administrative barriers to employment for diverse populations of job seekers. The priorities adopted by the board include:

- Increased resources for training of low-wage, incumbent workers and job seekers and adult literacy and workplace literacy training.
- Increased resources for training of incarcerated individuals and ex-offender employment
- Additional resources for connecting youth, particularly those most in need of assistance, to education and workforce training thus enhancing the pipeline of qualified job seekers into the workforce.

Provide information on significant shifts in the economy that have required new workforce system strategies (e.g., Base Realignment and Closure or targeted regional programs and partnerships).

To move our City forward and help grow Baltimore, MOED has set several priorities and continues to implement new strategies to increase the number of Baltimore citizens who are prepared for jobs in the 21st century, to include but are not limited to:

- With assistance from the Mayor and City Council, MOED will establish “Community Job Hubs” with at least four faith-based or community-based organizations within high poverty/ low income neighborhoods where the citizens live using technology. MOED will increase access to employment and training services, computer literacy, labor market information, and exposure to online application process and job matching tools and access to training opportunities available at the one stops.
- Working closely with our BWIB, MOED will create a template for 21st Century Job Readiness Standards to be distributed to workforce partners and community-based groups that provide employment services to city residents to ensure that a consistent measure of “job ready” will translate to a common benchmark for city job seekers and businesses.
- Partnering with Anne Arundel Workforce Development Corporation (a regional partner), to provide training in Information Technology and Assurance.
- Using a state Maryland Energy Sector Partnership grant, offer residents training in skills for green jobs.
- Through a National Emergency BRAC grant, provide city residents with training to increase the number of residents who submit applications for federal jobs and train citizens in BRAC related occupations and security clearances.
- With the assistance of the Mayor’s The Journey Home Leadership Advisory Group, provide unstably housed individuals with employment readiness, transitional employment, job referrals, assistance with job placement and retention services.
- Collaborating with Baltimore Integration Partnership (BIP) to expand employment and training opportunities for low-income residents by investing in three communities in east, central and west Baltimore working to strengthen the linkage between physical and human capital development.

2. Local Area Governance (LWIB)

Describe how the LWIB will coordinate the following Title I activities/functions with local elected officials:

Developing the local workforce investment plan and conducting oversight of the one-stop system, youth activities and employment and training activities.

The role of the Board and the relationship with the Mayor is presented in the BWIB/LEO partnership agreement, (Attachment 1). The Board has been charged by the Mayor to provide the overall guidance, strategic planning, and coordination for the workforce development system in Baltimore. The Special Assistant for Economic and Neighborhood Development has been designated by the Mayor to serve as her

representative on the board. The Board will report to the Mayor, on a regular basis, on its progress and accomplishments.

The BWIB will continue to coordinate its activities with local officials by providing the local elected official with advance notice of all pending BWIB meetings and information on the agendas of the full board and committee meetings. The Board, its committees and task forces developed specific actions plans for each major priority. These plans are shared with the Mayor and Cabinet in regular briefings. In addition, the Director of the Mayor's Office of Employment Development (MOED) is a member of the mayor's General Cabinet and the Youth, Economic, and Human Services subcabinets and provides direct communication between the Cabinet and the BWIB.

BWIB committees and task forces have been impaneled to deliberate on the workforce development issues and to coordinate the related activities and functions. Information about the activities and functions are provided to local officials by the Director of MOED at regular Cabinet meetings.

Selecting one-stop operators with the agreement of the Chief Elected Official.

In accordance with the grandfathering option provided through the Workforce Investment Act, the LEO appointed the Mayor's Office of Employment Development as the One Stop Operator for Baltimore City. Should there be any changes relative to managing the activities of the individual centers, a competitive process will be conducted under the guidance of the BWIB and the LEO.

Selecting eligible youth service providers based on the recommendations of the youth council, and identifying eligible providers of adult and dislocated worker intensive services and training services.

On a bi-annual basis, eligible youth services providers are identified to provide services to WIA eligible youth. In keeping with procedures outlined by the Youth Council, a Request for Proposal (RFP) announcement is posted in the local newspaper and on the MOED/BWIB website. Interested applicants are encouraged to attend a Bidders Conference to gain additional information about the RFP and the Workforce Investment Act (WIA) as it relates to youth. Youth Council members volunteer to review and rate the proposals. Recommendations are presented to the BWIB for approval.

Adult providers selected in accordance with State guidelines may also be eligible to provide older youth occupational skills training.

Providers of pre-vocational and intensive services for adults and dislocated workers are selected via agreements with partners or through a competitive process in keeping with established procedures. Training providers of the Individual Training Accounts are selected according to State guidance.

Developing a budget for the purpose of carrying out the duties of the local board.

The BWIB does not have a budget that is separate and apart from that of the Mayor's Office of Employment Development.

Negotiating and reaching agreement on local performance measures.

The State defined WIA performance measures are used to report local performance. The BWIB will explore negotiations with the State regarding adjustments and local performance standards under WIA. The BWIB, through its Workforce System Effectiveness Committee, is identifying other locally based performance benchmarks to review at regular intervals.

Assisting the Governor in developing the Statewide Employment Statistics System under the Wagner- Peysers Act.

Assistance will be provided by MOED in the development of the Statewide Employment Statistical System under the Wagner-Peyser Act as requested.

Coordinating workforce investment activities with economic development strategies and developing employer linkage.

MOED has developed effective working relationships with both the state and local economic development agencies. A MOED staff person, the Business Liaison, functions as the Workforce liaison to the Baltimore Development Corporation (BDC).

This staff person works in conjunction with the BDC when employers indicate that there is an impending company expansion or a workforce development need. This close coordination of effort between BDC and MOED results in advance notice to MOED of employers who are planning a move to Baltimore City or an expansion of their current business. This relationship allows MOED to meet with the company to present workforce development services.

Reviewing these relationships and advising on ways to increase coordination of workforce investment activities with economic development is accomplished through the Workforce System Effectiveness Committee of the BWIB, which is co-chaired by a BDC staff person serving on the BWIB.

3. Local Board Staffing

Local areas must carefully structure LWIB staffing to comply with WIA and the State's LWIB staffing policies. Describe the current LWIB staffing plan (WIFI 9-99)

MOED has a dedicated, full time Executive Liaison position that provides comprehensive support to the BWIB which entails planning for quarterly meetings including logistical arrangements, dissemination of pre-meeting materials to BWIB members, development of working agenda, talking points for Board Chair, recommending speakers, and taking minutes of the meetings. Additionally, the

Executive Liaison will define a comprehensive schedule and membership for all subcommittees and task forces, including MOED management staff who will provide support to each. Relevant information from the minutes of all meetings will be shared with all BWIB members via website or other electronic forms of communication.

Each year the BWIB conducts an in-depth strategic planning session to evaluate and calibrate the Board's priorities and committee organization, to be responsive to the current economic landscape, the needs of local businesses, and the skill sets and training needs of the City's labor pool. As a result of the 2011 strategic planning session, the BWIB defined a committee structure to include the following:

- Executive Committee
- Public Policy Committee
- Workforce System Effectiveness Committee
- Youth Council and subcommittees
 - Systems Building
 - Work Based Learning
 - Talent Development Pipeline
- Committee for Business Engagement in the Public Workforce System

4. Youth Council

Describe how the Youth Council will interact with the LWIB to carry out the following functions outline in the Act:

- Coordinating youth activities in a local area
- Developing portions of the local plan related to eligible youth
- Recommending eligible youth service providers
- Conducting oversight, monitoring and corrective action of the local area's youth programs.

The Youth Council is a feature of the workforce development system mandated by the Workforce Investment Act (WIA). Under WIA, the membership of the Youth Council must include members of the local WIB who have special interest or expertise in youth policy; members who represent service agencies, such as juvenile justice and local law enforcement agencies; members who represent local public housing authorities; parents of eligible youth seeking assistance under WIA; individuals and members representing organizations that have experience relating to youth activities and members who represent Job Corps Centers. In 2000, Baltimore City's Workforce Investment Board (BWIB) developed and implemented the following policy for establishing its Youth Council to ensure coordination and integration among the BWIB, the Mayor and the Council regarding youth activities/functions.

Members currently serving on the BWIB and on various youth committees throughout the City were asked to indicate their interest in serving on Baltimore City's Youth Council by completing an application; applications were also distributed to a wide range of community organizations, human service agencies and businesses.

The BWIB Executive Committee reviewed the pool of candidates and approved Council membership based on: evidence of past productive participation; bringing access to

other youth resources to the system; assuring diversity and adequate representation of constituencies; assuring required partners as referenced in the legislation; assuring employer needs and resources are appropriately represented and assuring youth input.

The BWIB Chair appointed a chairperson for the Youth Council from the BWIB membership. The proposed Youth Council membership roster was submitted to the Mayor for review and approval; the Mayor met with the Council at its initial meeting, empowered them to build Baltimore's youth workforce system and personally pledged to support the effort.

Over the past several years, as members rotate off of the Youth Council (move out of the area, change jobs, etc.), the members leaving the Council are encouraged to recommend another candidate from within their organization. New members receive orientation and a guide to Youth Council processes and protocols.

The Youth Council has identified several long-range goals and a number of immediate tasks. The Council will address moving these efforts forward in the following manner:

a. Coordinating local youth activities:

As designated by the Mayor, the Youth Council assumes the lead role in promoting the long-range goal of facilitating the development and implementation of a coordinated and comprehensive youth workforce development system for Baltimore. The Council utilizes a "resource mapping" approach to catalogue the services offered by the many youth serving organizations and human service agencies throughout the City. A sub-work group of the Council continues to define the scope and scale of these existing services and develops a formal plan for engaging these groups in a city-wide youth workforce development effort. The Council also participates in an annual strategic planning session to identify current issues affecting youth and to map out strategies to guide its work for the next two years.

b. Developing portions of the local plan related to eligible youth:

All Youth Council members are oriented to the Workforce Investment Act legislation and have the opportunity to attend a training session on the regulations relative to the Youth section of the Act. All members acquire a thorough understanding of the program elements required by WIA. Council members decide the appropriate service mix of those elements necessary to meet the needs of eligible youth and recommend the best use of funds to support and leverage these services. Input from Council members' deliberations and decisions provide guidance for the youth section of the local plan.

c. Recommending eligible youth service providers:

A sub-committee of the Youth Council, the Systems Building Committee, has been formed to identify the criteria to be used in selecting eligible youth service providers. Council members use information from the National Youth Coalition's PEPNet (Promising and Effective Practices) as well as documents such as the American Youth Policy's Forum's "Some Things Do Make A Difference" and the Sar Levitan Youth Policy Network's "Making Connections", to help guide their analysis. The Department of Labor, Licensing and Regulation, Division of Workforce Development and Adult Learning coordinate statewide Youth Accountability Workgroup meetings which allow practitioners to meet and discuss strategies for selecting effective criteria to designate youth service providers.

The Baltimore City Youth Council will approve grants for youth activities and providers based on performance and program cost data provided by potential grantees and based on criteria that includes those youth activities and providers that:

- Develop relationships between youth and caring adults
- Build youth responsibility
- Provide appropriate services based on age and needs of each youth
- Demonstrate involvement of the business/employer community
- Provide accessible facilities and provide accommodations for special needs populations, including individuals with disabilities
- Demonstrate prior successes in providing employment and training services to youth
- Prepare youth for success in employment
- Advocate for the youth perspective
- Demonstrate the connection between work and learning
- Provide comprehensive guidance and counseling

The subcommittee's recommendations incorporate selection criteria set by the state and the full council reviews and approves the approach. The committee prepares and generates a Request for Proposal (RFP) to identify interested youth service vendors. A proposal review committee comprised of Youth Council members, educators, youth serving organizations, and the business community rates and ranks each proposal. Recommendations are then presented to the full Youth Council for submission to the BWIB for final approval.

d. Coordinating oversight, monitoring and corrective action of the local area's youth programs:

Accountability and performance outcomes are significant aspects of the local youth plan. Youth performance standards are included in all service provider contracts. Monthly meetings are held with the providers to share resources and discuss progress and challenges. Each provider receives a formal monitoring each quarter. The

monitorings are conducted by MOED staff and Youth Council volunteers and the results are presented to the Youth Council for review and discussion. Programs that do not demonstrate positive performance are required to complete a corrective action plan and receive technical assistance; those that continue to perform below expectations are not retained.

5. One-Stop System for Service Delivery

List the One-Stop Centers in your local area, including address, phone and FAX numbers. Indicate the One-Stop Operator for each site and whether it is a comprehensive or satellite center.

MOED is the one stop operator for all one stop centers and access points and manages two of the three One Stop Centers (Eastside and Northwest). MOED contracts with AFL-CIO/ Community Services to manage the Baltimore Works Career Center.

The One Stop Centers in Baltimore City are:

Eastside Career Center
3001 E. Madison Street
Baltimore, Maryland 21205
410-396-9035
410-361-9648 (fax)

Re-entry Center @ Northwest Career Center
Mondawmin Mall
Baltimore, Maryland 21215
410-523-1060
410-523-0970 (fax)

Baltimore Works Career Center
1100 N. Eutaw Street
Baltimore, Maryland 21201
410-767-2148
410-333-7398 (fax)

All have been operational since July 1, 2000.

Access Point (Satellite Sites) Effective 2006
Enoch Pratt Free Library
South Street Branch
1251 Light Street
Baltimore Md. 21230

Under a contract with the Baltimore City Department of Social Services (BCDSS), MOED also operates the Workforce Reception Center where services to the TANF population are provided. Referrals are made by BCDSS, and customers have access to a variety of services including the Maryland Workforce Exchange.

Workforce Reception Center
100 W. 23rd Street
Baltimore, Maryland 21218
410-396-6770

Describe the general operation and delivery of service in your One-Stop Centers. This should include a description of how services are currently provided by each of the required and optional One-Stop partners, and particularly the integration of Wagner-Peyser and WIA services. Also address how services are provided to individuals within the local area that do not have access to a physical One-Stop Center.

Accessibility to One Stop Services

MOED maintains operations at three One Stops strategically located throughout Baltimore City – Eastside Career Center, 3001 E. Madison Street; the Re-entry Center at Northwest Career Center, 2401 Liberty Heights Avenue, Mondawmin Mall; and the Baltimore Works Career Center, 1100 N. Eutaw Street. All centers are conveniently accessible via mass transportation. The MWE and the MOED website provide access or links to employment opportunities, labor market information, and a ready pool of job seekers. MOED also provides community and faith based partners with bi-weekly information on current job openings via “Hot Job Alerts”. MOED conducts regular outreach to the community by sharing One Stop services and job opportunities at community fairs and meetings, the Mayor’s Town Hall Meetings, and other festivals. In partnership with developers, MOED’s Business Services Division participates in community association meetings to provide information on services available at the One Stop Career Centers which will help to prepare residents for job opportunities related to development projects in the local area.

MOED will continue to oversee day-to-day management of the Eastside and ReC @ Northwest One-Stop Career Centers, and continue to contract with the AFL-CIO to manage the activities of the Baltimore Works One-Stop Career Center.

In addition to circulating the bi-weekly job openings via “Hot Job Alerts” and regular outreach, MOED will establish “Community Job Hubs” with at least four faith-based or community-based organizations within high poverty/ low income neighborhoods where the citizens live using technology. MOED will increase access to employment and training services, computer literacy, labor market information, and exposure to online application process and job matching tools and access to training opportunities available at the one stops.

Communications

MOED has an ongoing robust marketing and communications campaign that addresses the need to inform all City residents and businesses about the services and activities that are available.

MOED/Job Service Collaboration Efforts

Through joint planning sessions, a collaborative model has been developed to provide services to all customers including, but not limited to, Wagner Peyser, Veterans, Trade Act and WIA eligible customers. This model includes streamlining and coordinating the operational procedures and process for customer flow and services within the one-stop operating system. This has been accomplished through coordinated orientation sessions, outreach, retention services, marketing efforts, targeted workshops, integrated staffing, job development and collaborative management and oversight. Baltimore City job seekers and employers are addressed in a seamless and cost effective manner.

Specifically, Job Service staff deliver a majority of core services that include: interviewing and screening for job opportunities, assisting customers with MWE registration, assisting with electronic resumes, providing job referrals, connecting customers to labor market information, conducting informal assessments, facilitating the movement of core customers to intensive services when appropriate, and conducting follow up on core customers. MOED's Career Development Facilitators provide soft skills and readiness activities for all customers primarily in group settings and case management services for customers participating in more intensive and training activities. Job Service and WIA staff jointly facilitate rapid response activities, both on the job site and in the One Stop Centers.

Businesses are jointly served by WIA, Wagner Peyser, and Veterans staff with a full menu of services designed to accommodate the needs of business including Customized Training; posting job openings; facilitating outreach, recruitment, assessment, and job matching; tax credits and bonding for the workforce.

Other Partner Services Within the One Stop

Each partner is committed to cross training related to the specific services offered, eligibility requirements and processes governing their customers and funding streams to ensure a seamless service delivery. The partnerships range from permanent staffing, routine workshops, orientations and intake sessions for which customers are scheduled by appointment. The Memoranda of Understanding define the contribution and responsibilities of partners within the one-stops. A comprehensive operating plan jointly developed and agreed upon by all partners guides the work of the partners.

The types of services are based on the unique needs of each customer. It may emanate from customer requests, counselor referrals, or a combination thereof.

One-stop core services are delivered in a self-service or facilitated self-service manner and primarily consist of: computer technology, literature, videos, group orientations,

workshops, job fairs, and special events offered on a regular schedule. The majority of core services are delivered by non-WIA funded staff either on-site or remotely. Staff assisted core services are delivered by WIA funded staff.

Appropriate intensive services are delivered in both group and one-on-one sessions by staff trained in the eligibility, assessment and service priorities of the One-Stop operator. Partner specialists provide the educational and/or training services authorized under intensive services. Training services authorized under WIA are delivered either by the One-Stop operator, partner organizations, contractual arrangements, or through vendors appearing on the approved Eligible Training Provider List (ETPL).

Describe how the needs of dislocated workers, displaced homemakers, low-income individuals such as migrants and seasonal farmworkers, public assistance recipients, women, minorities, individuals training for non-traditional employment, veterans and individuals with multiple barriers to employment (including older individuals, people with limited English-speaking ability, and people with disabilities) are being met.

The needs of dislocated workers, displaced homemakers, low-income individuals such as public assistance recipients, women, minorities, individuals training for non-traditional employment, veterans and individuals with multiple barriers to employment (including ex-offenders, older individuals, people with limited English-speaking ability, and people with disabilities) are met through the services provided at the One Stops or through referrals to appropriate partners. Through the increased collaboration of each of the One-Stop partners listed in Attachment 2 specialized services and/or resources are made available to targeted populations in a seamless and cost-effective manner. Such services may include workshops, mentoring, internships, basic computer skills, seminars, job matching and placement services designed to meet the needs and unique concerns of dislocated workers, welfare recipients, veterans, ex-offenders, individuals with disabilities, and older workers.

Job Readiness training may be provided to address the special needs of targeted groups experiencing severe barriers to employment. These targeted groups include ex-offenders, substance abusers, limited English speaking, non-high school/GED graduates, older workers, public assistance recipients, and persons with disabilities. Specific changes include provision of core services/activities for public assistance recipients; establishment of customer e-mail addresses, provision of labor market information; and additional job matching services. Since July, 2005, the Re-entry Center (ReC) at the Northwest Career Center has provided transitional services either directly or through partner services to ex-offenders that include: assistance in obtaining identification documents, legal services, child support assistance, clothing, referrals to housing and health services, cognitive restructuring, in-depth case management, literacy, and job placement.

Limited English speaking customers may be assisted through computer assisted training programs and contractual arrangements with training providers.

The needs of persons with disabilities are addressed by the One Stop through the cross training of staff on the identification of the various types of disabilities and the specific services available to this population. Services to persons with disabilities are provided via workstation accessibility technology that allows the customer to access all one-stop services and activities that include: digital learning labs, high tech labs, career labs and assessment tools.

Finally, all customers are exposed to the benefits and demands of non-traditional employment through career planning sessions, seminars, employer/training provider recruitment forums and on-line labor market information, posters and brochures.

Describe the role (if any) of local faith or community-based organizations in your workforce development system.

Faith Based Organizations and Community Based Organizations play a large part in career center activities. Center staff conducts outreach and marketing to community organizations to keep them informed and engaged in center activities. In addition, upon request, the career centers participate in FBO and CBO activities such as job fairs, Career Days, and provide career/job search workshops. One area of increased community and faith-based coordination is in Baltimore's workforce system's ex-offender re-integration and employment initiative. Dozens of non-profit groups including Catholic Charities, the Job Opportunities Task Force, Goodwill Industries of the Chesapeake, and many faith-based leaders participate in the activities that are a part of this effort. The career centers provide information about employment and training opportunities through our website, formal partnership meetings, and through fax for those organizations that do not have access to the internet.

Provide a copy of each MOU and Resource Sharing Agreement (RSA) between the Board and the One-Stop partners at each Center as an attachment to the plan. The MOU and RSA should be prepared in accordance with instructions provided in WIF1 3-04, Change 3. Also provide a copy of the current One-Stop Operator Agreement(s) or Consortium Agreement if a consortium of three (3) or more partners is serving as the One-Stop Operator.

Memoranda of Understanding and Resource Sharing Agreements are being submitted under separate cover at a later date..

Mandated Partners

The One-Stop Partners and representative for each are:

- 1) Programs authorized under Title I of the Workforce Investment Act
Mayor's Office of Employment Development
Karen Sitnick, Director
- 2) Programs Authorized under Title I -Job Corps
Maryland Job Corps
Adams and Associates, Inc.

Rodney Butler, Executive Director

- 3) Wagner-Peyser Act Programs
Department of Labor Licensing and Regulations
Paulette Francois, Assistant Secretary
Division of Workforce Development
Paulette Francois, Assistant Secretary
Division of Workforce Development and Adult Education
- 4) Programs authorized under Title I of the Rehabilitation Act of 1973
Maryland State Department of Education
Division of Rehabilitative Services
Suzanne R. Page, Assistant State Superintendent
- 5) Activities authorized under Title V of the Older American's Act of 1965
Maryland State Department of Aging
Gloria Lawlah, Secretary

Senior Service America, Inc.
Marta Ames, Deputy Director
- 6) Post secondary vocational education activities authorized under Carl D. Perkins Vocational and Applied Technology Education Act
Baltimore City Community College
Dr. Carolane Williams, President
- 7) Activities authorized under Chapter 2 of Title II of the Trade Act of 1974
Department of Labor, Licensing and Regulation
Paulette Francois, Assistant Secretary
Division of Workforce Development and Adult Education
- 8) Veteran's activities authorized under Chapter 41 of Title 38 United States Code
Department of Labor, Licensing and Regulation;
Veteran's Services
Paulette Francois, Assistant Secretary
Division of Workforce Development and Adult Education
- 9) Employment and training activities carried out under the Community Services Block Grant Act Housing and Community Development

Mayor's Office of Human Services Community Action Centers
Olivia Farrow, Director
City of Baltimore Housing and Community Development
Reginald Scriber, Deputy Commissioner

- 10) Employment and training activities carried out by the
Department of Housing and Urban Development
Housing Authority of Baltimore City
Anthony Scott, Deputy Executive Director

- 11) Programs authorized under State Unemployment
Compensation Laws
Department of Labor, Licensing and Regulation
Unemployment Insurance
Julie E. Squire, Assistant Secretary, Unemployment Insurance

- 12) Programs authorized under Title II of the Workforce Investment
Act (adult basic education and literacy training)
Baltimore City Community College
Dr. Carolane Williams, President
Meintje Westerbeek, Adult Education Program Administrator

Baltimore Reads, Inc.
Shirley Bigley LaMotte, CEO

Greater Homewood Community Corporation
Margaret Colleluori, Director

Learning is for Tomorrow, Inc.
Mark K. Pettis, M.Ed., CMPI, Executive Director

South Baltimore Learning Center
Sonia Socha, Executive Director

6. Services

a. Adults and Dislocated Workers

Describe the services provided to adults and dislocated workers in your area. Be sure to include local strategies and policies for ensuring that adults and dislocated workers have universal access to the minimum required core services.

All core, intensive and training services authorized under the WIA, as well as all partners providing services are available to adults and dislocated workers through the One-Stop Delivery system. Additionally, strong partnerships exist between the various employment and training programs in Baltimore City that promote access to a wide variety of programs and services in a manner that is seamless to the customer, such as job readiness, basic literacy, computer literacy, financial literacy, transitional employment services, job matching, labor market information, training, and job placement.

MOED also delivers a diverse menu of training opportunities for adults and dislocated workers through WIA and supplemental grant funds. This includes the ITA vouchering program, and employer driven training utilizing the customized training strategy.

Describe your supportive service policy for adults and dislocated workers in accordance with the definition at sections 101 (46) and 134 (e) (2) of the WIA Act.

The Mayor's Office of Employment Development's supportive services system is designed to directly assist individuals who are participating in One Stop Center activities or link them to resources provided by partner agencies. To maximize resources and avoid duplicating services, MOED has developed partnerships with a wide range of agencies and community based organizations to link customers to supportive services such as clothing closets, child care support services, substance abuse treatment, temporary housing, and emergency food. Paramount to providing intensive employment and training services is the ability to assist customers through referrals to supportive services. Staff regularly mobilize all of their creativity and resources to find solutions for customers facing challenges that may inhibit their ability to obtain and retain employment. Staff is trained to identify and define the problem and develop a customized plan so that customers can get the assistance they need. This plan is then integrated into the customer's Individual Employment Plan (IEP). These strategies include:

- **Transportation Assistance:** The Mayor's Office of Employment Development has forged successful relationships with several entities that provide transportation assistance to individuals seeking employment, or those who have obtained employment that is not easily accessible by public transportation.
- **Substance Abuse Intervention:** The Mayor's Office of Employment Development has taken a proactive approach in piloting relationships with the Baltimore Substance Abuse System and several other organizations to which customers can be referred for treatment. To that end, staff are professionally trained to identify the signs of substance abuse and to make the appropriate referrals on behalf of those customers. Customers returning to the One-Stop Career Centers following intervention have an improved chance of successfully completing their job search and/or training plan.

- Crisis Intervention: Career Development Facilitators (CDF's) at the respective One-Stop Career Center locations are trained to conduct a complete assessment of all customers. This includes identifying crises that may affect the participant's ability to be successful in the program. This may include referral to agencies dealing with problems of domestic violence, housing, health, budgeting, and so forth. Regular staff development activities include presentations from professionals knowledgeable in these areas. CDF's use the information obtained from the staff development activities to assist with the identification of potential abusers as well as to make referrals to available services for those in need.

Describe your needs-related payment policy for adults and dislocated workers as defined in section 134 (e)

The MOED does not provide needs based payments with WIA formula. We do however, provide matching dollars for employers to pay the wages of customers participating in customized training or OJT

Describe the Individual Training Account (ITA) policy used in the local area and include a copy as an attachment to the plan. The description should include information such as selection process, instruction regarding Pell Grants or other awards, dollar limits, duration, etc. Also describe the policy and process developed by the local area for training strategies which fall outside the parameters of ITAs: OJT, Customized Training or Training for Special Populations Facing Multiple Barriers to Employment. (WIFI 10-99, Change 1 and WIFI 11-99)

See Attachment 3.

The MOED advocates that the Individual Training Account (ITA) initiative empowers and assists customers through a comprehensive assessment and development of their skills, aptitudes, abilities, and values. The ITA initiative is paramount to the customer's long term success and career planning process by helping them acquire marketable skills to successfully enter or re-enter the workforce at sustainable wages. Accordingly, all customers who are in need of training begin the process with an interest and aptitude assessment, and participation in a Training Strategies Workshop. The ITA initiative also includes the identification and implementation of an action plan to remove or stabilize Baltimore City resident's employment and training related barriers.

Customers choosing and deemed appropriate to access training through the ITA process are referred to the Training Strategies Workshop. The workshop provides customers with an in-depth orientation to the ITA process, policies and application requirements. The curriculum also introduces the resources available to them to facilitate their decision making process. As part of the workshop, information is provided regarding the Pell Grant process as well as other resources for financial aid by a partner representative out stationed at the One Stop from The Maryland Educational Opportunity Commission (MEOC). The MEOC staff also provides individualized assistance to customers in the completion and submission of the Pell Grant application.

To reinforce the information provided in the workshop, an ITA application packet is provided to each customer. The application process requires customers to justify that their career choice is in an occupation/industry with high growth projections (20% +). Using current labor market information, customers thoroughly research the demands, entry requirements, salary potential and certification requirements of their career choice, compare the performance and ancillary services of chosen vendors, and research job opportunities.

Completed applications are reviewed with the customer by center staff to ensure completeness and accuracy. The center supervisor also reviews the completed application packet and provides sign-off approval prior to submission to the Contract Specialist. Once the funding is approved by the Contract Specialist, a "Welcome to ITA" packet is issued to the customer which reinforces their responsibility while in training and provides the start date and estimated end date of training. Extensive follow-up is conducted while the customer is in training to ensure that they are progressing and to offer assistance and guidance, as needed. Customers are required to submit attendance and grades to center staff, and in concert with center staff, develop and participate in a job search plan commencing 30-60 days prior to their estimated training completion date. The BWIB set the current cap for ITA vouchers at \$3,000, allowing for the consideration of exceptions based on an individual's documented need and circumstances that would prevent them from preparing for a high demand occupation. The cap will be reviewed after final budget allocations are set. Generally, training should be completed within one year.

Customers will only be approved for the actual cost of the training requested once PELL grants have been exhausted. If a customer has been enrolled in any MOED funded training program during the past three (3) years, they will not be eligible for any further training. Exceptions may be entertained using the criteria outlined in the local procedural plan. The plan states:

Only "new" customers are eligible for training. If a customer has been enrolled in an MOED funded training program during the past three (3) years, no further ITA training will be provided. Exceptions may be made for laid off workers who have received previous training through MOED, and who are unable to gain employment in the same occupational area. Valid justification for requesting training must be completed by the Career Development Facilitator (CDF) and attached to the application. Final approval lies within the Workforce Operations Management team.

Customized Training is an alternative strategy which assists businesses in hiring skilled workers for hard-to-fill or newly created positions.

Training guidelines are as follows:

Businesses are responsible for a 50% match for each dollar invested in skills training. The match can be made monetarily or with in-kind contributions.

- Businesses agree to hire successful completers into full-time permanent positions with health benefits.
- Medical benefits requirement may be waived for businesses with less than 50 employees or whose wage at completion of training is greater than or equal to \$10 an hour.
- Businesses agree to pay new employees a competitive hourly rate for their industry sector.
- Businesses establish minimum qualifications and screen candidates from an established applicant pool.
- Businesses are fully involved in the interview, applicant selection and training process.
- Proposals are reviewed by Business Services staff on an on-going basis. Approval is granted for proposals meeting the strategy requirements.
- Proposals must be approved and a signed agreement in place before applicant recruitment can begin. Typically, the agreement process takes 60-90 days.
- Training must be completed in a reasonable timeframe, on average 4-6 months, not exceeding one year.
- Training costs must be reasonable and fully documented. The average cost for training is approximately \$3,000 per person.
- Training can be employer-based and/or offered by qualified vendors (e.g., OJT or classroom).

Describe the local priority of service policy developed by the LWIB for providing Intensive and Training Services to Adult Participants under WIA Title I. The local policy will need to clearly explain whether there is a constant policy enforced during the entire WIA program period or a policy containing thresholds & triggers of funding obligations and expenditures for policy implementation. The local policy must include a description of how the LIWB has implemented the Veterans' Priority Provision of the "Jobs for Veterans Act" (PL 107-288). Also explain priority given to public assistance or other low-income individual and criteria developed for use of other funds, serving specific populations groups, and other appropriate factors unique to the local area (WIFI 4-99).

In accordance with the Jobs for Veterans Act (P.L. 107-288) (38 USC 4215(a)), the Veterans' Benefits, Health Care, and Technology Act 2006 (P.L. 109-461), and 20 CRF Part 1010, published on December 19, 2008, MOED will ensure that eligible veterans

and eligible spouses are identified at the point of entry, are aware of their entitlement of priority of service and are given an opportunity to take full advantage of priority of service and the full array of employment, training and placement services, consistent with requirements outlined in Training and Employment Guidance Letter 10-09 and Veterans' Program Letter 07-09. The initial assessment and registration documents must identify veteran status. Veterans and their eligible spouses advancing to intensive level and training services must document their veteran status by supplying a copy of their DD214 or other veterans' documentation. Priority of service for veterans and their eligible spouses as defined in the public law is as follows:

- Veterans and their eligible spouses must meet the program operator's eligibility requirements before priority is applied.
- Veterans and their eligible spouses will be afforded priority when they meet program eligibility requirements, and when two or more applicants are of equal status, skill or ability.
- First to be served will be public assistance recipients and low-income individuals who are also veterans or their eligible spouses.
- Second to be served will be public assistance recipients and low-income non-veterans or their eligible spouses.
- Among participants who are not public assistance recipients or low-income individuals, veterans and their eligible spouses will receive priority over non-veterans.

MOED has a priority of service protocol in place at all times to ensure those most in need receive training services. Therefore, only those who meet the definition of low income as defined in the MOED Individual Training Account Procedures (100% of the Lower Living Standard), including those individuals receiving public assistance, will be eligible to receive tuition funded training with WIA formula funds. There is no Priority of Service in place for those individuals receiving Intensive Services.

Additionally, priority may be given to special populations as a result of funding specific for that special population.

Describe the local policy for defining "self sufficiency" and "inability to retain employment" (663.230). Employed individuals may qualify for intensive services or retraining services if it can be established that the services are needed to retain employment that leads to "self sufficiency." For employed Adult participants, minimally, the local self-sufficiency policy criteria will need to require employment paying a wage at least equal to the lower living standard income level. For employed Dislocated Workers, the local dislocate worker self-sufficiency policy may define eligibility based on current wages equal to or below a percentage of their prior layoff wage (WIFI 2-99).

Definitions of Self Sufficiency:

Employed Adults and Dislocated Workers:

An annual wage greater than or equal to 100% of the Lower Living standard. Employed individuals may qualify for intensive and re-training services if they lack the skills to retain or gain employment at a sustainable wage.

Definition of Unable to Retain Employment

Unable to retain is determined based on employer or industry indicators that support a decline or elimination of an occupation within the local labor market, industry or worksite. An indicator of individuals who are unable to retain a job may be recurring job terminations.

Identify the staff contact person (and an alternate) who will work with the State Dislocated Worker Unit to plan and provide Rapid Response services in the local area.

Rapid Response Contacts

Rosalind Howard, Manager, Business Services
Mayor's Office of Employment Development
Business Services
3001 E. Madison Street
Baltimore, Maryland 21205
443-984-3014
rhoward@oedworks.com

Rosemary Woren,
Senior Program Development Specialist
Mayor's Office of Employment Development
Business Services
3001 E. Madison Street
Baltimore, Maryland 21205
443-984-3014
rworen@oedworks.com

b. Youth

Describe the local area's strategy for providing comprehensive services to eligible youth and meeting WIA requirements regarding youth program design. (CFR 66.405, 664.410). Please include information on how the local areas will coordinate with Job Corps, Youth Opportunity Grants and other youth programs in the regions.

Program Design

Baltimore's local plan sets the vision for providing eligible youth with a comprehensive menu of services to ensure they acquire the academic credentials and the marketable job skills necessary to make the successful transition to adulthood.

A format has been designed that will continue to guide the Youth Council in its deliberation of selecting the specific services to fall under the WIA's four major categories: Employability Preparation, Improving Educational Achievement, Support for Youth, and Leadership Development. The following provides some of the services Baltimore's Youth Council uses in its youth program design:

Objective Assessment

Upon enrollment, each youth receives both an academic and occupational assessment. The analyses of these assessments help the selected Service Provider develop a customized plan with the youth to ensure that the appropriate academic services and supports are provided. Youth must take level 10 of the TABE.

Providers have the choice of several occupational interest and aptitude tests to offer youth. These are a combination of electronic, web-based and paper products. The appropriate test is selected based on the counselor's initial assessment of the youth's ability, education level and desire to determine a career area. Once identified, the youth is provided with opportunities for exposure and training in the career.

Development of an Individual Service Strategy (ISS)

The ISS begins once the youth is enrolled. Demographic, academic and career interest data are entered on the forms. Working with the youth, the career counselors/job coaches update the ISS monthly. Initial documents are submitted to the Fiscal Agent's MIS unit.

Preparation for post secondary educational opportunities is provided via

- College counseling
- SAT support
- College tours
- Scholarship informational sessions

Linkages between academic and occupational learning include:

- Exposing out of school youth to alternative learning connected to training in high growth career industries such as healthcare, tourism, information technology and computer repair/help desk
- Entrepreneurial training
- Promoting multiple pathways to education and training for all youth through a partnership with Baltimore City Public Schools Career and Technology Education office

Preparation for unsubsidized employment includes:

- Job Clubs
- Job Shadowing
- On the Job Training
- Career Mentoring Program

Intermediaries and strong employer connections include:

- WIB supported private sector summer jobs campaign
- Employer driven customized training opportunities

- Pipelines for job preparation with industry associations

Ten Program Elements

1. Alternative Education

- Collaboration with Baltimore City Public Schools Alternative Options/schools (which includes the Career Academy & Youth Opportunity Academy)
- Community college GED/high school options
- Partnership with Job Corps

2. Summer Employment Opportunities

Summer employment opportunities have been incorporated into our year round strategy for preparing youth for careers. Such summer opportunities include:

- YouthWorks – Private Sector (Hire One Youth Initiative) and public funded summer jobs program
- Community based work and learning activities

3. Paid/Unpaid Work Experience

- Internships
- Try out employment

4. Occupational Skills Training

- Office Administration including Microsoft Office Suite
- National Retail Federation Certification
- Computer/Information Technology Career Training
- Baltimore Center for Green Careers (Brownfields Training/Energy Retrofit Installer Training)
- Entry level health related occupations (Admitting Specialist, Client Services Representative, Clinical Associates, CNA/GNA, Dietary Manager, Floor Technician, Materials Management, Medical Records Clerk, Medical Coder, Patient Care Technician, Patient Transporter, Pharmacy Technician, Radiology Patient Aide Surgical Technician)

5. Leadership Development Opportunities

- Student Council
- Student representatives (Baltimore City Youth Commission & BWIB Youth Council)
- Community Service Projects
- Volunteer activities with area non-profits

6. Guidance and Counseling

- Career Awareness & Interest/Skills Assessment
- One Stop Center Career Services
- Case Management & Career Advocacy
- Referrals (mental health, substance abuse)

- Financial Literacy

7. Supportive Services

- Mentoring
- Housing Assistance
- Daycare Assistance
- Interview Clothes
- Peer-to-Peer Mentoring

8. Follow Up Services

- Career Seminars/Job Fairs
- WIA Services Website
- Interaction with Job Coach
- Quarterly Meetings with Program Participants

9. Tutoring

- APEX
- Plato
- Computer lab instructors between classes

10. Adult mentoring

- Advisory Board members
- Relationship with Maryland Mentoring Partnership

Coordination with Job Corps and Youth Opportunity Grant:

Baltimore City's Youth Council membership includes a representative from MOED Youth Services, the outreach and recruitment arm of the Maryland Job Corps Centers, as well as the MOED Assistant Director for Youth Services who provides oversight to both WIA programs and Youth Opportunity programs. This, along with ongoing communication through the network of youth providers in Baltimore, ensures that strong coordination will continue among the many programs in Baltimore. As a required One-Stop Partner, Job Corps holds regular hours in specified One-Stop sites to facilitate Job Corps recruitment, intake and placement services.

Job Corp also provides job readiness/ occupational skills training to students of the Career Academy, a WIA youth service provider and Maryland's only Job Corps satellite site. Offered on site at the Career Academy (CA), the Office Administration trade provides training in Microsoft Application, Excel, and PowerPoint and students are able to receive Microsoft Office User Specialist certification (MOUS) and/ or IC3 certification. Other training offered through Job Corps at the CA include customer service certification, and Clinical Nursing Assistant / Geriatric Nursing Assistant provided by a third party vendor. Students are able to access other trades presented at the Woodstock Job Corps Center including a variety of "green" subject areas offered through Advanced Manufacturing, Automotive, or Construction career technical training.

Baltimore's Youth Council builds on existing relationships developed across the city with CBO's, Faith Based institutions and local agencies to support a comprehensive, integrated workforce system for youth that is aligned with the Department of Labor's youth vision.

The initial step in implementing the tenets of the vision is to encourage service providers to focus on the neediest youth during the RFP (Request for Proposal) process. Additionally, the Youth Council will focus on:

- Leveraging resources among providers to support programming;
- Funding alternative education models;
- Encouraging youth to pursue careers in high growth industries;
- Promoting coordination and real partnerships across agencies to inform and address youth policy issues; and
- Developing a five year strategic youth plan and implementing strategies.

Alternative Education Programs

To ensure that we are connecting high school drop outs and those at risk of dropping out with secondary and post secondary education and training, Funding is weighted 80%-20% out of school/in school youth. All providers are required to offer an educational component in their program design.

A Youth Friendly Talent Development Pipeline Study

The Talent Development Pipeline Study (TDP study) was completed by the BWIB's Training and Post-Secondary Education Committee. The TDP study is a document that provides a broad-brush picture of the comparative relationship between the *supply* of graduates from regional post-secondary educational institutions and occupational *demand* across six industry sectors targeted by the BWIB.

A subcommittee of the Youth Council was charged with the task of creating a youth friendly version of the Talent Development Pipeline Study. Representatives from Baltimore County were invited to assist with the process. During Phase One several focus groups were held with in-school/out-of-school youth from Baltimore City and Baltimore County. Some of the youth were enrolled in traditional high-schools, non-traditional high schools, Job Corps and community based programs. The youth reviewed a portion of the study and provided feedback on how to make the document youth friendly. Phase Two will take place over the next year as the committee works to create a document or interactive device that will attract youth to the material in the study providing information on high growth areas within the Baltimore City and County.

Serving Youth Most in Need

Youth programs funded under WIA use a targeted recruitment process to engage foster care youth, juvenile offenders, and children of incarcerated parents through the following programs:

OSK (Operation Safe Kids)

Operation Safe Kids is a collaborative project MOED operates in conjunction with the Baltimore City Health Department that strives to reduce youth violence by providing adjudicated youth comprehensive, integrated case management that supports youth in the community while ensuring accountability. OSK participants attend career development and life skills classes.

Targeted high risk youth for the program include:

- Adjudicated youth ages 13 – 17 who reside in the most high risk communities;
AND
- Have 3 or more arrests or 2 or more convictions for crimes of violence; OR
- Have a history of involvement in the drug trade.

BHYI (Baltimore Homeless Youth Initiative)

BHYI was created in response to a need for a comprehensive continuum of housing, resources, services and care for Baltimore's homeless and unstably housed youth and young adults between the ages of 14-24.

While Baltimore has many valuable resources for the homeless, there are significant gaps, especially for older youth. None of the homeless services in the city are designed specifically for youth ages 16-24; most of the transitional housing facilities do not have the capacity to provide significant supplementary services, and there are few coordinated linkages among the services.

BHYI believes that in order to achieve self-sufficiency in adulthood, youth need basic competencies, a sense of being connected to others and community, a sense of control over one's future, and a stable identity. Effective youth development requires a holistic approach in order to successfully address the multiple needs of homeless youth and young adults. Achieving a significant impact on their development depends on the collaboration of many community partners.

In Fall 2010, Restoration Gardens opened in Southern Park Heights at the site of the old Springhill Elementary School. The land was acquired by Delta Sigma Theta Sorority, Incorporated and the building was developed by Aids Interfaith Residential Services (AIRS). Restoration Gardens is the first facility of its kind in Maryland, intended to provide housing for homeless teenagers and at risk youth. Support services will be provided on site for counseling, job placement, and GED programs. Empire Homes of Maryland provides exemplary property management services for rent payment and

maintenance. Eligibility for this property is based on the Department of Housing and Urban Development (HUD) Section 8 Income limits for the Baltimore/ Towson area. The program offers Program Managers, Case Management, Building Activities, Resident Advisory Board, life skills, financial literacy classes to participants. Plans are being made to identify a location and funding for Restoration Gardens II in East Baltimore.

BHYI continues to assist Baltimore Homeless Services to seek out and count the number of homeless youth as part of the Homeless Census.

Identify the youth eligibility criteria to be used by the local area, if any. (664.210)

The sixth eligibility criteria for youth (Ref: WIA Regulations 664.210) used in this jurisdiction is an individual who requires additional assistance to complete an educational program, or to secure and maintain employment.

Identify and provide (if any) a justification for your WIA determined additional barrier as identified by the local board in accordance with Section 129(c) (5) of the WIA law.

Youth living in an urban environment such as Baltimore City experience a variety of outside influences that may make it difficult for them to remain in traditional high school or to secure and maintain employment. These factors include higher rates of crime, violence, drug traffic, substandard housing and dysfunctional families, which make it more difficult to gain the skills and promote the interest and attitudes needed to succeed in the labor force. Examples might be limited or non-existent employment skills based on the participants work history and documented in the ISS, high school graduate without any clear career choices, or no significant work history (more than 6 consecutive months with the same employer).

Up to five percent (5%) of youth participants in a local area may be individuals who do not meet income criterion for eligible youth in accordance with Section 664.220 of the WIA regulations. Indicate how these ratios will be monitored.

All youth engaged in WIA funded activities will be enrolled in a common Management Information System. On a bi-weekly basis, enrollments, leaves, exits, and performance reports will be reviewed at which time the 5% window will be monitored and adjustments made as needed. The MIS Technicians are in close contact with WIA staff to provide assistance as needed.

7. Customer Flow System

Describe the continuum of services and customer flow through the three tiers of WIA services in the local area, including:

- Identification of service needs
- Assessment and eligibility determination
- Movement of customer through three tiers of service (Core, Intensive and Training)
- Development of individualized training/employment plans

- Referral process to other agencies
- Case Management and follow-up
- Post-program follow-up

Continuum of Services and Customer Flow

Services are offered in a manner that result in customers accessing a comprehensive menu of employment opportunities, training offerings, partner services, and educational initiatives to ensure that customers gain access to the best employment and training opportunities to succeed. Services are classified into three categories - core, intensive and training services.

Identification of Service Needs

The One-Stop Career Centers will utilize the Triage Model of customer flow. The Triage Model ensures that customers are not forced to follow a prescribed set of processes that may not meet their needs. Rather, a Greeter provides the customer with an informal needs assessment and written and verbal overviews of center services and activities. This process enables the Greeter to quickly assess the customer's needs and triage customers to the appropriate center services.

When a customer self identifies as a veteran to the greeter upon entry into the One Stop Career Center, the Veteran Services SBE Categories – Eligibility Checklist is completed (attachment 7). This tool is an assessment to determine if the veteran has any significant barriers to employment and should be referred to the DVOP for services. If the greeter determines through this assessment that the veteran has at least one of the barriers listed and will require intensive services to become reemployed, then an immediate referral is made to the DVOP for intensive services.

All customers, including veterans, are encouraged to attend scheduled information sessions which are designed to orient customers to the full range of services and activities offered by the center and all One Stop partners. Partner activities are set based on their availability. Customers who are unable to attend such sessions are provided with written materials that describe the center's services and the monthly calendar of center activities. New customers are required to enroll in the Maryland Workforce Exchange (MWE) system prior to accessing center services.

Assessment, Eligibility Determination and Movement Through the Tiers of Service

Customers are assisted in determining and accessing their appropriate next step (additional core services, intensive services or training services) by the assigned partner staff. Customers assessed as meeting the requirements for intensive or training services are scheduled to meet with appropriate staff. This customer flow model provides effective employment and training practices to assist customers in achieving their career objectives.

Although all One-Stop staff are trained to provide core services as well as assisted core services, these services are provided primarily by Wagner Peyser staff, and as appropriate, by other partners.

Customers requesting assistance with either translation services or assistance with job search services due to special needs are afforded the same services as other center customers through additional assistance from staff. Interpreters are available through the Language Links program, and ADA approved disability workstations are available for those who are site impaired.

The informal assessment provided by the greeter begins the collection of documentation for the case file, including information recorded on the Individual Employment Plan (IEP) such as contact information, basic demographics, work history, and short term goals for attending the center. The customer is also given the Equal Opportunity Information and Grievance Procedures at this time.

Referral Process to Other Agencies

The Mayor's Office of Employment Development refers customers to training and educational programs as well as other agencies and programs to meet their needs. For example, customers seeking employment who have reading and math grade levels of 0-6.9 may be referred to one of the many non-WIA funded literacy programs available in Baltimore City including those funded under the Consolidated Adult Education and Family Literacy Services Grant. Once customers complete this activity, they are linked back to the One Stop Career Center to continue their plan of service. In this way, Baltimore City maximizes services available to customers without duplication. Referrals to the non-One Stop services are made based on the individual's objective assessment and Individual Employment Plan (IEP). If the objective assessment and/or IEP indicates that the referral to non-One Stop services are part of the continuum plan of service for the customer and there is a continuing relationship, the referral is recorded on the IEP and in Maryland Workforce Exchange (MWE) and appropriate follow-up is conducted.

Case Management

Case management is the vehicle used for the delivery of intensive services. Career Development Facilitators (CDF's) verify and determine that the customer has received the appropriate core services, and this information is documented in both the customer file and in the Maryland Workforce Exchange system. As part of the initial process, CDF's introduce themselves to the customers and conduct the "Initial Assessment". The "Initial Assessment" allows the customer to communicate their goals to the CDF and barriers to employment are identified. This exchange of information determines the

customer's suitability to move forward with intensive services, which include formal assessments, supporting documentation for moving customers from core to intensive, identification of barriers (transportation, identification, child care, housing, health, substance abuse, legal, education, language, etc.), eligibility determination, and updating information in the Maryland Workforce Exchange system.

Once a customer is determined eligible, the CDF develops the Individual Employment Plan (IEP), and uses it as the tool to manage customer career objectives. This includes weekly/bi-weekly/monthly contacts to the customer by the CDF as defined in their IEP. As needed, interest and aptitude assessments, skills brush-up, referral to remediation, basic skills, or referral to training opportunities are provided. Follow-up/retention is critical to case management; therefore, the CDF provides documentation until the customer has met the "Employment Retention" objective. The CDF encourages the customer to return to the center for additional activities and services. Quarterly surveys are conducted to verify that the customer is still employed during the second and third quarters after the job start date.

Post Program Follow-up

Follow-up services are provided for a minimum of one year to customers registered in the Maryland Workforce Exchange (MWE) system who are WIA eligible and who have engaged in intensive or training services, and for WIA customers who exit the One Stop career center services with employment. Such services may include mailers, phone calls, notices of job fairs, financial and literacy workshops, network clubs, special recruitments and job announcements to support career growth. Every effort is made to keep customers focused on their career path and support them in the achievement of life long learning and upward mobility.

In addition, describe the customer flow process used in the local area. This description should include eligibility assessment (core to intensive & training, priority of services), individualized training plans, and case management.

Nothing additional, answered in question above.

8. Performance Management

Describe what tools and strategies will be developed to ensure meeting annually negotiated performance standards

Tracking and managing customer services is accomplished through the Maryland Workforce Exchange (MWE), a comprehensive automated case management system, implemented by the State. The system is capable of tracking all One-Stop job seeker and employer services to include self-service, partner services, supportive services, intensive services, training services and job referrals in a manner that promotes customer satisfaction and system accountability. Weekly performance management is conducted using data from the MWE.

Monitoring of WIA performance will be conducted using the state defined performance goals under Common Measures. The PY '12 measures and standards are as follows:

Adult Entered Employment Rate	84%
Adult Employment Retention Rate	84%
Adult Average Earnings (adjusted for Baltimore City)	\$10,955
Dislocated Worker Entered Employment rate	89%
Dislocated Worker Employment Retention Rate	91%
Dislocated Average Earnings Change (adjusted for Balto. City)	\$13,422
Youth Placement in Employment or Education	63%
Youth Attainment of a Degree or Certificate	66%
Youth Literacy or Numeracy Gains	65%

MOED will make every attempt to achieve the federally prescribed performance measures. Specific rates and standards will be negotiated with DLLR annually.

Evaluation process

Evaluation has always been, and will continue to be, an integral part of the Mayor's Office of Employment Development. As a forerunner in the field of workforce development evaluation, MOED has a Program Evaluation department that is responsible for establishing goals and monitoring performance.

The MOED will conduct program as well as grant level analyses using data that will be compiled and analyzed using statistical software and analysis. Ultimately, the results of these analyses will be used to construct meaningful modifications to the delivery system.

In addition, the MOED, in conjunction with the BWIB, establishes agency, as well as program level goals and objectives. Important to the design of goals is a deep-rooted commitment to continuous improvement. As an agency, meaningful goals that impact the area's workforce development efforts are established, and are based on the local and statewide-unified plans. Special attention is paid to the federal and state required performance measures. Each program's goals are designed to assist in the achievement of the overarching goals.

Performance is calculated and analyzed on an ongoing basis. Analysis includes (but is not limited to) service sectors and penetration, performance standard indicators, cost effectiveness, labor market analysis and outcomes by program, service strategy, and customer characteristics.

9. Sunshine Provision

Describe the process used to involve the public in the development of the local plan.

Availability of the Baltimore City Workforce Investment Act Plan was published in two local newspapers during the weekend of May 18, 2012. A formal session to present the plan was held at the Eastside Career Center on May 24, 2012. The plan was made available to the public through the and MOED's website or a direct request by phone or email. This publication was followed by a thirty (30) day comment period beginning May 23, 2012 and ending June 22, 2012. As comments are received, the plan will be amended. The entire plan is posted on the MOED website: www.oedworks.com.

ADMINISTRATIVE PROVISIONS (SECTION IV)

A. Participant Eligibility Process

Please describe local policy and procedures regarding Youth, Adult, and Dislocated Worker participant eligibility, as it relates to WIA. Procedures should be developed in accordance with WIFI 02-99.

Participant eligibility is determined by qualified staff for all jobseekers before they enroll in a youth or dislocated worker program, or for an adult at the time they transition to intensive services. Eligibility documentation is collected and copies are retained in the case file for adult purposes. Eligibility is determined in accordance with WIFI 02-99.

A. PARTICIPANT ELIGIBILITY PROCESS

1) Youth Eligibility

“Eligible Youth” is defined as an individual who—

- (A) is not less than age fourteen (14) and not more than age twenty-one (21);
- (B) is a low income individual; and
- (C) is an individual who meets one (1) or more of the following:
 - (I) Deficient in basic literacy skills
 - (a.) Reading or Math score less than 8.9 on any standardized test
 - (b.) Unable to compute or solve problems, read, write, or speak English at a level necessary to function on the job, in the family, or in society
 - (ii) A school dropout
 - (iii) Homeless, a runaway, or a foster child
 - (iv) Pregnant or a parent
 - (v) An offender
 - (vi) An individual who requires additional assistance to complete an educational program, or to secure and maintain employment.

The term “low-income individual” refers to an individual who received an income, or is a member of a family that received a total family income, for the six (6) month period prior to application for the program involved (exclusive of summer wages, payment made in employment and training programs, work study programs, unemployment compensation, child support payments, and old-age and survivors insurance benefits received under section 202 of the Social Security Act (42 U.S.C. 402, SSI insurance payment

[accidents, death]) that, in relation to family size, does not exceed the higher of:

- (i) the poverty line, for an equivalent period; or
- (ii) 70 percent of the lower living standard income level, for an equivalent period;

OR

in cases permitted by regulations promulgated by the Secretary of Labor, is an individual with a disability whose own income meets the requirements. A youth with a documented disability will be considered a family of one and have their income eligibility determined based on their own income (excluding the family total income).

In addition, WIA allows up to five percent (5%) of a local program's youth participants to come from individuals who do not meet the minimum income criteria to be considered eligible youth, if such individuals are within one (1) or more of the following categories:

- (A) individuals who are school dropouts;
- (B) individuals who are basic skills deficient;
- (C) individuals with educational attainment that is one (1) or more grade levels below the grade level appropriate to the age of the individuals;
- (D) individuals who are pregnant or parenting;
- (E) individuals with disabilities, including learning disabilities;
- (F) individuals who are homeless or runaway youth,
- (G) individuals who are offenders, or
- (H) other eligible youth who face serious barriers to employment as identified by the local board.

OR

a single person 18 years of age or older who receives less than 50% of his/her support from the family member(s) with whom he/she resides.

WIA requires that at least thirty percent (30%) of youth expenditures be spent on services to Out-of-School Youth. Eligibility as an Out-of-School Youth is defined as individuals that are school dropouts, have graduated high school, or obtained a GED; and are basic skill deficient; and are underemployed or unemployed.

WIA defines Youth as individuals fourteen (14) through twenty-one (21) years of age and Adults as individuals ages eighteen (18) and older. Within both groups there is a program eligibility age overlap for individuals eighteen (18) through twenty-one (21). WIA allows concurrent enrollment for individuals within the eighteen (18) through twenty-one (21) age group; they may receive services from, and be registered in both the Youth and Adult programs.

2) Adult and Dislocated Worker Eligibility

To be eligible as an Adult or Dislocated Worker, a customer must be at least eighteen (18) years of age.

Under WIA, for Adults and Dislocated Workers, core services are seen as universally accessible through the One-Stop Delivery System. Primarily, core services are informational and self-directed through the One-Stop system. Adults receiving core services are not required to provide any documentation of WIA eligibility criteria.

Individual Adults and Dislocated Workers who have made use of at least one (1) core service, and have demonstrated a need for a more in-depth level of assistance, may qualify for intensive services. Similarly, individual Adults and Dislocated Workers who have made use of at least one (1) intensive service and have demonstrated a need for more in-depth level of assistance may qualify for training services. Additionally, when funding is limited, the local "priority of service" policy will be implemented for Adults and Dislocated Workers.

Dislocated Worker Eligibility

- 1) Are unemployed and have been terminated or laid off from employment, or currently possess a notice of impending termination or layoff from employment;
and
 - (a) Are eligible for, or have exhausted, unemployment compensation benefits in connection with or as a result of the layoff/termination; **or**
 - (b) Have been employed, but is not eligible for Unemployment Compensation due to insufficient earnings; **or**
 - (c) Performed services for an employer that were not covered under a state unemployment compensation law; **and**

Are unlikely to return to the industry or occupation from which they were (will be) laid off/terminated.

OR

- 2) Must have been terminated or laid off during the past three (3) years, or are employed and possess a notice of termination/ layoff as a result of any permanent closure of or any substantial layoff at a plant, facility, or enterprise.

The term “substantial lay off” means any reduction-in-force which is not the result of a plant closing and which results in an employment loss at a single site of employment during any thirty (30) day period of:

- (i) At least thirty-three percent (33%) of the employees (excluding employees regularly working less than twenty (20) hours per week); **and** at least fifty (50) employees (excluding employees regularly working less than twenty (20) hours per week); **or**
- (ii) At least five hundred (500) employees (excluding employees regularly working less than twenty (20) hours per week).

OR

3. Were self-employed (including farmers and ranchers) and are currently unemployed as a result of general economic conditions in the community where they reside or because of natural disasters, subject to regulations prescribed by the Secretary of Labor.
- (a) Categories of general economic conditions include, but are not limited to:
 - (i) Failure of one (1) or more businesses to which the self-employed individual supplied a substantial proportion of products or services;
 - (ii) Failure of one (1) of more businesses from which the self-employed individual

obtained a substantial proportion of products or services;

(iii) Substantial layoff(s) from, or permanent closure(s) of, one (1) or more plants or facilities that support a significant portion of the state or local economy.

(b.) Categories of natural disasters include, but may not be limited to, any hurricane, tornado, storm, flood, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mud slide, snow storm, drought, fire, explosion, or other catastrophe.

OR

4. Is a displaced homemaker defined as:

(a) one who was providing unpaid services to family members in the home and who has been dependent on the income of another family member **AND**

(b) is unemployed or underemployed, and is experiencing difficulty in obtaining or upgrading employment.

B. Oversight and Monitoring

Describe the LWIA procedures for conducting oversight and monitoring of its WIA activities and those of its subrecipients and contracts. The monitoring plan shall address the monitoring scope and frequency and shall include the following:

A requirement that all subrecipient agreements and contracts be monitored on-site at least annually

The financial activities of sub-recipients are monitored, continuously, throughout the life of contractual agreements, principally through the processing of invoices submitted (generally monthly) for payment. Invoices must be accompanied by adequate documentation to support the reasonableness, appropriateness and legitimacy of the indicated costs/charges. The review and processing of invoices is viewed as a Desk Monitoring procedure. During this Desk Monitoring process we are also testing that participants served during the period were truly eligible for service under the applicable funding stream. Our fiscal and program staff also partner to conduct on-site monitoring

of most sub-recipient's records and activities, at least annually. The relative term and value of a sub-award, along with other risk factors, are all taken into consideration in determining the scope and frequency of on-site monitoring activities.

Procedures for determining that expenditures have been made against the cost categories and within the cost limitations specified in the Act and WIA regulations

To ensure that expenditures are made against the cost categories and within the cost limitations specified in WIA regulations, detailed budgets and budget controls are put in place for the One Stop system, including sub-recipients, before expenditures are made. During the budget review and approval processes, WIA regulations, including restrictions, are taken into consideration. The approved budgets function as a major control tool during the procurement and expenditure request and approval cycles.

Procedures for determining compliance with other provisions of the Act and regulations and other applicable laws and regulations

MOED has and will continue to incorporate various procedures and tools into its processes to ensure that sub-recipients are in compliance with other provisions of the Act and regulations and other applicable laws. Those procedures and tools include, but are not limited to: all contract documents being reviewed and approved by the city's law department and Board of Estimates before ratifying; requiring audited financial statements from sub-recipients, if applicable; insuring that sub-recipients are in good standing with the Maryland Dept. of Assessments & Taxation; etc.

Provisions for the recording of findings made by the recipients' monitor(s), the forwarding of such finding to the subrecipient or contractor for response and the recording of all corrective actions

Any questionable procedures and/or costs identified during the Desk or On-Site Monitoring processes are communicated to the sub-recipient in writing and in a timely manner. The sub-recipients are given an opportunity to address and discuss the issues before a final determination of allowance or rejection is issued by MOED, in writing. The sub-recipient is subsequently required to submit a detailed Plan of Corrective Action, including repayment plans if applicable, of which the detailed actions are subject to monitoring by MOED.

Provision of technical assistance as necessary and appropriate; and specific local policies developed by the WIB for oversight of the On-Stop system, youth activities and employment and training activities under Title I of WIA.

When requested or when MOED deems it necessary and/or prudent, MOED provides technical assistance to ensure that the sub-recipient/contractor consistently complies with the terms and conditions of the contract, inclusive of WIA regulations.

C. Grievance Procedures/Complaint Processing Procedures

Describe the Workforce Investment Area's procedures for handling grievances and complaints from participants and other interested parties affected by the local Workforce Investment system, including one-stop partners and service providers.

The Mayor's Office of Employment Development (MOED) has established procedures for handling grievances and complaints from participants and other interested parties affected by the Baltimore City Workforce Investment system, including one-stop partners and service providers. Grievances are required to be made in writing and submitted to MOED for appropriate review, analysis and action following the processes and timelines outlined in the following sections.

Provide a separate description for the following categories of complaints:

- Complaints alleging discrimination on the ground of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and for beneficiaries only, citizenship or participation in any WIA Title I – financially assisted program or activity;
- Complaints and grievances not alleging illegal forms of discrimination. This includes grievances from individuals alleging labor standards violations.

Complaints alleging discrimination on the basis of race, sex, religion, color, national origin, age, political affiliation or belief, and for beneficiaries only, participation in programs funded under the WIA in admission or access to, opportunity or treatment in, or employment in the administration of or in conjunction with, any WIA funded program or activity, may file a complaint, either by him/herself or through a representative, within one hundred eighty (180) days from the date of the alleged violation with the MOED's equal opportunity officer. If such a complaint is received, MOED will immediately notify DLLR and the directorate of Civil Rights, Washington, D.C. of the existence of the complaint. A complaint may be filed directly with the Directorate of Civil Rights (DCR), U.S. Department of Labor, 200 Constitution Avenue, N.W., Room N-4123, Washington, DC 20210. If the complainant elects to file his/her complaint with the MOED, the complainant must wait until the MOED issues a decision or until ninety (90) days have passed, whichever is sooner, before filing with DCR. If the MOED has not provided the complainant with a written decision within ninety (90) days of the filing of the complaint, the complainant need not wait for a decision to be issued, but may file a complaint with DCR within thirty (30) days of the expiration of the ninety (90) day period. If the complainant is dissatisfied with the MOED's resolution of the complaint, the complainant may file a complaint with DCR. Such complaint must be filed within thirty (30) days of the date the complainant received notice of the MOED's proposed resolution.

Complainants alleging discrimination complaint must first utilize or exhaust the grievance procedure of MOED before a complaint may be filed with the Directorate of Civil Rights, Washington, D.C. If such a complaint is received, MOED, will immediately notify DLLR of the existence and nature of the complaint using the Notification of Receipt of WIA Complaint Alleging Discrimination form. Complaints must be filed within one hundred eighty (180) days from the date of the alleged discrimination. Filing with the Directorate of Civil Rights must occur in writing within thirty (30) days of the MOED decision or ninety (90) days from the date of the original filing, whichever is earlier.

Complaints and Grievances not alleging illegal discrimination will have resolution attempted by exhausting this grievance procedure. If resolution is not achieved, complainants may request a DLLR review of findings by filing a request with DLLR after receiving MOED's decision that resulted from the hearing of the complaint. Complaints must be filed within one (1) year of the event(s) on which the complaint is based except in the case of complaints alleging fraud or criminal activity. DLLR will render a decision on the grantee's written decision within ninety (90) days of the original complaint date.

Complaints by regular employees or their representatives that allege any labor standards violations have the opportunity for an informal resolution of the complaint. If not resolved informally, a hearing will be held in accordance with this grievance procedure. The procedure must take no longer than sixty (60) days from the date of filing to be exhausted which includes time spent informally attempting to resolve the complaint. The complainant has the right to have the decision reviewed by DLLR. The complaint must be filed within one (1) year of the alleged occurrence.

The local area grievance procedures should also include the remedies that may be imposed for a violation of any requirement under WIA Title I, limited to:

- Suspension or termination of payments under the title;
- Prohibition of placement of a participant with an employer that has violated any requirement under WIA Title I;
- Where applicable, reinstatement of an employee, payment of lost wages and benefits, and reestablishment of other relevant terms, conditions, and privileges of employment; and
- Where appropriate, other equitable relief.

The grievance should be presented by the WIA program participant/ sub-recipient or other interested parties using the MOED grievance form. The aggrieved should present in writing and discuss the matter with his/her immediate supervisor within five (5) calendar days from the date of the event, or of his/her knowledge thereof, which is the basis of the grievance. The immediate supervisor will attempt to effectively address and resolve the grievance within five (5) calendar days from when the grievance was presented. If not resolved to the satisfaction of all parties the grievance may be appealed to the Department Head within five (5) days after a response is given by the immediate supervisor. This appeal must be in writing and should be forwarded to the WIA program participant's/employee's/sub-recipient's immediate supervisor. The immediate supervisor will, upon receipt, forward the appeal to the Department Head along with a copy of his/her response to the grievant. The Department Head is allowed five (5) calendar days beginning with the day on which the written appeal is received for settlement.

If the matter is not satisfactorily resolved, at the Department Head level, the grievant may appeal the decision to the EEO Officer of MOED and request a hearing on the matter. The appeal of the decision by the Department Head and request for a hearing must be submitted in writing to the EEO Officer of MOED by the grievant within five (5) calendar days after a decision is rendered by the Department Head.

Upon receiving an appeal and request for a hearing, the EEO Officer shall appoint an impartial hearing officer to hear the complaint. Hearings shall be conducted within ten (10) days of receiving the appeal and hearing request. Written notice shall be given to the complainant of the date, time and place of the hearing, the manner in which the hearing will be conducted and the issue to be decided.

Within five (5) days after the hearing, a written notice of the decision of the hearing officer shall be provided to the grievant, his/her representatives, and all other interested parties.

The written decision, including a synopsis of the facts, a statement of reasons for the decision and a statement of remedies, if applicable, will be sent to each interested party.

The entire hearing shall be recorded, and this recording shall become a part of the permanent record of the grievance process. The grievant may request a copy or transcription of this recording at his/her own expense.

If the grievant is not satisfied with the Hearing Officer's decision, he/she may appeal the decision to the Director of the Mayor's Office of Employment Development within five (5) days of receiving the written decision. The Director or his/her designee shall review all materials \ and recordings related to the grievance and related review and decision processes. Within five (5) days of the Director's review, a written notice of the decision of the Director shall be provided to the grievant, his/her representative, and all other interested parties. If the grievant is not satisfied with the Director or his/her designee's decision, the grievant may appeal the decision reached to the Department of Labor, Licensing and Regulation. The appeal must be submitted in writing after receipt of the decision from the Mayor's Office of Employment Development. (Note: 10 days is not a standard used for receiving, but for determining the matter once received.)

Where there is probable cause to believe that an act of illegal discrimination has occurred, the Equal Opportunity Officer shall recommend appropriate remedies to address those violations.

Remedies shall be tailored to the specific circumstances and violations and may include, but not limited to:

- provision of service, benefit or employment opportunity denied
- monetary payment for loss of employment opportunity or benefit
- disciplinary action(s) against the individual(s) found to have discriminated
- training for individual(s) found to have discriminated and for other appropriate individuals
- nullification of an adverse action

- removal of adverse records or documents from client/personnel files, and
- preparation of statement of no retaliation

Should the proposed remedies be acceptable to all parties, if appropriate, the EO Officer shall prepare a written Settlement Agreement which contains the specified remedies and which the complainant and respondent will sign.

The Agreement shall include a stated time frame for implementation of the remedies. Should the complainant or respondent be dissatisfied with the recommended remedies and no solution appears probable, the Equal Opportunity Officer shall inform the complainant of additional filing rights and time frames for filing as appropriate.

Where the Equal Opportunity Officer makes a decision that there is no probable cause to believe that an act of illegal discrimination has occurred, the complainant shall be so notified.

Where the complainant does not accept the decision, the Equal Opportunity Officer shall be advised of additional filing rights and time frames, as appropriate.

Include a copy of the current Grievance Procedures/Complaint Process Procedures as an attachment to the plan.

The current Grievance Procedures/ Complaint Process Procedures are attached.
See attachment 4

D. Nondiscrimination and Equal Opportunity Provisions

Reasonable Accommodation: With regard to aid, benefits, services, training, and employment, include a statement of assurance that you will provide reasonable accommodation to qualified individuals with disabilities unless providing the accommodation would cause undue hardship.

In serving persons with disabilities, the MOED will make every effort to provide reasonable accommodations to allow for full program participation including, but not limited to, providing auxiliary aids and services and ensuring effective communications through alternative formats.

Communication – Individuals with Disabilities: Describe what steps you will take to ensure that communications with individuals with disabilities, including individuals with visual or hearing impairments, are as effective as communications with others.

The MOED will take reasonable steps to provide auxiliary aids and materials to ensure that communications with individuals with disabilities, including individuals with visual or hearing impairments are assisted. Examples include but are not limited to: large print, Braille, interpreting services, allowing people with visual or learning disabilities or who have limited use of their hands access to tape recorders or a computer.

Notice and Communication – Languages Other Than English: Describe what steps you will take to meet the language needs of limited-English-speaking individuals who seek services or information.

For individuals having limited English, MOED will provide written materials in Spanish and utilize interpreting services offered by MOED staff, Language links Program, and partnering agencies.

E. Procurement and Contracting Procedures

Describe your procurement system and include a statement of assurance that the procedures conform to the standards in DOL regulations 29 CFR Part 97 Uniform Administrative Requirements For Grants and Cooperative Agreements to States and Local Governments, or 29 CFR Part 95 Uniform Administrative Requirements for Grants and Cooperative Agreements with Institutions of Higher Education, Hospitals and Other Non-Profit Organizations.

MOED follows the procurement policies and procedures outlined by the City of Baltimore. The actual procurement of most goods and non-professional services are initiated by MOED but the actual awards and placement of orders is handled by the Baltimore City Bureau of Purchases.

The city's procurement policies do allow for MOED to procure goods and services which are valued at less than \$5,000 after securing at least three (3) competitive quotes and making a sound price and quality comparison. There are few exceptions permitted to the process.

Provide a statement of assurance or other documentation to demonstrate that the acquisition, management, and disposition of property adhere to the Property Management Procedures taken from DOL regulations 29 CFR Part 97 and 29 CFR Part 95.

The MOED shall adhere to the acquisition, management and disposition of property as prescribed in the United States Department of Labor Regulations 29 CFR Part 97 and 29 CFR Part 95.

Include a statement of assurance that the LWIB has adopted procedures to avoid conflicts of interest or the appearance of such conflicts in the exercise of their responsibilities, particularly those related to the awarding of contracts.

The BWIB has prepared and implemented its Conflict of Interest policy (Attachment 5) signed by each BWIB member. This policy addresses conflicts of interest including matters related to the awarding of contracts.

F. Fiscal Controls

Describe the LWIB or fiscal agent's accounting procedures, including the procedures used in preparing reports to the State. In addition to the requirement that all financial transactions be conducted in compliance with GAAP, your fiscal management system must include the following in your accounting procedures.

The fiscal system must be adequate to track by grant award, the following:

- (1) Obligations
- (2) Expenditures
- (3) Assets

For each individual grant, the fiscal system must permit the tracking of:

- (1) Program income
- (2) Stand-in costs
- (3) Profits

The system must be adequate to prepare financial reports required by the State.

Both the City Dynamics and the MOED's FundWare system are designed so that costs incurred are reported against the cost categories established by the MOED. Each funded activity requires an expenditures budget. Prior to the expenditure occurring, the budgeted amount requested is placed into the appropriate cost category (administration or training). Monitoring of financial documents and records by the appropriate MOED staff ensures that the correct cost category is being charged and that costs associated with the program are proper and allowable under WIA regulations.

a. Fiscal Reporting System

The monthly receipts and expenditures reports are generated by the Baltimore City Accounting Operations Division. Interfacing these reports with the internal financial management information system, accruals are recorded. The internal Fundware accounting system is a reference for reporting expenditures to the DLLR.

b. Obligation Control System

The MOED initiates a planning cycle prior to the beginning of the program year to determine funding strategies for each of its grants. This planning process allows for control of the total obligation level of each funding source. After planning targets are identified and subsequent programs are put in place, MOED staff monitors the obligation and anticipated expenditure levels of each of its programs and grants to ensure that costs will not exceed the available funding limits. A variety of review mechanisms are in place to monitor and control the level of obligations and subsequent expenditures.

To track revenues and expenses for each grant fund, each grant is assigned a separate and discrete fund number. At the expenditure level, Fundware currently utilizes a 15-digit budget account number structure. The budget account number structure is maintained in a formal Chart of Accounts.

Identify the key staff who will be working with WIA funds.

MOED's Fiscal Administration and Contracting Units are the primary units responsible for financial recording and reporting.

Describe how the LWIB's (or fiscal agent's) financial system will permit tracing of funds to a level adequate to establish that funds have not been used in violation of WIA standards or DOL regulations.

The BWIB/Fiscal Agent will have the lead responsibility for resolution of any and all debts pertaining to WIA funds awarded to sub-recipients that operate a program. Usually a potential debt is identified at the point where an audit of the program has identified questioned or disallowed costs. The resolutions to the finding(s) are:

- a. The sub-recipient is given no more than thirty (30) days to either accept the finding(s) and acknowledge the debt or provide additional documentation not reviewed during the audit which documents the allowability of the costs questioned. NOTE: disallowed costs are automatic debt payments due to the BWIB.
- b. If documentation is received, the BWIB/Fiscal Agent and the auditors will review and either accept or reject the documentation. This review shall conclude not more than thirty (30) days upon receipt of the documentation.
- c. Should the original finding(s) stand, the BWIB/Fiscal Agent will notify the sub-recipient in writing of its findings and prepare a repayment schedule to recover all funds due. The repayment of funds shall not exceed six (6) months from the date of notification from the BWIB/Fiscal Agent.

Provide a brief description of the Fiscal reporting system

The MOED will utilize the Baltimore City Dynamics Financial System as the main source for financial tracking and accounting record keeping. The City Dynamics System is operated in accordance with Generally Accepted Accounting Principles (GAAP).

To further support the WIA reporting requirements, the MOED has implemented a customized version on Kintera Fundware, procurement and accounting management system, which complements the City Dynamics Financial System.

- a. The City Dynamics and FundWare systems enable MOED to track:
 - (1) Obligations /Encumbrances
 - (2) Expenditures
 - (3) Assets
- b. The fiscal systems also permit tracking of:
 - (1) Program income
 - (2) Stand-in costs
 - (3) Excess revenues and/or expenses
- c. These systems enable the MOED to prepare the financial reports required by the state for WIA reporting.

Provide a brief description of the Obligation control system

Contract awards and procurement approvals for goods and services are entered into our fiscal/procurement systems as budgeted expenditures. As actual liabilities are confirmed, they are recorded as draws against the budgeted amounts. There are periodic reconciliation reviews to confirm the accuracy and timeliness of obligation related data.

Provide a brief description of the ITA payment system

Reimbursement (via grant funds) of expenditures by service providers is preceded by an invoice requesting payment. Invoices are accompanied by back-up documentation that is retained by MOED monitoring staff. Once the controls identified (including verification/validation processes) are met, the invoice is approved for payment and submitted for processing. The City's Department of Finance, Disbursement Division, processes and disburses payment for the approved amount and forwards payment directly to the service provider.

Provide a brief description of the Chart of account system

To track revenues and expenses for each grant fund, each grant is assigned a separate and discrete fund number. At the expenditure level, Fundware currently utilizes a 15-digit budget account number structure. The budget account number structure is maintained in a formal Chart of Accounts.

15-Digit Chart of Accounts Definition

<u>XXXX</u>	<u>XXX</u>	<u>XXX</u>	<u>XX</u>	<u>XXX</u>
Grant	Title	Program Activity	Cost Category	Object Sub- Object

Grant: Represents the source of WIA funding (Adult, Youth, and Dislocated Worker)

Title: Denotes the source of funds for the grant (i.e., State, Local, Federal, Other)

Program Activity: Represents the budget cost centers.

Cost Category: Denotes whether the cost associated with the activity relates to Administration or Program.

Object/Sub-Object: Denotes the classification of costs (i.e., wages, fringe costs, and payment to contractor, materials and supplies).

The **City Dynamics System** utilizes a 26-digit account number structure. There is a mapping system in place to link the Fundware account number to the corresponding City Dynamics account number.

Provide a brief description of the Accounts payable system

Accounts Payable System

Within the MOED's infrastructure, a series of checks and balances are used to insure the accuracy and timeliness of the accounting for revenues and expenditures. Upon receipt of an invoice for payment, this document is reviewed and must be approved at two separate and independent levels before it is submitted to the City's Department of Finance for payment processing.

The Fiscal Division of the MOED maintains the chart of accounts (adds, deletes, etc.) and coordinates with the City's Accounting and Finance Divisions. Accounting entries for both contracted and non-contracted expenditures are reviewed for fiscal accuracy and correct cost categories prior to assigning charges. In the event of human or mechanical errors, the account incorrectly charged is corrected via a change request to the City's Accounting operations.

Provide a brief description of the Staff payroll system

Staff Payroll System

The staff payroll system is a part of the Baltimore City Payroll System and requires time and attendance reports to be submitted every other week. Time and attendance reports must be approved by both the staff person and his/her supervisor. The City Payroll Department processes all payrolls and maintains all backup documentation. Entry and changes are submitted by the MOED's Human Resources Department for new employees, staff transfers, terminations and salary increases. The MOED Human Resources Department monitors all changes, and in the event of errors, initiates the appropriate changes.

Provide a brief description of the Participant payroll system

The participant payroll system follow the same procedures as the staff payroll system, except the payroll changes and processing are under the control of a unique administrative unit. The time and attendance reports are signed by both the participant and the program operator.

Provide a brief description of the Participant stipend payment system

The participant stipend system follow the same procedures as the staff payroll system, except the payroll changes and processing are under the control of a unique administrative unit. The time and attendance reports are signed by both the participant and the program operator.

Provide a statement of assurance that all financial transactions will be conducted and records maintained in accordance with General Accepted Accounting Procedures (GAAP).

The MOED assures that all financial transactions will be conducted and its records maintained in accordance with General Accepted Accounting Principles (GAAP).

Describe the LWIB's (or fiscal agent's) cash management system, providing assurance that no excess cash will be kept on hand, and that procedures are in place to monitor cash.

Grant funds awarded are generally received via Cash Draw down requisitions submitted to DLLR by the BWIB/Fiscal Agent. The revenues received from DLLR are identified using a unique 26-digit account coding structure to ensure appropriate accounting of the various funding sources. Utilizing the City's Accounting and Finance structure, deposit slips are prepared denoting appropriate amounts and accounts, and forwarded to the City's Finance Office.

All check receipts are deposited daily in revenue accounts established with the Baltimore City Department of Treasury. On a monthly basis the grant revenue ledger accounts are reconciled with the deposit slips. NOTE: All Grant cash draw down requisitions submitted to DLLR are based on actual and accrued expenditures which minimizes or eliminates excess cash on hand.

Describe your cost allocation procedures including:

- Identification of different cost pools
- Procedures for distribution of staff costs between cost categories.
- Procedures used for distribution of funds from each cost pool.
- Description of funds included in each cost pool.
- Description of cost allocation plans for One-Stop Centers.

Cost Allocation Plan

The MOED charges actual and estimated (budgeted) expenses to the benefiting program/funding source. Expenses benefiting a single program/funding source are directly charged while those benefiting multiple programs/funding sources are "pooled" for later pro rata allocation between the multiple programs/funding sources based on logical criterion. The bases for allocation could include, but are not limited to: number of unduplicated users; square footage of space occupied; percentage of direct personnel costs of one program to total direct personnel costs of all programs; etc.

Pooled costs are classified as Administrative Costs (ACP) or Program Costs (PCP). Additional cost pool classifications may be developed in the future. Costs that are directly charged are also categorized as Administrative or Program based on guidelines established by each funding source. The Cost Allocation Plan and its related distribution methodologies will be applied consistently throughout the program year. However, it will be reviewed and re-evaluated periodically with any required modifications and associated adjustments being made retroactive to the start of the program year.

MOED intends to share allocated One-Stop Career Center costs with required partner agencies via negotiated and equitable resource sharing agreements with each. Each partner will be encouraged to contribute a fair share of the operating costs of the One-Stop system.

Audits - Include the following standard statement:

All governmental and non-profit organizations must follow the audit requirements of OMB Circular A-133. An annual financial and compliance audit will be conducted and submitted to the Department of Labor, Licensing, and Regulation, Office of Employment Training within thirty (30) days after the completion of the audit report, but no later than nine (9) months after the end of the audit period. Furthermore, the LWIB or fiscal agent insures that all required subrecipient audits and all subrecipient audit resolution procedures are completed.

All governmental and non-profit sub-grantees of MOED must follow the applicable audit regulations of the Office of Management and Budget (OMB) Circulars, i.e. Circular A-133, N-122, A-21, 48 CFR, Part 31. An annual financial and compliance audit, if applicable, will be conducted and resulting auditor's report submitted to the Department of Labor, Licensing and Regulation/Office of Employment Training within thirty (30) days after issuance of the audit report, but no later than nine (9) months after the end of the audit period. Furthermore, the BWIB or fiscal agent ensures that all required sub-recipient audits and all sub-recipient audit resolution procedures are completed.

Debt Collection

Describe in detail the LWIB or fiscal agent's procedure for collecting debts involving WIA funds.

Vendors, suppliers and other debtors are notified in writing of funds owed to MOED. Open receivables are continually monitored and if necessary legal actions are initiated to collect on open accounts when more friendly approaches to resolves these issued have failed.

G. Local Workforce Investment Board (LWIB) Chief Local Elected Official (CLEO) Working Agreements

Include as an attachment, the agreement between the LWIB and the CLEO that clearly delineates each partner's roles and responsibilities. The agreement should address the issues as outlined in WIFI No. 8-99.

The agreement between the LWIB and the CLEO are included as attachment 6.

H. Responsibilities of the One-Stop Service Delivery System

Describe the process to be used by the LWIB to meet its responsibilities related to One-Stop operations as outlined in WIFI No. 7-99 - Responsibilities of the Local Workforce Investment Boards for the One Stop Service Delivery System, including:

Describe the process to be used by the LWIB to select One-Stop operator(s) and the selection method to be utilized;

In accordance with State and Federal guidelines, the Mayor and the BWIB have appointed The Mayor's Office of Employment Development as the Operator for Baltimore City.

Describe the process to be used by the LWIB to define the role of the One-Stop operator;

The role of the One-Stop Operator is described in Attachment 2, BWIB/Operator Agreement (attachment 1) and One Stop Memorandum of Understanding.

Describe the process to be used by the LWIB to determine the number and type of One-Stop Centers in the local system;

The ongoing BWIB planning process along with consideration of available and adequate resources to support the one stop operations define the number and type of centers required to best service the workforce development needs of Baltimore City. Additional or subsequent appointments of One-Stop managers will be accomplished through the competitive process.

Describe the process to be used by the LWIB to define the minimum requirements for each Center;

Each year the BWIB, through its committee structure, will provide guidance necessary to meet the minimum requirements for each center

Describe the process to be used by the LWIB to setting performance standards including a customer satisfaction index;

On behalf of the BWIB, MOED sets performance including customer satisfaction measures for each one-stop center. The BWIB may select additional performance measures as deemed appropriate by the Workforce System Effectiveness Committee.

Describe the process to be used by the LWIB to review and evaluate performance of the One-Stop system and One-Stop operator(s); and

The BWIB has adopted workforce goals as a "call to action". It recognizes the value of setting objectives and milestones and reporting quarterly on movement towards achieving goals.

Describe the process to be used by the LWIB to negotiate Memorandums of Understanding (MOUs) with One-Stop partners relative to operation of the One-Stop delivery system in the local area.

MOED negotiates Memoranda of Understanding (MOU's) with all mandatory partners on behalf of the BWIB.

I. Continuous Improvement

Provide a description of the process to be used to ensure the continuous improvement of eligible providers of services and that such providers meet the employment needs of local employers and participants.

The Baltimore City One Stop System embraces the concept of a market driven eligible provider system with a customer driven consumer reports system. The Maryland Higher Education Commission (MHEC) oversees the State's Eligible List of Training Providers and reports on program enrollments and performance outcomes for all training providers listed. Customers will be educated with consumer reports provided by MHEC including timely accurate information on training provider curricula, support systems, outcomes and employment potential. Career decisions will be based on labor market information that includes employment trends, and selections will be made in high growth industries with career path opportunities. To remain competitive in such an environment, training providers must design programs that are responsive to employer, worker and job seeker needs. MHEC will monitor provider's performance on an ongoing basis and poor performers shall be deleted from the list of eligible providers. Training providers shall be made aware of the new requirements by MHEC prior to participating as an eligible provider. Technical assistance, as it relates to improving program outcomes, may be made available to eligible providers through the One Stop Operator.

ADDITIONAL INFORMATION REQUIRED

A. Operating Systems and Policies Supporting the State's Strategies

What are the local area policies utilized to support the integration of coordinated WIA Wagner-Peyser services?

MOED utilizes DOL/ETA Training and Employment Guidance Letters (TEGLS) and State of Maryland, Department of Labor, Licensing and Regulation, Division of Workforce Development and Adult Learning WIFIs for guidance to develop and implement the local plan. In addition, policy directives are developed, disseminated and discussed at integrated meetings between WIA and Wagner-Peyser staff.

Please describe in detail one stop service delivery design for jobseekers?

Through joint planning sessions, a collaborative model has been developed to provide services to all customers including, but not limited to, Wagner Peyser, Veterans, Trade Act and WIA eligible customers. This model includes streamlining and coordinating the operational procedures and process for customer flow and services within the one-stop operating system. This has been accomplished through coordinated orientation sessions, outreach, retention services, marketing efforts, targeted workshops, integrated staffing, job development and collaborative management and oversight. Baltimore City job seekers and employers are addressed in a seamless and cost effective manner.

Specifically, Job Service staff deliver a majority of core services that include: interviewing and screening for job opportunities, assisting customers with MWE registration, assisting with electronic resumes, providing job referrals, connecting customers to labor market information, conducting informal assessments, facilitating the movement of core customers to intensive services when appropriate, and conducting follow up on core customers. Workshop Leaders provide soft skills and readiness activities for all customers primarily in group settings. Job Service and WIA staff jointly facilitate rapid response activities, both on the job site and in the One Stop Centers.

Businesses are jointly served by WIA, Wagner Peyser, and Veterans staff with a full menu of services designed to accommodate the needs of business including, CyberSecurity, Maryland Energy Sector Partnership (MESP), Customized Training, posting job openings, job matching, and facilitating recruitment efforts.

Each partner is committed to cross training related to the specific services offered, eligibility requirements and processes governing their customers and funding streams to ensure a seamless service delivery. The Memoranda of Understanding define the contribution and responsibilities of partners within the one-stops. A comprehensive operating plan jointly developed and agreed upon by all partners guides the work of the

partners. The types of services are based on the unique needs of each customer. It may emanate from customer requests, counselor referrals, or a combination thereof.

One-stop core services are delivered in a self-service or facilitated self-service manner and primarily consist of: computer technology, literature, videos, group orientations, workshops, job fairs, and special events offered on a regular schedule. The majority of core services are delivered by non-WIA funded staff either on-site or remotely. Staff assisted core services are delivered by WIA funded staff.

Appropriate intensive services are delivered in both group and one-on-one sessions by staff trained in the eligibility, assessment and service priorities of the One-Stop operator. Partner specialists provide the educational and/or training services authorized under intensive services. Training services authorized under WIA are delivered either by the One-Stop operator, partner organizations, contractual arrangements, or through vendors appearing on the approved Eligible Training Provider List (ETPL).

Please describe in detail one stop service delivery design for Employers? Please discuss industry priorities, services delivered, and how you connect these services to job seekers in the system?

Employ Baltimore is the business services marketing strategy for MOED which offers a full tool kit of employer workforce services to businesses. Our professional business service team customizes workforce solutions for each Baltimore area business based on their needs.

- *Employers* are engaged in the one stop delivery system by MOED's Business Services team. While initial meetings are usually at the worksite, staff will often meet with businesses in the Career Centers which allows an opportunity to provide a tour and detailed description of services offered and available for their employees. Business can also use the Career Centers for meetings, large forums and recruitment at no cost.
- The Business Services team conducts *Business Network Forums* in the Centers for business leaders on topics of interest to the industry or focusing on occupations. Presentations and speakers are provided from the business community which ensures that there is a Business 2 Business experience.
- *High growth industries* are identified by the BWIB and targeted by the team for job development, forum topics and to create partnerships. In Baltimore City, the targeted industries are: Healthcare, Bioscience Business Services, Information Technology, Construction, Hospitality and Tourism, Port and port related services and Sustainable Energy and Environmentally Driven Services.
- *Staff* are also designated as Subject Matter Experts (SME) for the fastest growing industries which enable them to educate the team on LMI relevant to that industry and to stay updated on trends and hiring and challenges for the industry. SME's are members of various business organizations and participate on industry committees to gain information and to connect the businesses to the public workforce system
- *Job Seekers* in the system are connected to employment opportunities directly via on site recruitment and job fairs at the Career Centers, at industry workshops

conducted by leaders in the industry as well as MOED staff and through LMI data that is posted and discussed with job seekers.

- *For development projects* in the Baltimore area, the Business Services team offers a Community Hiring Process that takes on the responsibility of linking the community including jobs related to the project from the developer and tenants/employers with qualified residents in the community. This component has insured inclusion for city residents and reduces the recruitment burden for the employer.
- *Employers* are provided no cost job posting, outreach and recruitment services, pre-screening and assessment of applicants services, tax credit information, human resource support, and access academic remediation and computer literacy resources.

How will the LWIA ensure an integrated service delivery model across programs and services delivered by the One-Stop Career Centers? Provide specific examples. Please include examples of innovative best practices, coordination between partners in the One-Stops, and blending and braiding for funding streams.

MOED ensures integrated service delivery with Memoranda of Understanding (MOU), which describes how the services are to be provided and coordinated through the One-Stop system. The One-Stop Career Centers co-locate several partner agencies (both mandatory and non-mandatory) to facilitate the coordination of services among partner programs. For example, the following partner agencies are co-located: East Baltimore Development Inc (EBDI), Baltimore Integration Partnership, Department of Labor Licensing and Regulation, Journey Home, Baltimore City Community College, Division of Rehabilitation Services, Department of Social Services and Re-entry Partnership Network. To ensure integration there is on-going cross-training for the One-Stop staff and partners on the services available from the various partner agencies so that staff are knowledgeable to assist customers by making appropriate referrals. In addition, there are regular meetings to coordinate efforts, discuss problems, share solutions. Partners not co-located are connected via electronic referral.

How will Local Areas provide WIA rapid response activities to dislocated workers?

The Rapid Response coordinator provides activities at the worksite and at the One Stop Career Centers. Career Counselors and Job Service staff also assist with workshops, assessments, and job matching.

Initially, a management meeting is conducted with Executive staff of the company to obtain specific information regarding the outplacement activity (dates, number of employees, etc). The management team meeting includes staff from DLLR's dislocated worker unit and other jurisdictions as needed. We also obtain demographic information about the employees as well as positions affected and wages. This information is used to create a work plan of action and services targeted for the employees. Services include job readiness (resume writing, interviewing, LMI) on site job fairs, and recruitment. MOED may also develop a "Talent Scout" report which compiles information on employee skills and is distributed to employers.

Other than MWE what other methods are used for data collection and reporting One-Stop programs and activities (e.g., surveys, customer feedback, suggestions box, etc.)? What other data is collected and how?

Other than the Maryland Workforce Exchange, the following tools are used to supplement the data collection and reporting processes:

- Efforts to Outcomes (ETO)—Used to track ex-offenders served at the Reentry Center in the Northwest One Stop Career Center
- Phone Tree - Automated Phone and Email Messaging system—used to contact customers
- Survey Money – Used to assess Customer Satisfaction
- WORKS –Baltimore City Department of Social Services (BCDSS) data collection and tracking
- Regional Online Service Information Exchange (ROSIE)- Used to track unstably housed individuals serviced through The Journey Home Employment Program, and
- MOED’s internal Shared (S) drive to track customer appointments, outcomes and job placements

B. Services to State Target Populations

What employment, re-employment, and training needs are provided to unemployment compensation claimants, the long-term unemployed, the under-employed, and dislocated workers (including trade-impacted dislocated workers and displaced homemakers)?

The Early Intervention (EI) Facilitators share information in the EI workshops on the various training opportunities. During of the re-employment workshop, claimants are introduced and connected to center services in order to access training options and employment opportunities. Additionally, information on training(s) is posted in the One Stop centers and disseminated telephonically using the phone tree system.

Outplacement services include on site job readiness workshops (resume writing, interviewing skills, job search on the internet), labor market information to guide the job search process, and linking dislocated workers to the Career Centers for a one- on- one meeting with staff. MOED also conducts mini job fairs for specific dislocated employees and offers training initiatives including OJT and Customized Training which provide hands on work skills with a commitment to hire.

What employment, re-employment, and training needs are provided to low-income individuals (including recipients of public assistance)?

MOED administers several BCDSS grants to serve public assistance recipients, one of which is the Food Stamps initiative co-located in the One Stop Centers. The Workforce Reception Center (WRC) operates the New Beginnings and Employment Continuum programs that provide job readiness training and transitional work experience to TANF recipients.

What employment, re-employment, and training needs are provided to migrant and seasonal farmworkers?

One Stop Centers provide information on migrant and seasonal farm workers programs in the Resource Areas.

What employment, re-employment, and training needs are provided to veterans?

When a customer self identifies as a veteran to the greeter upon entry into the One Stop Career Center, the Veteran Services SBE Categories – Eligibility Checklist is completed. This tool is an assessment to determine if the veteran has any significant barriers to employment and should be referred to the DVOP for services. If the greeter determines through this assessment that the veteran has at least one of the barriers listed and will require intensive services to become reemployed, then an immediate referral is made to the DVOP.

DVOP Services include: reviewing the Maryland Workforce Exchange application and resume for accuracy; reviewing the significant barriers to employment assessment to determine eligibility; development of an Individualized Employment Plan (IEP); discussion of barrier resolution and referrals to outside services for assistance; refer to internal services and workshops such as the digital learning lab and resume writing workshop; job readiness services including resume assistance, job clubs for veterans run by the LVER, assisting with job referrals, and assessing transferrable skills from military to civilian jobs; outreach visits to other workforce partners and veteran service organizations attempting to locate veterans who need assistance; and assistance with obtaining a DD214 to determine eligibility for training. All services and contacts are documented through case notes and services recorded in the Maryland Workforce Exchange (MWE).

Additionally, all job orders developed by the Business Services Unit are shared with the Veterans Services LVER who reviews and screens for candidates 24 hours prior to the job order being released to the general population. The LVER also connects with the business community to create recruitment opportunities, opportunities for veterans to network with employers, and facilitates job clubs.

What employment, re-employment, and training needs are provided to individuals with limited English proficiency?

Translation services are available during the interview/assessment process to assist those individuals with limited English-speaking ability. MOED has a directory of interpreters. If bi-lingual staff persons are not available, the Language Line, a translation service provided by telephone, is utilized to provide translations. Some individuals have difficulty in securing employment because of limited English-speaking ability; therefore training in English as a Second Language (“ESL”) is available to individuals through Baltimore City Community College to enable them to improve English-speaking skills. Additionally, the One-Stop partner with the Community Colleges and students participating in the Integrated Basic Education and Skills Training (I-BEST) workforce

training that includes ABE and/or ESL so students learn literacy and workplace skills at the same time. Finally, the Baltimore City Community College provides contextual learning through the Maryland I-Best model to a limited number of students each year. The One Stop Centers refer qualified candidates to this program.

What employment, re-employment, and training needs are provided to homeless individuals?

The Journey Home Employment Program is a pilot program funded by the City's Journey Home Leadership Group that provides employment and training services to the unstably housed individuals. A Career Navigator and Business Service Representative are co-located in various shelters in the City to connect persons experiencing homelessness to job readiness training, housing vouchers and 12 weeks of subsidized work experience, resulting in unsubsidized employment.

Refer to the Baltimore Homeless Youth Initiative on page 30 of this plan.

What employment, re-employment, and training needs are provided to ex-offenders?

The Reentry Center (ReC) located in the Northwest Career Center is a unique "one stop" for ex-offenders. It provides a broad menu of services to the ex-offender population through an MOU with the Department of Public Safety and Department of Corrections, the Maryland State Department of Labor, Licensing and Regulation, Division of Workforce Development and Adult Education and other sources. The Center's primary purpose is to assist Baltimore City residents who have criminal records to secure employment and avoid recidivism. There's a network of partners that provide onsite services to this population which consist of: job readiness skills, identification assistance, legal services, child support, expungement workshops, financial literacy and tax preparation.

Refer to the Operation Safe Kids initiative on page 30 of this plan.

What employment, re-employment, and training needs are provided to older workers?

The services to the older workers population are addressed through the increased collaboration of One-Stop partners in MOU agreements with the national awardee and the subgrantees of the Senior Community Service Employment Program. All resources and employment opportunities are made available to this targeted population through a seamless service delivery. Such services may include: workshops, senior interns, basic computer skills, job matching and placement services designed to meet the needs and unique concerns of the older worker. Additionally, occupational training is provided in Healthcare to older workers through a DOL Older Worker Demonstration Grant, Maturity Works.

What employment, re-employment, and training needs are provided to individuals training for nontraditional employment?

All customers are exposed to the benefits and demands of non-traditional employment through career planning sessions, seminars, employer/training provider recruitment forums and online labor market information, posters and brochures. Additionally, apprenticeship workshops are held monthly in the One-Stops to inform jobseekers of the various non-traditional employment opportunities.

What employment, re-employment, and training needs are provided to individuals with multiple challenges to employment?

The One-Stop Centers refer customers to providers using resources such as the Maryland Community Locator which provides information on needed services to address barriers. Also, job readiness training may be provided to address the special needs of targeted groups experiencing severe barriers to employment. These targeted groups include ex-offenders, substance abusers, limited English non-high school/GED graduates, older workers public assistance recipient and person with disabilities. The Re-entry Center (ReC) has provided transitional services either directly or indirectly to offenders that includes, assistance with identification, clothing legal services child support assistance referrals to housing and health services and in-depth case management, literacy and job placement.

What employment, re-employment, and training needs are provided to adults with disabilities?

Self-service resource rooms located in the One-Stop Centers feature access to assistive technology enabled computers, software, copiers, fax machines, and the Internet. In each resource room, an assistive technology workstation outfitted with hardware and software allows the customer to access all one-stop services that include: digital learning lab, high tech labs, career labs and assessment tools. The needs of persons with disabilities are addressed by the one-stops through the cross training of staff on the identification on the various types of disabilities and specific services available to this population. Resource fairs are held annually to connect this population with employment opportunities. Additionally the one-stop has appointed a staff person that serves as a liaison to the Baltimore City's Commission on Disabilities.

What types of services are currently provided to eligible youth with disabilities and youth with significant barriers?

The Division of Rehabilitation Services is a member of the Youth Council. WIA Providers refer youth in need of assessment to DORS.

What is the long-term strategy to improve services and employment outcomes of individuals with disabilities?

Examples - plans for the promotion and development of employment opportunities, job counseling, and placement for individuals with disabilities.

See above

How will comprehensive services for eligible youth, particularly youth with significant barriers to employment be delivered?

The RFP requires that organizations seeking funds must provide a program model that highlights program deliverables and how participants can access needed services. Program models include wrap around services that can guarantee the success of a participant.

C. Wagner-Peyser Agricultural Outreach (If Applicable)

Each applicable workforce agency shall operate an outreach program in order to locate and to contact migrant and seasonal farmworkers (MSFWs) who are not being reached by the normal intake activities conducted by the local offices. To this end, each agency must include in its Operational Plan an annual agricultural outreach plan, setting forth numerical goals, policies, and objectives. Regulations at 20 CFR 653.107 require that the outreach plan include the following elements:

- Assessment of need
- Proposed outreach activities
- Services provided to agricultural employers and MSFWs through the One-Stop delivery system
- Numerical goals
- Data analysis

Not Applicable

Baltimore City
List of Attachments
May 21, 2012

1. LWIB/CLEO Agreement
2. Partner List with Functions
3. Individual Training Account Procedures
4. Grievance/Complaint Procedures
5. Conflict of Interest
6. Statement of Concurrence
7. Veteran Services Significant Barriers to Employment (SBE)
Categories – Eligibility Checklist

PARTNERSHIP AGREEMENT

Between
The Mayor of Baltimore City
And
The Baltimore City Workforce Investment Board

- WHEREAS, the Mayor has determined that workforce development issues are of primary concern to the vitality of the city of Baltimore, its residents and the metropolitan area, and
- WHEREAS, the Workforce Investment Act (WIA), (P.L. 105-220), requires the creation of a Workforce Investment Board to oversee and provide policy guidance for local workforce development activities, and
- WHEREAS, the Mayor has appointed a Workforce Investment Board to convene stakeholders around the workforce development issues including worker preparation and labor market analysis, and
- WHEREAS, the Workforce Investment Board has accepted this expanded role on behalf of the residents and businesses of Baltimore City, and
- WHEREAS, the Governor has designated Baltimore City as a Workforce Investment Area and the Mayor has convened a Workforce Investment Board,
- NOW, therefore, be it resolved that the Baltimore Workforce Investment Board, in accordance with the act, will provide oversight to the planning, implementation and evaluation of the Workforce system established in Baltimore City.
- BE IT further resolved that pursuant to this agreement, the Mayor's Office of Employment development shall be the grant recipient and administrative entity on behalf of the Workforce Investment Area and the Workforce Investment Board.
- BE IT further resolved that the Mayor's Office of Employment Development, in the role of administrative entity shall provide administrative support to the board and will assume overall management, operation, and administrative responsibilities for the formula and discretionary funding governed by the Workforce Investment Act.
- BE IT further resolved that the BWIB will preside over the development of a strategic plan defining the key challenges and solutions and the roles to be played by each stakeholder.
- BE IT further resolved that the Mayor's Office of Employment Development will serve as the "One Stop" operator for the purpose of implementation of One Stop

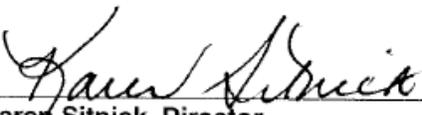
Centers under WIA. The MOED will negotiate memorandums of agreement on behalf of the board with required partners.

BE IT further resolved that the board is charged with collaborating with the Workforce boards in neighboring jurisdictions for the purpose of assuring regional coordination in services to employers and jobseekers.

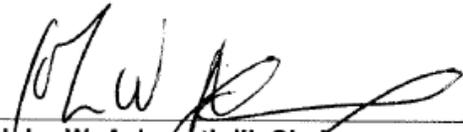
BE IT further resolved that the undersigned have been designated as signatory authority for their respective entities and do by their signature bind their organization to this Partnership Agreement which shall continue in force for each succeeding City fiscal year in the absence of any action by either party to modify this agreement.



Stephanie Rawlings-Blake
Mayor, City of Baltimore



Karen Sitnick, Director
Mayor's Office of Employment Development



John W. Ashworth III, Chairman
Baltimore City Workforce Investment Board

Partner Services		Attachment 2		
Service	One-Stop Partner	Location: One-Stop or Partner Site	Target Population or Universal Population	How Delivered
Outreach, intake (which include Worker Profiling and Reemployment Services), and orientation to the system.	Baltimore City Mayor's Office of Employment Development Title I/Workforce Investment Act	One-Stops partner sites	Universal	Title I and Wagner Peyser Partners are the primary deliverers of this service.
	Maryland Job Corps Career Development Services Title I/Job Corps	One-Stops	Youth	A Job Corps admissions representative holds scheduled hours at Baltimore Works and Eastside One Stop locations to provide outreach, intake and orientation sessions for interested candidates.
	Department of Labor, Licensing & Regulation Wagner Peyser Act	One-Stops	Universal	Wagner Peyser staff are out stationed full-time at each One Stop office to participate fully in outreach, intake, and orientation to the system. Intake is limited to the labor exchange system.
	Veterans	One-Stops	Veteran	Veteran staff are out stationed at each One Stop office to provide services to veterans with significant barriers to employment. *LVER (Local Veteran Employment Representative) It is the role of the LVER to conduct outreach to employers and engage in advocacy efforts to increase employment opportunities for veterans and encourage the hiring of veterans. *DVOPS (Disable Veterans Outreach Program Specialist) It is the role of the DVOP to provide services to veterans with significant barriers to employment. Services include outreach to veterans to promote services provided within the One Stop Center; provide direct services to veterans enabling them to be competitive in the labor market; to develop and connect veterans to job opportunities; and refer veterans to training opportunities.
	Unemployment Insurance	One-Stops partner sites	Unemployment Insurance (UI) claimants	Early Intervention workers are out stationed at each One Stop location to provide comprehensive reemployment services to profiled UI claimants. Services include outreach, intake and orientation to services, workshops, referral to training, job and supportive services.
	Trade Act Services	One-Stops	Dislocated Workers eligible for TAA	Title I and Wagner Peyser Partners are the primary deliverers of this service. WIA staff provide intensive activities and services.

	Division of Rehabilitation Services Title I/ Rehabilitation Act	One-Stops	Disabled Job seekers	Outreach is accomplished at both partner sites and One Stop sites as a result of cross training and through the development of printed materials describing Rehabilitation Services and all One Stop Services. Intake and orientation to rehabilitation services are provided by Rehabilitation Specialists assigned as liaisons to each One Stop location. The One Stop centers provide accessibility workstations and TTY services to support the disabled job seeker.
	Division of Housing & Community Development Community Services Block Grant	partner site	Universal population	At a minimum, detailed service descriptions for each Community Action Center (CAC) are available at One-Stop locations via written material, cross training of staff and computer listings. Conversely information on the services available through the One Stop Delivery System is available at the CACs. Joint outreach, intake and orientation sessions are routinely conducted. The implementation of a formal referral system will enhance accessibility to all partner services.
	Housing Authority of Baltimore City Housing & Urban Development	partner site	Housing Residents	Services provided through direct referral to the One Stop sites
	Baltimore City Commission on Aging Title V of the Older American's Act of 1965	One-Stops partner sites and via computer link at One-Stops	Older Workers	Senior Aide workers are out-stationed at each One-Stop site. Outreach, intake and orientation to One Stop services for older workers is the shared responsibility of all partners. All staff are trained on the workforce development services available through the Older American's Act. Detailed program descriptions are available at One Stops and all partner sites.
Assessment of skill levels, aptitudes, abilities, interests and values.(computer assisted, self- service or facilitated self- service)		partner site	Universal	All partners provide outreach and referral services to the Title partner for adult literacy service Intake and orientation to literacy services is accomplished at the One Stop Career Centers and literacy partner site as needed. Cross training occurs to assure that customers in need of literacy services are aware of the unique strengths of each Baltimore City provider and a system for direct access provides facilitated self-service or group activities and computer assisted services.
	Baltimore City Mayor's Office of Employment Development Title I/Workforce Investment Act	One-Stops	Universal	Computer assisted assessment tools are available to all populations accessing services through the One-Stops. Individual or group assistance is provided by all partners.
	Maryland Job Corps Adams & Associates Title I/Job Corps	One-Stop	Youth	Computer assisted, facilitated self-service and group.

	Career Development Services	One-Stop	Youth	Computer assisted, facilitated self-service and group.
Information on supportive services and community resources.	All Partners	One-Stops partner sites	Universal	All partners make available in the One Stop, satellites and partner sites information on their program's supportive services and other resources that may enhance the customer's ability to obtain or retain employment.
Information on the eligibility requirements for all partner employment and training programs.	All Partners	One-Stops partner sites	Universal	Through computer listings, printed material and on-going cross training of staff, customers receive accurate information on the eligibility requirements for all partner employment and training programs at all locations. The MWE is the vehicle for delivering this type of information to customers in a computer driven, self-service environment.
Job Search assistance workshops, career information, and career guidance	Baltimore City Mayor's Office of Employment Development Title I/Workforce Investment Act	One-Stops	All populations	This service is made available as a core service to all job seekers. At One Stop sites, staff assistance is provided by non-WIA funded MOED staff and Partner staff housed in the One Stops.
	Maryland Job Corps Adams & Associates Title I/Job Corps	One-Stops partner sites	Youth	Additionally, all partners provide job search assistance workshops, career information and guidance to customers accessing services at their respective sites. Provide academic, vocational, employability, and social skills training for interested candidates.
	Department of Labor, Licensing & Regulation Wagner Peyser Act	One-Stops	All populations	Additionally, all partners provide job search assistance workshops.
	Veterans	One-Stops	Veteran	Additionally, all partners provide job search assistance workshops.
Job matching and referral	Baltimore City Mayor's Office of Employment Development Title I/Workforce Investment Act	One-Stops	All populations	All partners provide job matching and referral through the internet accessible America's Job Bank/America Talent Bank and other Web sites.
	Maryland Job Corps Adams & Associates Title I/Job Corps	One-Stops partner sites	All populations	Partners with access to the Maryland Workforce Exchange provide job-matching services through that vehicle, as well. A process has been developed to share job listings, consolidate job development, provide employer services and disseminate placement data for common customers.
	Department of Labor, Licensing & Regulation	One-Stops	All populations	
	Wagner Peyser Act	One-Stops		
	Veterans	One-Stops	Veteran	

	Unemployment Insurance/Trade Act Services/Division of Rehabilitation Services/Title I/Rehabilitaiton Act/Division of Housing & Community Development/Community Services Block Grant/Baltimore City Commission on Aging/Title V of the Older American's Act of 1965	Partner site, Maryland Workforce Exchange/Referral to One-Stops and outstationed senior aide staff partner site and referral to One-Stop	Unemployment Insurance (UI) claimants	
Information on financial aid and Labor Market Information	All Partners	All One-Stops, partner sites	All Populations	Service delivered by all partners with access to financial aid information and Labor Market Information through Maryland Workforce Exchange and other internet sites. The Consumer Report Card is also internet accessible for all customers at One Stop and Partner sites. Additionally, a financial aid counselor is available at each One Stop, one day per week.
Orientation to personal computers for access to self directed services such as internet access and resume software.	Baltimore City Mayor's Office of Employment Development Title I/Workforce Investment Act Department of Labor Licensing and Regulation Wagner Peyser Act	One-Stops	All populations	This workshop is provided jointly by the Title I and Wagner Peyser Act Partner at the One-Stop sites.
Dissemination of information and services with school to careers activities.	Baltimore City Mayor's Office of Employment Development Title I/Workforce Investment Act Baltimore City Community College Career Development Services (CDS)	One-Stops partner sites	All populations	WIA Title I Youth service provider information is available in the One-Stops and satellite sites to ensure that youth are fully informed of and are provided access to school to careers activities. BCCC provides remedial education classes on-site at each One-Stop. CDS provides admissions and outreach services at the Eastside Career One Stop center to Job Corps applicants.
Follow-up activities, including reassessment services, where needed.	All Partners	One-Stops partner sites	All Population	Partners collaborate and coordinate follow-up activities to maximize services to customers and avoid duplicating efforts. Follow-up services, including counseling regarding the workplace, for WIA participants who are placed in unsubsidized employment for not less than twelve months after the first day of the employment.

Individual Training Accounts Procedures Manual



Mayor's Office of Employment Development

Revised: January, 2010

The policies outlined in this version supersede
all previous versions of ITA procedures

The regulations for the Workforce Investment Act of 1998 require that occupational training be provided through Individual Training Accounts (ITA's) allowing for customer choice. Training funded with WIA dollars can only be provided by those organizations that are approved as qualified and appear on Maryland Higher Education Commission's (MHEC) eligible training provider list found on the web: <http://www.mhec.state.md.us/career/WIA/index.asp>

Funding for Individual Training Accounts is capped as defined by the grant or local board criteria, and may be used to provide training to WIA Adults, Dislocated Workers, and other special populations funded by WIA or other funding sources.

Customers will only be approved for the actual cost of the training requested. If a customer has been enrolled in any MOED funded training program during the past three (3) years, they will not be eligible for any further training. Exceptions may be entertained using the criteria outlined below in the Policies section, #6.

Current labor market information is a key factor in the ITA process, and training can only be provided in occupations that are in demand in the Baltimore metropolitan area, and in the eight (8) industrial areas defined by the Baltimore Workforce Investment Board. Currently, the eight (8) industries include: Health Care/Social Assistance; Bioscience; Business Services; Computer, Internet and Software Related Data; Hospitality/Tourism; Construction; Port and Port- Related Service, and Sustainable Energy and Environmentally-driven Services. For more information, visit <http://www.baltoworkforce.com/targind.htm> on the web.

MOED Policies Pertaining to Individual Training Accounts

1. Customers approved for training are expected to begin classes on the assigned training start date. Exceptions include death in the immediate family, illness or other medical reason precluding start, or when the school cancels the class, the class is full, or the school postpones the class start date. Documentation for the postponement must be provided before a new start date will be assigned. The vendor will be required to submit in writing why the customer was not able to start and provide a new start date. If the customer does not begin on the approved start date, all dollars will be de-obligated. With supportive documentation from the vendor, the CDF (Career Development Facilitator) must change and initial the new start and end dates on the *Customer Application Summary and Checklist*.
2. Customers who are referred to an ITA must have attended and completed an ITA workshop. Additionally, customers referred to a WIA funded ITA must have received at least one core and one intensive service provided by either the one stop center or its partner. This is mandatory for all Centers in accordance with WIA regulations.
3. Vendor invoices must be submitted within thirty (30) days of the customer's actual start date. (Policy Directive #12 – revised 1/26/2010)
 - a. If an invoice is 30 days past due, an out of compliance will be sent by the Contract Specialist.

- b. A final past out of compliance letter will be sent by the Contract Specialist when an invoice is 60 days past due. The letter will advise the vendor that the invoice must be received within 10 days.
4. ITA Applications are limited to courses leading to an industry recognized credential and its prerequisite courses. The completion of all courses and certification must be obtainable within 52 weeks and increase the customer's ability to obtain a job that leads to self-sufficiency.
5. All training is restricted to customers who can verify residency in Baltimore City. Additionally, customers must have a family income verifiable to be within the 100% Lower Living Income Standard, customers who are eligible for WIA dislocated worker services, or customers who are eligible for approved training programs under special grant funding (e.g. Rapid Response, TRA, Veterans Employment Program). All eligible funding sources must be recorded on the *ITA Customer Application Summary and Checklist* form.
6. Only "new" customers are eligible for training. If a customer has been enrolled in an MOED funded training program during the past three (3) years, no further ITA training will be provided. Exceptions may be made for laid off workers who have received previous training through MOED, and who are unable to gain employment in the same occupational area. Valid justification for requesting training must be completed by the Career Development Facilitator (CDF) and attached to the application. Final approval lies within the Workforce Operations Management team.

Functions at the One Stop Career Center

General Eligibility

To be considered for a WIA Adult funded ITA, customers must:

- be determined eligible for WIA services
- be at least 18 years of age
- be a resident of Baltimore City
- have a family income at or below the 100% Lower Living Standard
- have completed a Core level activity, and be currently receiving Intensive services provided by MOED or a participating partner

To be considered for a WIA Dislocated Worker funded ITA, customers must:

- be determined eligible for WIA services
- be at least 18 years of age
- be a resident of Baltimore City
- have completed a Core level activity, and be currently receiving Intensive services provided by MOED or a participating partner

To be considered for a TAA/TRA funded ITA, customers must:

- be at least 18 years of age
- be a resident of Baltimore City
- have completed a Core level activity, and be currently receiving Intensive services provided by MOED or a participating partner

- be receiving UI benefits
- be displaced by foreign trade

To be considered for an ITA through special grant funding, customers must:

- be at least 18 years of age
- meet the eligible requirements of the grant funding

Customers will have eligibility determination completed for all possible funding. The eligible funding titles of the customer will be recorded on the *ITA Customer Application Summary and Checklist*.

The tiers of service received by the customer and the need for training must be documented in the customer's case record. Core and Intensive services are currently being provided through MOED's One Stop Career Center Network and other partner agencies within the network. Core and Intensive services must be documented in the customer's plan of service (IEP).

NOTE: Customers who are currently employed in a declining industry will not be offered training in the same industry.

Assessment is conducted using the Test for Adult Basic Education (TABE) and other available assessment tools based on customer needs, interests, and goals. Industry or trainer entrance requirements may dictate which assessment tools are used. When customers are interested and deemed appropriate for enrollment in training, they will be required to attend an ITA Workshop conducted by the One Stop Career Centers. The workshop curriculum is designed to orient customers to the ITA process.

Customers who are interested in distance learning classes should take an on-line self assessment to ascertain their ability to be successful in a distance learning environment. There are several free assessments available on the internet, including:

Dr. Robert Kizlik's *Distance Education Aptitude and Readiness Scale (DEARS)*
<http://www.adprima.com/dears.htm>;

Just How Ready are you for Distance Learning by Thomson & Peterson
<http://www.petersons.com/distancelearning/code/articles/distancelearnquiz3.asp>;

The Distance Learning Self Assessment Test from Palloff and Pratt, 1999 used by several colleges including the Connecticut Distance Learning Consortium, Florida Distance Learning Consortium, and approved by the Maryland Institute for Workforce Excellence

<http://www.theworkforceinstitute.org/courses/online.cfm>); and

The Washington State Board for Community and Technical Courses *Is Online Learning for Me?* questionnaire: http://waol.org/prospective_students/isonline4me_n.asp

ITA Workshop subjects include:

- Customer responsibilities.
- One Stop Career Development Facilitator (CDF) responsibilities.
- Amount and limitations of the voucher (expenditure of WIA, Governor's Discretionary and Rapid Response dollars and associated caps).
- Steps to be followed to obtain an ITA.

- Responsibilities of the training vendor.
- Information on obtaining financial aid. Determination as to whether the customer is eligible for a State Department of Education Pell Grant or other forms of assistance. Other forms of assistance must be determined prior to using WIA funds for training.
- If the ITA training costs exceed the funding cap, documentation must be provided by the customer demonstrating how the additional costs will be paid.
- Distribution and review of the ITA Application Packet (Attachment 1).

Maryland Training Provider List

Detailed procedures are outlined in DLLR WIFI 11-99 and 5-00

Currently eligible and potential training providers can be identified in three ways.

1. The school or organization is already on the approved Maryland Higher Education Commission Eligible Training Provider list.
2. The training provider solicits information from MOED regarding being placed on the list. Some vendors may already have their designation determined, but need pre-awards survey and Memorandum of Understanding (MOU) to obtain referrals from MOED.
3. The customer identifies a training provider who is not on the approved list.

If the training provider (vendor) solicits information from MOED or a customer identifies a provider to be placed on the Eligible Training Provider list (ETPL) and MHEC has not determined the status of the vendor, the following process must take place before customers are referred:

The contracting department representative forwards a letter and the State questionnaire to the training provider (Attachment 2). The training provider completes the questionnaire and submits to MHEC for status designation – exempt or non-exempt. This step may be skipped if MHEC has already determined the status.

Status' include:

Non-exempt training providers are those who must obtain MHEC approval to operate legally in Maryland.

Exempt training providers are defined as those who, because of the student population served or type of training offered, do not have to obtain MHEC approval to operate legally in Maryland.

MHEC forwards a designation letter to the training provider with a copy to the contracting representative. If the representative does not receive a copy of the letter, MOED will accept a copy of the MHEC designation letter from the vendor.

Upon receipt of the designation letter, the contracting representative forwards a letter (Attachment 3) and a Pre-Award Survey (Attachment 4) to the training provider as well as a copy of the application process (Attachment 5).

The training provider completes the Pre-Award Survey, and returns it to the contracting representative.

Upon receipt of the Pre-Award survey, the contracting representative conducts a site visit, and completes a check-off list (Attachment 6).

If incorrect or missing information is identified in the Pre Award Survey, the contracting representative sends a letter to the vendor requesting additional or amended information (Attachment 7).

After the vendor submits the amended information, the contracting representative forwards the vendor packet to the BWIB Liaison. The vendor packet includes the Pre-Award Survey and local labor market information for the occupational training area being requested. The BWIB Liaison arranges for review by the BWIB Executive Committee.

When the BWIB gives its recommendation to consider the vendor for placement on the ETPL, the contracting representative sends a letter to MHEC (Attachment 8) signifying that the BWIB is recommending this vendor, and requesting that the vendor be added to the approved list. Written notification is sent to the vendor notifying them of the BWIB's recommendation (Attachment 9).

If the BWIB reviews the course offerings and does not accept the proposal, a denial letter (Attachment 10) is sent to the vendor by the MOED contracting representative.

Any appeal process is conducted through the State Department of Labor, Licensing and Regulation (DLLR), and vendors are notified of the outcome within sixty (60) days.

ITA vendors will be considered eligible for inclusion when:

Group 1 - Apprenticeship programs registered under the National Apprenticeship Act; programs that lead to a baccalaureate, associate, or certificate and provided by post secondary institutions – community colleges, public and private 4 year colleges and universities; some private career school approved by MHEC.

Group 2 - Pre-Awards survey required for providers not listed in Group 1 who offer training that prepares individuals for gainful employment, and who are legally eligible to provide such training. These include: apprenticeship courses not registered under the National Apprenticeship Act; certificate programs offered by private career schools not approved by MHEC; contracted classroom training for targeted populations, such as those provided by CBO's.

Responsibilities of the Customer regarding application for an ITA

- Use the O*NET and other resources to document labor market demand, and/or collect information from specific employers that a demand exists for the selected occupation at a sustainable wage.
- Compare all the information obtained about the training vendors and the course of interest, and with the assistance of a CDF, select a course that best matches the assessments and interests of the customer.

- Make an on-site visit to the vendor obtaining an acceptance letter on school/ company letterhead.
- Complete the ITA Application Packet, ensuring that any financial assistance required to pay for training above the funding cap is documented.
- If applicable, apply for financial aid, and submit required documentation.
- Submit a completed packet to the CDF no less than four (4) weeks prior to the class start date. Each packet must contain the expected start date. Training must begin within sixty (60) days of the approval date unless there are extenuating circumstances as outlined in the "Welcome To ITA" packet (Attachment 11), or the school semester start does not fall within sixty (60) days of approval. **Under no circumstances, can the training start date be more than six (6) months from the approval date. Training for customers who do not begin on the determined start date will be voided, and dollars de-obligated.** Customers who are still interested in training will be required to resubmit another ITA application.
- If the ITA packet is incomplete or needs adjustments, the customer has one (1) week from the date the packet is returned to resubmit to the CDF.
- For all course trainings (single and multiple), the customer must notify and provide documentation to the CDF regarding completion of each training course. In cases where the customer takes multiple courses, completion documentation for the first course must be submitted to the CDF prior to the start date of subsequent approved training courses.
- If training is delayed, it is the customer's responsibility to obtain a new Letter of Acceptance with a new start date.
- While enrolled in training, proof of attendance (attachment 12) must be submitted to the CDF at least monthly while in the classroom. Customers who are registered for an online class must provide monthly proof of participation during enrollment in class. (i.e. homework assignments, printout of class assignments, grade summary, etc.)
- Notify CDF regarding attainment of a job, and provide employment information.

Responsibilities of the CDF regarding application for ITA

- Confirm customer has not participated in supported training within the last three (3) years.
- Provide accurate information to customers at all times.
- Verify that vendor/school and the requested course is on the Maryland Higher Education Commission (MHEC) list of WIA approved vendors/schools.
- Check the ITA MOED List of Approved Agreements on the ITA shared drive to confirm that there is an existing agreement with the vendor/school for that course. **Training will not be approved unless there is an agreement in place, and the vendor appears on the approved list.**
- If there is no agreement in place, notify the CDF Supervisor who in turn will send the Contracts Manager a ***Request for New ITA Vendor/ Course*** form (attachment 13) and cc the Workforce Operations ITA liaison. Inform the customer that MOED does not have a current agreement with the chosen vendor/school, but that every effort will be made to develop one. It is advisable to suggest that the customer should investigate using an approved vendor.
- Provide current information to the customer regarding the status of agreement development with the vendor, and notify the customer when the new agreement is approved.

If the customer is determined not eligible for training during review, offer the opportunity to participate in other services.

- Ensure that the customer has received financial aid information.
- Work with the customer to determine what support services may be needed during training (i.e. transportation, uniforms, physical examinations, tools etc.).
- Review the ITA Application packet, and complete the ITA Customer Application Summary and Checklist form (attachment 14). Be sure to include any financial assistance the customer will receive (PELL Grant, scholarships, etc.) as well as the expected start date. Incomplete Summary Sheets will be returned to the CDF by the CDF Supervisor or contracting department, and may negatively impact the start of training.
- Submit the packet to the Career Center Supervisor/ Manager for review. It is the responsibility of the Workforce Operations Management Team to ensure all ITA packets meet the eligibility requirements outlined in this document and that internal reviews are periodically conducted in preparation for external audits.
- Once the packet is approved, the supervisor/ manager will email the ITA Customer Application Summary and Checklist, transmittal form, and Acceptance Letter from the School to the contracting department ITA email address.
- If the packet is not approved, the CDF will discuss the results of the packet review with the customer and address any areas of concern, assist the customer in correcting missing or incorrect information, and resubmit within one week to the Career Center Supervisor/ Manager. Resubmission of packet is limited to two (2) times.
- Support such as uniforms, certification tests, etc., that cannot be built into the cost of the training must be paid by the customer. If uniforms are available from the school/vendor, they must be added to the Task Order.
- After receipt of the task order and authorization letter from the contract specialist, give the customer a copy of the Vendor Letter of Authorization (Attachment 15) and "Welcome to ITA" document. Inform them of the location and start date of training. Verify customer has begun training and notify contract specialist.
- If training is delayed, notify contract specialist of delay, enter Training Delay service in the MWE, and work with customer to obtain a new start date.
- Provide On-Going case management during time of enrollment and follow-up for both completers and non-completers.
- Conduct follow-up with the customer no less than once a month to monitor attendance and ensure that the customer is successfully participating.
- Follow-up documentation must be included in customer's file.
- Notify the contract specialist via e-mail if the customer drops out of class. The contract specialist will be able to evaluate the refund policy and credit the amount of any applicable refund to the proper budget account number.
- Once a customer is no longer in the program (either drops or completes), key the ITA leave into the MWE or appropriate reporting system and document any credentials received.
- Inform the customer of intensive job search options prior to the completion of training and assist with development of a resume.
- If the customer obtains unsubsidized employment, verify the job with the customer, and collect placement information.
- Enter the verified employment information into the MWE or appropriate data collection system.

- Using the WIA placement form, verify the following employment information with the customer:
 - ✓ Employer's Name
 - ✓ Employer's Address
 - ✓ Job Title
 - ✓ Start Date
 - ✓ Hourly Wage
 - ✓ Hours per week
 - ✓ Availability of medical benefits, unemployment insurance, other fringe benefits
 - ✓ Credentials obtained
- If the customer does not obtain employment, provide counseling in job search activities, enroll in Job Search Assistance, and refer to the business service representative who will match the customer to appropriate jobs based on skills obtained in training.

Responsibilities of the CDF Supervisor

- Only the CDF Supervisor and the Career Center Manager can review the ITA packets prior to submission to the contracting unit. It is management's responsibility to review each packet for accuracy, proof of eligibility documentation, and based on assessments and labor market information determine an appropriate match for training. Approved packets will be signed off by management or returned to the CDF for corrections and resubmission. Management approval must occur within forty-eight (48) hours of receipt from the CDF.
- Approved packets will be retained by the Career Center CDF. The career center manager or their designee will email the approved Checklist to the designated contracting unit staff member for review. There must be at least three (3) weeks between the date the information is submitted to contracting and the start date of the class. Any exceptions must be approved by the Contracting Manager prior to sending the customer information to the contracting department.
- Conduct spot checks of customer folders to ensure that the Core and Intensive services have been documented.
- Perform monthly quality review of CDF case files.

Responsibilities of the Workforce Operations ITA Liaison

- Conduct bi-weekly meetings with career center management to review ITA case files.
- Monitor data for accuracy including enrollments, overdue leaves, completions, credentials, and job placements.
- Conduct internal reviews of ITA case records to ensure audit accuracy.
- Prepare a monthly ITA report card for each center to be distributed to the WO Division Director and managers outlining the status of each center's ITA performance.
- Act as point of contact between Workforce Operations, MOED Contracting Unit, PEDS, and Vendors.

Responsibilities of the Central Contracting Unit

- Oversight responsibility for contract development and monitoring for vendors enrolling customers into ITA's and payment of invoices submitted by vendors. Also includes monitoring relevant customer fiscal data to ensure correctness and consistency of information and available dollars. Process and monitor Letters of Authorization, data entry of starts, submission of Task Orders, and comparison of MWE and fiscal data.
- Ensure the completeness and correctness of the contracting agreement
- Verify that there is an existing agreement with the selected vendor.
- Verify that the course(s) requested is/are on the MHEC list.
- Oversight responsibility for the new vendor process to facilitate application for the approved vendor list.
- When the school is approved by MHEC, conduct a Pre Award Survey.
- Develop and maintain a comprehensive ITA report using the Fundware system as a base. Report must contain customer enrollment information as well as fiscal data.
- Assign ITA service into MWE or appropriate reporting system.
- Determine appropriate funding source based on customer's eligibility and verify fund availability.
- Verify use of Pell Grant or other assistance.
- Forward two copies of the Task Order (attachment 16) to the vendor for completion or course information and signature.
- Process Letter of Authorization within five (5) business days of approval date. Forward a copy to the CDF, center supervisor/ manager, CCN ITA liaison and Vendor via email. Send the original Letter of Authorization and two (2) copies of the Task Order to Vendor via U.S Postal Services. Authorization letter must include the fundware obligation number.
- Enter case information into Stage 10 of Fundware using data from the Letter of Authorization.
- Review the balance in Fundware to ensure adequate funding to support training.
- Key account information into Fundware - Tabs 1,2, 3, and 4 These tabs include:
 - Tab 1: Vendor name, customer name, CDF initials, Contract Specialist name, total authorized amount of training, which includes uniforms, books, etc. outlined on the Task Order.
 - Tab 2: Customer's Social Security #, actual start date and estimated end date, center code, status codes (Pell Grant, dropped out, class cancelled, or non-start)
 - Tab 3: Course offering name, institution fees, books, certification fees, school ID number, contract name.
 - Tab 4: Assign dollar amount to one or more grant budget account numbers. Percentage must be included if multiple accounts are being charged.
- Verify correctness of information on Task Order when signed copies are received from the vendor. Return one copy of the approved T.O. to the vendor; maintain one copy for MOED/Contracting files.
- Key ITA Service into MWE or appropriate electronic reporting system..

- Troubleshoot issues related to payment of courses for customer.
- Process weekly ITA data/reports (ITA Transmittals, Training Slot Status, and Training Cost Average), and forward to PEDS for calculation of performance data.
- Monitor fundware obligations in Stage 10. If obligation has not moved to Stage 15 within fifteen (15) from start date, call schools to ensure submission of Task Order and/or invoices. Resolve problems and propose de-obligations.
- Monitor refunds for students who drop out during the allowed dropout period, and notify the school that a refund is due. Process a memo to the Fiscal Department for refunds crediting the amount of the refund to the proper budget account number. Refunds are based on the individual school/vendor policy for dropouts.
- Review the balance in Fundware to ensure adequate funding to support training. Notify Career Center General Manager, Workforce Operations Assistant Director, and Comptroller when funding level in any funding source has reached an 80% expenditure level.
- Review weekly Fundware reports, and correct any discrepancies related to program activity. Monitor the movement through the appropriate stages.
- Approve invoices within five (5) working days of receipt. Prepare and submit invoices to Fiscal. Fiscal then has five (5) working days to process the invoice and forward it to City Finance for payment. The normal amount of time for City Finance to process payment is forty five (45) days. Invoices cannot be paid if movement through the stages is incomplete.

Audit Responsibilities

At the request of any local, state, or federal audit:

- The career center responsible for registering the jobseeker will also be responsible for the participant record including proof of eligibility documents; prints of enrollments, completions, and job placements; ongoing attendance/ class participation records; and proof of obtained credential.
- Central Contracting Unit will be responsible for allowable costs on the task order, invoice receipt and payment, and proof of any applicable refunds.

ITA Responsibility Quick List

Task/ Event	Customer	Career Center Staff	Central Contracting Unit
ITA Information Session	Attends workshop	CDF conducts ITA workshop	
Assessments including TABE Testing	Determine career interest and eligibility for training	Discuss assessments with customer to determine “best match”	
ITA Application	Must be completed in full including LMI, site visit, complete cost of training (pre-requisite course, certification course, books, uniforms, etc), and alternate start dates	CDF assists customer with completion of packet Submitted to center management for approval	
Application Summary and Checklist		Completed by CDF Signed off by center management Approvals emailed to contracting with transmittal form and Letter of Authorization (LOA)	Reviewed by OA II for completeness Incomplete forms will be returned to center manager Complete forms will be emailed to contracting ITA email with cc to CCN ITA Liaison, CDF, and Center Manager or their designee. Fundware obligation entered in stage 10
Transmittal form			Names are logged onto the cumulative spreadsheet for reporting
Authorization to Start Training		CDF notifies customer of start date and presents <u>Welcome Packet</u>	Task order received from school. LOA is completed emailed to CDF with cc to CCN ITA Liaison,

			and Center Manager or their designee
Start Date of Training	Customer begins training or notifies CDF if they are unable to start	CDF Verifies start date start and forwards verification to contract specialist	Fundware obligation moved to stage 15 Service entered into the MWE or appropriate reporting system.
Start Date Postponement	If postponed because of customer, customer notifies CDF It is the customers responsibility to obtain a new start date and updated Approval Letter	If postponed because of vendor, CDF notifies customer. ITA <i>Customer Application Summary and Checklist</i> is revised once new start date are obtained Training delay service entered into the MWE.	New letter of Authorization is crafted and sent to vendor.
During class enrollment	Submit attendance (or progression for on-line classes) at least monthly	Follow-up at least monthly to monitor attendance and resolve barriers that may pop-up If attendance is not received, CDF must follow-up with customer or school to determine status. Begin job search	Process invoice or follow-up if invoice has not been received within 30 days of start
Drops before Completion	Customer notifies CDF	CDF notifies Contract Specialist	CS examines refund policy and processes refund if applicable
Successfully completes class	Customer notifies CDF	CDF enters end date information into appropriate MIS and makes copies of credentials received. Job placement services continue. IEP is updated.	CS monitors school for compliance with agreement

Unsubsidized employment is obtained	Employment is reported to the CDF	Employment information entered into appropriate MIS. Follow-up and retention information collected.	
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List of Attachments

Attachment 1	ITA Application Packet
Attachment 2	Training Provider State Questionnaire
Attachment 3	Explanation Letter for New Provider
Attachment 4	Pre-Award Survey for New Provider
Attachment 5	Application Process for New Provider
Attachment 6	Site Visit Check List for New Provider
Attachment 7	Letter for Additional Information for New Provider
Attachment 8	Letter to MHEC for New Provider
Attachment 9	Approval Letter to New Provider
Attachment 10	BWID Denial Letter for New Provider
Attachment 11	Customer <i>Welcome to ITA</i> Packet
Attachment 12	Customer Attendance Log while in Class
Attachment 13	Request for new ITA Vendor/ Course
Attachment 14	ITA Customer Application Summary and Checklist Form
Attachment 15	Vendor Letter of Authorization
Attachment 16	Task Order

**Timeline for Adding a Provider
Or Course to the MHEC List**

If a school or course are not on the eligible training provider list, the following process must take place:

Task	Time
Request sent to Central Contracting Unit via the Request for new ITA Vendor/ Course form	
Introductory Letter and State Questionnaire sent to School	
Training provider Submits Questionnaire to MHEC for status – exempt or non-exempt if not previously determined	
MHEC forwards designation letter to the training provider and the contracting representative	
Letter, Pre-Award Survey, and copy of application process sent from contracting to provider.	
Pre-award survey returned from school to contracting representative	
Contracting rep completes a site visit and completes the <i>Site Visit Checklist</i>	
Letter sent from contracting unit if more information is required to process request	
Vendor packet including Site Visit Checklist, Pre-Award Survey, local labor market information, and occupational training/ courses are forwarded by contracting rep to BWIB Liaison	
BWIB recommendation is required before continuation of process Acceptance letter or denial letter sent to vendor by contracting rep.	
If accepted by BWIB, contracting rep sends a letter to MHEC requesting the vendor/ course be added to the approved list.	
Notification to Career Center staff that vendor/ course has been approved.	

BALTIMORE CITY MAYOR'S OFFICE OF EMPLOYMENT DEVELOPMENT

Individual Training Accounts Application

Contact Information

Name: _____

Soc. Sec. #: _____

Address: _____

City/State/Zip: _____

Home Phone #: () _____

Message Phone#: () _____

E-Mail Address: _____

Individual Training Accounts

This application collects the data needed to make an informed decision about the occupation, type of training and the training provider that will help you achieve your career goal. Please respond to each section and provide complete information.

Training is restricted to customers who can verify residency in Baltimore City.

Jobseekers interested in attending training must submit a completed application packet to the CDF no less than four (4) weeks prior to the class start date. The CDF is available to assist you to ensure the packet is complete.

Training Information

1. What type of training is being requested?

2. Do you have any work history in this career field? If yes, please briefly describe.

3. Select (circle) the MHEC approved vendor that offers this course.

- | | |
|----------------------------------------|-------------------------|
| All State | Delta School of Welding |
| Baltimore City Community College | MCAT |
| Community Colleges of Baltimore County | Towson |
| Catonsville | Other: |
| Dundalk | |
| Essex | |

JUSTIFICATION

Approval of your training plan requires that you clearly define and justify why you feel you are best suited for this training. Your response to the questions below will help determine your suitability for the training selected.

1.	List specific reasons for requesting training in this particular field.

2.	List specific skills, abilities and certifications you will obtain from the training.
----	----------------------------------------------------------------------------------------------

TRAINING RESEARCH

Answer the following questions regarding the career path and training provider you have selected. This information will ensure your understanding of the training commitment necessary to complete training and obtain employment.

Name of College and Course: Certificate Courses Only	
Labor market demand should reflect the availability of jobs in Maryland:	
Attach two (2) types of documentation verifying the availability of jobs in the career for which you are requesting training (internet job search sites, newspaper, job announcements, etc.)	
1. What type of jobs do people obtain upon completion of training?	
2. What was the entry wage for people who obtained jobs?	
4. What are the entry requirements for this occupation?	
5. Use O*Net to obtain information about the occupation you have chosen. Attach a copy of the occupation and summary reports.	
Training Requirements:	
Applicant must be able to meet the entry requirements and commit to the hours required for successful completion of the curriculum. Please attach a copy of the course catalog for your selected curriculum.	
6. What are the entry requirements for this training?	

7. How long will it take a student to complete this training? (must be completed within 12 months of start date)
8. List the start and end dates of the next two (2) classes scheduled.

COST OF TRAINING

Please provide an estimate of the total cost of training.

Training Expenses	Course 1 Name	Course 2 Name	Amount
Tuition			\$
Application Fee			\$
Lab Fees			\$
Books			\$
Tools			\$
Uniforms			\$
Certification Fees			\$
Other (Please explain)			\$

Sub-total Cost of Training (add above costs)			\$
Financial aid (subtract from sub-total)			\$ -
COSTS YOU MUST PAY** (SUBTRACT)			\$ -
FUNDING AMOUNT AUTHORIZED BY MOED			\$
TOTAL TRAINING COST			\$

Financial Aid

Students must apply for financial aid (Pell Grant) as a requirement of certain programs. Students are responsible for costs not covered under this agreement. The trainee must pay for support items such as uniforms, certification tests, books, and supplies that are not built into the cost of the training.

Does your selected course accept financial aid for payment? Yes No

Have you applied for: Pell Grant Student Loan Scholarship Other:

If you were approved for financial assistance, please provide a copy of your Student Aid Report (SAR).

If you were not approved for financial assistance, please provide a notarized written statement indicating how the remaining balance will be paid.

ATTACHMENT 2A

SAMPLE COVER LETTER FOR QUESTIONNAIRE TO POTENTIAL TRAINING PROVIDERS

December 12, 201X

X
X
X
X

Dear Mr./Ms.

Thank you for expressing an interest in becoming a potential Individual Training Account (ITA) service provider for the Mayor’s Office of Employment Development (MOED).

MOED will be using the federally required Eligible Training Provider Listing (ETPL) to identify approved trainers for individuals receiving services under the Workforce Investment Act of 1998. Approval to be placed on the list is done in conjunction with the State Department of Labor, Licensing and Regulation (DLLR) and the Maryland Higher Education Commission (MHEC).

MHEC has determined the criteria, and is the entity that has final approval of applications from training providers who are requesting to be included as part of the approved list.

Enclosed you will find a Training Provider Pre-Award Survey. Please complete this form and forward to the individual denoted on page three. After reviewing the questionnaire MHEC will forward a designation letter to you and me. Upon receipt of this designation letter, I will send you an application request for placement on the ETPL.

Sincerely,

XXXXXX
ITA Coordinator

Referred by Local Workforce Investment Board

Name: _____ Address: _____

Telephone: _____

TRAINING PROVIDER QUESTIONNAIRE

Please complete and submit this questionnaire to the Maryland Higher Education Commission in order to determine whether Commission approval is required for your training to be offered in Maryland. With the questionnaire, provide the documents requested below. Upon review, you will receive written notification of the Commission's determination.

Training Provider: _____

Complete Address: _____

Telephone: _____ Fax: _____

Website: _____

Contact Person: _____

TYPE OF TRAINING *(Please briefly describe below your training.)*

PURPOSE OF TRAINING *(Please check all boxes below that are applicable to your training and provide the information requested.)*

- The purpose of your training is to prepare individuals to obtain gainful employment. Please list below the occupations for which graduates of your training will qualify.

- The purpose of your training is to prepare individuals to obtain industry certification(s). Please identify below any industry certification tests your training will prepare graduates to take.

-
- The purpose of your training is to prepare individuals to obtain licensure. Please identify below any licensing exam that your training will prepare graduates to take.

-
-
- The purpose of your training is to enhance the individuals' skills and knowledge. However, the training is not sufficient in content and length to prepare them to obtain training-related employment. Please identify below the skills and knowledge that your training will provide.
-
-

MODE OF TRAINING (*Check all boxes below that are applicable to your training.*)

- Your training is conducted on an individual basis (no more than one student trained at a time).
- Your training is conducted on a group basis (training to multiple students at a time).
- Your training is conducted on-line (e-learning).
- Your training is apprenticeship training.
- Other mode of training. Please Specify:

STUDENT POPULATION TO BE TRAINED (*Check all boxes below that are applicable to your training and provide the information requested.*)

- Your training is offered to the public.
- Your training is offered to employees who are funded by their employers through a contract between the employer and your training organization.

- Your training is offered to clients whose training is funded through a contract between an agency and your training organization. Please identify below the agency(s) and the source of funding that pays for the training.

- Your training is offered to clients who are funded by an agency through training vouchers. Please identify below the agency(s) and the funding source(s) that pays for the training.

- Your training is offered solely to individuals funded on a contractual basis. It is not open to the public and no self-paying students are admitted. Please identify below the funding source(s) that pays for the training.

Affidavit: This is to affirm that the information provided above and in the enclosed documents is true and correct.

Printed Name of Chief Executive Officer

Signature of Chief Executive Officer Date

PLEASE SUBMIT THE FOLLOWING ITEMS WITH THE COMPLETED QUESTIONNAIRE:

1. Description of your training. Include a curriculum outline for each of your training programs.
2. Copies of all advertisements and promotional materials for marketing your training or recruiting students.

3. Copies of all bulletin, school catalog, student handbook, and other information provided to prospective students and enrolled students.

MAIL MATERIALS TO:

**EILEEN BRENNAN
MARYLAND HIGHER EDUCATION COMMISSION
16 FRANCIS STREET
ANNAPOLIS, MD 21401**

If you have questions, call Ms. Brennan at 410-260-4582 or 1-800-974-0203 ext. 4582.

ITA ATTACHMENT 3

Sample Cover Letter to Vendor for Pre-Award Survey to Become an Approved Trainer

December 12, 201X

X
X
X

X

Dear Mr./Ms.

We have received notice from MHEC regarding your status to be listed as part of the State's Eligible Training Provider List.

MOED, in conjunction with the State of Maryland's Department of Labor, Licensing and Regulation (DLLR), will be using the ETPL to determine vendors who will provide training for individuals receiving services under the Federally funded Workforce Investment Act of 1998.

DLLR has secured the assistance of the Maryland Higher Education Commission (MHEC) to initiate the pre-requisites for those who request status determination and placement on the list as a recognized training provider.

Enclosed you will find the Pre-Award Survey that will be used by MOED's Workforce Investment Board to make a recommendation to DLLR on whether your organization should be approved to provide training services through the Mayor's Office of Employment Development. I have also enclosed the State Performance Measures Requirements for providers of training through Individual Training Accounts.

We require that the survey be completed and submitted to me electronically. A copy is available on the MOED website www.oedworks.com. Please complete this Pre-Award Survey, and return it to me via e-mail – chorton@oedworks.com. I will then contact you to make an appointment for a site visit. Upon completion of this visit, this information will be sent to our Workforce Investment Board for review.

Submission of the survey in a format other than e-mail may delay the process in scheduling your proposal for the Board review.

If the BWIB makes the recommendation that you be placed on the ETPL, I will forward a letter of acceptance to your organization.

I look forward to our continued coordination in providing services to those in need of training.

Sincerely,

XXXXXX
ITA Coordinator

**Workforce Investment Act
Training Provider
Pre-Award Survey**

The following information will be used to qualify training providers who wish to offer training to eligible job seekers funded by the Workforce Investment Act. This application must be completed and returned to the local Workforce Investment Board representative.

I. ORGANIZATIONAL INFORMATION

Organization Name: _____

Organization Address: _____

Telephone Number:(____) _____ Fax Number:(____) _____

Contact Person: _____ Title: _____

E-mail: _____ Website: _____

State Identification Number: _____ Federal Identification Number: _____

Organization Classification:

- Unit of Government:
 - City
 - County
 - State
 - Consortium
- Not-For-Profit (tax exempt under IRS Code 501(c)____)
 - Community-Based Organization
- Educational Institution
 - 4+year
 - 2 year
 - Proprietary Post Secondary
- Exempt from Maryland Higher Education Commission guidelines (Please attach copy of letter if in Maryland.)
- Commercial (For-Profit) Organization
 - Proprietorship
 - Partnership
 - Corporation (“S” or “C”)
- Franchise If checked, what is Affiliation? _____

Organization Principals: Please complete applicable sections. Add a separate sheet if necessary.

Owners/Partners (Commercial Organizations):

List _____

Management: CEO/Executive

Director: _____

Controller: _____

Board of Directors:

Chairperson: _____

Vice Chair: _____

Secretary: _____

How long have you been in business? _____ years

Financial Information:

Does the organization have any outstanding unresolved audit deficiencies with any Federal, State, or local agency?

Yes

No

(If yes, please provide an explanation and a description of your corrective actions)

II. REFERENCES: List at least three organizations with whom you have conducted business, or for whom you have operated programs under contract, who can attest to the quality and effectiveness of your services.

Organization: _____

Contact person: _____ Phone: (____) _____

Describe experience: _____

Organization: _____

Contact person: _____ Phone: (____) _____

Describe experience: _____

Organization: _____

Contact person: _____ Phone: (____) _____

Describe Exeperience: _____

III. COURSE INFORMATION

SPECIFIC INFORMATION must be furnished for each course or program. **If additional courses are offered, please copy this page**, fill it out, and attach the copy to your application.

Name of course: _____

Description and objectives: _____

Total clock hours or credit hours: _____

Training Location (s): _____

Timing of Course/Program _____

(Day, Night, Weekend)

Open Entry/Exit

Yes

No

Admissions requirements and/or Competency Standards: _____

Student/Instructor Ratio _____
Average Class Size _____
Cost of Course/Offering _____
Additional Fees or Costs _____

PELL Eligible Course Yes No
Federal Guaranteed Student Loan Yes No
Scholarships Yes No
Other Financial Aid Yes No

Is training course or program for (Specify):

_____ Industry Certified Skill Standards _____
_____ Licensed Occupation _____
_____ Diploma _____
_____ Credit _____ Non-Credit

For your most recent fiscal year, please provide the following performance information.

Time Period: From _____ To _____

Total Number of Enrollments _____ Completion Rate _____

Job Placement Rate _____ Avg. Wage at Placement _____

IV. TRAINING PROGRAM COMPARISON

COMPARE THE PROPOSED TRAINING PROGRAM TO SIMILAR PROGRAMS offered in the Baltimore area that are listed on the MHEC state eligible training provider list found at <http://polar.mhec.state.md.us/WIA/WIASearch/TopSearch.htm>

SPECIFIC INFORMATION must be furnished for each course or program. **If additional courses are offered, please copy this page, fill it out, and attach the copy to your application.**

TRAINING PROGRAM: _____

COMPARISON CHART

Training Provider	Training Program Name & Total Clock Hours	Tuition	Program Length

V. LOCAL LABOR MARKET INFORMATION

TRAINING PROGRAMS MUST PREPARE INDIVIDUALS FOR EMPLOYMENT IN GROWTH OCCUPATIONS within the Baltimore Workforce Investment Board’s targeted industries: **HEALTHCARE/LIFE SCIENCE, BUSINESS SERVICES, INFORMATION/COMPUTER TECHNOLOGY, HOSPITALITY/TOURISM, AND CONSTRUCTION.**

LIST THE GROWTH OCCUPATIONS for which the program prepares individuals for employment. Include the projected growth, wages and certification requirements. Labor market information is available at <http://www.dlir.state.md.us>

GROWTH OCCUPATIONS CHART

OCCUPATION	PROJECTED GROWTH				CERTIFICATION REQUIREMENTS	AVG. ENTRY WAGE
	Annual Growth	Annual Replacement	Total Annual Openings	Ranking (Top 50, 100)		

VI. ATTACHMENTS

The following documents **MUST** be attached:

- Articles of Incorporation
 - Yes No Not applicable

VII. ASSURANCES

Please check all that are applicable.

- Organization is an EDUCATIONAL INSTITUTION.

Are you ACCREDITED? Yes No

By whom: _____

If NO, please explain: _____

- Organization has tuition schedule and/or catalog.
- Organization has a Drug-Free Workplace Policy in place.
- Organization has an Equal Employment and/or Equal Educational Opportunity Policy.
- Organization is in compliance with the Americans with Disabilities Act.
- Organization has a Liability Insurance Policy in effect.
- Organization is licensed to conduct business.

Name of licensing

agency: _____

License

number: _____

VIII. AUTHORIZATION:

I, _____, _____
(Name) (Title)

_____, hereby certify and
represent the (Applicant Organization) following:

1. That I am authorized to sign this document;
2. That the information contained in this application and all attachments is true and correct to the best of knowledge and belief;
3. That _____ (applicant organization) will permit official representatives of the Workforce Investment Board or its Agent(s) access to its facilities, staff and records for verifying the information contained in this application and collecting any additional information related to its qualifications as a goods/service provider;
4. That _____ (applicant organization) hereby authorizes the Workforce Investment Board to contact any or all of the references named herein, in order to verify past performance.

SIGNED THIS _____ DAY OF _____

Signature: _____

Printed name and title: _____

FOR WORKFORCE INVESTMENT BOARD OFFICE USE ONLY

Reviewed by: _____

Date reviewed: _____ Date Site Visit: _____

BWIB Recommendation Date: _____

ITA Site Visit Checklist

GENERAL DATA

- Location
- Occupational Training Title
- Type of Training/Description
- Training Qualifications
- Length Of Training
- Training Facilities
- Occupational Growth Potential
- Training Method
- Curriculum
- Prerequisites/Admission Requirements
- Credentials Earned
- Estimated Waiting Period To Enter The Program
- Financial Assistance Accepted
- Teacher/Pupil Ratio
- Length Of Training/Course
- Start/End Dates
- Days & Hours Of Training
- Job Placement Component
- Special Populations Served
- Interview With Training Program/Interview With Employer
- Special Job Prep Or Courses Offered

COST DATA

- | | |
|----------------------------------------|---------------------------------------------|
| <input type="checkbox"/> Tuition | <input type="checkbox"/> Materials |
| <input type="checkbox"/> Fees | <input type="checkbox"/> Uniforms |
| <input type="checkbox"/> Refund Policy | <input type="checkbox"/> Tools |
| <input type="checkbox"/> Books | <input type="checkbox"/> Certification Fees |

PERFORMANCE DATA

- Enrollments
- Graduation Rates/Completions
- Placements
- Placement Wages
- % Of Placements With Health Benefits

SAMPLE LETTER TO VENDOR REQUESTING ADDITIONAL INFORMATION

December 11, 201X

X
X
X
X

Dear Mr./Ms.:

A review of the material you submitted in the Pre Award Survey to be approved for the Eligible Training Provider Listing (ETPL) indicates that there is some required information that is missing.

We must have the following before we can forward your survey to the Baltimore Workforce Investment Board for approval. Additionally, the State Department of Labor, Licensing, and Regulation will not give consideration to a training provider whose information is incomplete.

LIST PROBLEMS

Please submit the required information to me no later than two (2) weeks from the date of this letter.

Sincerely,

XXXXX XXXXXX
ITA Coordinator

Sample Letter to DLLR Requesting New Vendor on Eligible Training Provider List

December 12, 201X

Mr. Ron Windsor
Maryland State Department of Labor,
Licensing and Regulation
100 North Eutaw Street, Room 600
Baltimore, Maryland 21202

Dear Mr. Windsor:

The Mayor's Office of Employment Development (MOED), on behalf of the Baltimore Workforce Investment Board (BWIB), is forwarding completed forms for a "Nomination of Program to be on State List of Occupational Training Providers for Workforce Investment Act (WIA) – Exempt School".

Attached are six (6) completed forms for the following course offerings to be provided by ABC Company.

1. XXXXXX
2. XXXXXX
3. XXXXXX

The BWIB has reviewed the Pre Award Survey and labor market information for this vendor, and is recommending approval from DLLR to have this vendor placed on the Eligible Training Provider List.

If you require additional information, please contact Ms. Cheryl Horton, ITA Coordinator for the Mayor's Office of Employment Development at (410) 396-1261.

Sincerely,

Karen Sitnick
Director

Cc: Contract Specialist
Vendor

Sample Letter to Vendor re BWIB Recommendation to Place on Eligible Training Provider List

December 12, 201X

X
X
X
X

Dear Mr./Ms.:

The Baltimore Workforce Investment Board (BWIB) has reviewed the course offerings submitted by ABC Company to provide occupational skills training under the Federally funded Workforce Investment Act's (WIA) Individual Training Account (ITA) initiative.

The BWIB has accepted the course offerings, and your proposal has been forwarded to the Maryland State Department of Labor, Licensing and Regulation (DLLR) with a recommendation that these courses be added to the State's Eligible Training Provider Listing (ETPL).

When notification has been received from DLLR that your request has been approved, Ms. Cheryl Horton, the ITA Coordinator for the Mayor's Office of Employment Development, will prepare an ITA vendor agreement for your review and signature. It is anticipated that this document will be ready for signature on/about (Month) XX, 200X.

On behalf of the BWIB, the Mayor's Office of Employment looks forward to working with ABC Company in providing training services to our customers.

Sincerely,

Karen Sitnick
Director

Cc: Career Center Network General Manager
Contracting General Manager
ITA Coordinator

December 12, 201X

X
X
X
X

Dear Mr./Ms.:

The Mayor's Office of Employment Development (MOED) has reviewed the course offerings submitted by Global Tech to provide occupational skills training under the Federally funded Workforce Investment Act's (WIA) Individual Training Account (ITA) initiative.

MOED is dependent upon Federal funding to support its operations and at this time funds are . Due to the lack of available funds MOED has made the decision not to accept the course offerings that you have proposed.

If you need further clarification or would to appeal this decision, you must submit a written rebuttal within thirty (30) days to Ms. Cheryl Horton, ITA Coordinator for the Mayor's Office of Employment Development, 417 E. Fayette Street, Suite 468, Baltimore, Maryland 21202.

On behalf of the BWIB and the Mayor's Office of Employment Development we appreciate your proposal, and wish you continued success with future endeavors.

Sincerely.

Karen Sitnick
Director

Cc: Career Center Network General Manager
Contracting General Manager
ITA Coordinator

Welcome to Individual Training Accounts (ITA)!

Congratulations – Your ITA Application has been approved! You are now on your way to training and the career of your choice. We will make the arrangements so you can attend the school you selected. You have been approved for the following:

Training Provider	Type of Training
Estimated Start Date	Estimated Completion Date

During your training it is necessary for you to keep in touch with us. We want to know how you are progressing. If we can assist you in order to insure you successfully complete your training and obtain employment, give us a call. If your address or phone number changes, please let us know as soon as possible.

Starting Your Training:

MOED will make every effort for you to start your courses based on the estimated start date listed above. If you do not start as arranged, your funding may be reallocated unless:

- The School changed your start date
- You were ill or in accident
- Family death

Once you start your training we ask that you provide us with the following:

Attendance Forms:

You must complete and submit written attendance forms to your Career Development Facilitator (CDF) monthly while in training. If your training is less than one month (30 days), you must submit written attendance forms weekly to your CDF. The attendance form will be provided to you. You can fax this form or bring this form to the office, but we must receive this form as stated above.

Progress Reports:

We want to know how well you are doing in training. When you receive a progress report, report card or certificate as you complete segments of your training, you must provide us with a copy of these forms. If you are having difficulties, let us know. Our Career Center Staff and Resource Laboratories are at your disposal.

Notification of Completion:

Upon completion of your training, you must submit a copy of your certificate of completion to your CDF within two (2) weeks of completing your course. If you receive a license or certifications, a copy must be submitted to your CDF within two (2) weeks of receipt.

Exit Interview:

You must schedule a meeting with your CDF within two (2) days of completing your training. We will assist you in your job search by developing a sixty days (60) job search plan to help you meet your employment goal.

Employment Information:

The ultimate goal of your training was to prepare you for the career or job of your choice. Once you obtain employment, you must provide the following information to your CDF:

- Employer's Name, Address, Zip Code, Phone Number and E-mail Address (if available)
- Job Title, Start Date, Work Hours, Contact Person, Wage, and Benefits (if available)
- Is your job training related?

Now it is up to you to complete your training and get that job! You are well on your way to a rewarding career! If you believe you can, you will. If you have any questions or need help, it will be our pleasure to assist you at the center with whom you begin your journey. Your Baltimore City One-Stop Career Center Network representative is listed below:

BALTIMORE CITY ONE-STOP CAREER CENTER NETWORK

Career Center	Phone number
Baltimore Works	410-767-2148
Eastside	410-396-9030
ReC at Northwest	410-523-1060
Workforce Reception Center	410-396-6214

Your Career Center Network Representative is: _____
at _____.

Good Luck!

I have reviewed, understood and agreed with what is required of me within the ***Welcome to Individual Training Accounts Packet.***

Name: _____ Date: _____

For Office Use Only

- Original copy is to be kept in the customer's file.

**Request for New Vendor
or Course for ITA**

Requested submitted by: _____

Career Center: _____ Contact Phone Number: _____

Staff: _____ Date of Submission: _____

Request submitted on behalf of: _____
(insert the customer's name requesting the course, or the name of the provider requesting submission on MHEC list)

- Request both **Provider and Course** be added to the MHEC list
- Request **Course** be added to the MHEC list

Name of School: _____

Contact Person and Title: _____

Address: _____

City, State, Zip: _____

Phone Number: _____ Alternate Number: _____

List all courses to be considered: _____

Contracting Use:

Date Introductory Letter and State Questionnaire sent to School: _____

Date Letter, Pre-Award Survey, and copy of application process sent: _____

Date Pre-award survey returned from school to contracting representative: _____

Date contracting rep completes a site visit
and completes the *Site Visit Checklist*: _____

Date letter sent from contracting unit if more information is required to process request: _____

Date forwarded by contracting rep to BWIB Liaison: _____

BWIB recommendation: Yes No Disposition date: _____

Date letter sent to MHEC requesting the vendor/ course be added to the approved list: _____

Date of Notification to Career Center staff that vendor/ course has been approved: _____

ITA Customer Application Summary and Checklist

Date:	<input type="checkbox"/> BWCC <input type="checkbox"/> ESCC <input type="checkbox"/> WRC <input type="checkbox"/> REC <input type="checkbox"/> Other _____	CDF:
Customer:		SS#:
Selected School & Institution Code:	Selected Training & Course Code:	MOED Cost Reimbursement:
Tentative Start Date:	Tentative End Date:	Course: <input type="checkbox"/> College Credit <input type="checkbox"/> Non-Credit/ Certificate
Tentative Start Date:	Tentative End Date:	

DID THE CUSTOMER APPLIED FOR: PELL GRANT STUDENT LOAN SCHOLARSHIP
 OTHER: _____ NOT APPLICABLE

Training Provider Information	<input type="checkbox"/> MHEC Listing <input type="checkbox"/> Class Schedule <input type="checkbox"/> Description/ Cost <input type="checkbox"/> Acceptance Letter <input type="checkbox"/> Documentation of Cost Difference (Including Budget and Payment Plan Worksheet)
Financial Verification	<input type="checkbox"/> Pell Approval <input type="checkbox"/> Financial Statement from Vendor <input type="checkbox"/> Notarized Statement

Verified eligible for funding: WIA Adult WIA Dislocated Worker WIA ARRA Adult
 WIA ARRA Dislocated Worker Other: _____

Comments

Reviewed by Supervisor:	Date:
Reviewed by Program Manager:	Date:
Compiled by Contracting:	Date:

To be completed by Contract Specialist:

Information complete: Yes No – Returned to Center on _____ (date)

Fundware obligation number: _____ Date Task Order/ LOA issued: _____

Funding for Training: WIA Adult WIA Dislocated Worker
 WIA ARRA Adult WIA ARRA Dislocated Worker
 Other: _____ (Budget Account Number)

January 5, 2010

Obligation #:

XXXXXX

School Name

School Address

Baltimore, Maryland 21202

Dear Mrs. Sass:

This letter is authorization for the following customer to receive A+ PC/ Network Training at a cost not to exceed \$

Student Name:

Social Security #:

Training Type:

Training Cost: \$

Start Date:

Attached is the Task Order (Exhibit 1 of the Vendor Agreement). The Task Order is used to activate the Agreement on a per customer basis. Please review the document carefully, and complete both copies as follows:

1. Training Course/Class data
2. Itemized cost of training section (each course)
3. Reporting Requirements section
4. Days of Week section and the hours (time) of each session
5. Total hours of training section
6. Start and end dates of training
7. PELL Grant section

When the customer has started class, sign two copies of the Task Order and return both copies to me for signature. The Task Order is to reflect the actual start date of training, and must be returned within ten business days after the start of training. An attendance sheet signed by the customer must be attached. I will sign and return one copy of the Task Order to you for your files. Invoices are to be submitted no later than thirty (30) days after start of training.

If the customer does not enroll on the approved start date, please refer the customer to his/her respective Career Development Facilitator (CDF) and notify me via e-mail (dvandyke@oedworks.com).

Should you allow the customer to begin training prior to approval or after the approved start date, the Mayor's Office of Employment Development accepts no responsibility for any costs incurred, and you will be liable for all costs associated with the customer's training.

Please call me at (410) 396-7336 if you have any questions.

Sincerely,

Contract Specialist

TASK ORDER

Attachment 16

Vendor #:		Account:	
Name of Training Institution: Baltimore City Community College			
Address of Training Institution: - 710 E. Lombard Street-Baltimore, Maryland 21202			
Contact: Ida Sass			
Phone Number: 410-986-3213			
PARTICIPANT:		S.S.#:	OB#
CAREER CENTER:		CDF Initials:	
TELEPHONE #:			

TRAINING COURSE	COST PER COURSE	NO. OF DAYS/WK	NO. OF HRS/DAY	NO./WKS	TOTAL HOURS OF TRAINING	ACT START DATE	END DATE

ITEMIZED COSTS OF TRAINING	
Total Tuition:	
Fees (Registration, Laboratory, Comprehensive, etc.):	
Books/Supplies:	
Uniforms:	
Other:	
TOTAL COST OF TRAINING:	
PELL/Financial Aid Grant Amount (Specify):	()
TOTAL COST OF COURSE AFTER ALL DEDUCTIONS	

REPORTING REQUIREMENTS: The training institution will issue the following periodic and final reports on standing: grade achievement, competency achievement, and performance appraisal on the dates indicated. Mail Reports to:

SIGNATORY AUTHORITY: The undersigned agree to the terms of This Agreement and commit their respective organizations to compliance with them.

	MAYOR'S OFFICE OF EMPLOYMENT DEVELOPMENT
VENDOR: (NAME TYPED)	CONTRACTOR:
AUTHORIZED SIGNATURE/DATE	AUTHORIZED SIGNATURE/DATE
TITLE	TITLE:

EQUAL OPPORTUNITY
COMPLAINT, MEDIATION and GRIEVANCE
PROCEDURES

FOR

PROGRAM

PARTICIPANTS/EMPLOYEES/SUB-RECIPIENTS

Baltimore City
MAYOR'S OFFICE OF EMPLOYMENT DEVELOPMENT

MAYOR'S OFFICE OF EMPLOYMENT DEVELOPMENT

GRIEVANCE POLICY AND PROCEDURE

I. PHILOSOPHY

This grievance procedure is concerned with the protection of the rights, privileges and prerogative of the program and participants, employees, subrecipients or other interested persons for the purpose of receiving and resolving complaints raised in connection with programs operated by the Mayor's Office of Employment Development (MOED), and its subrecipients. The MOED has established procedures for resolving disagreements among the parties to any compliant which allege a violation of the Workforce Investment Act of 1998, the regulations under the Act or the terms of a grant, subgrant or program operated under the act. It is the intent of this policy and procedure to afford customers a voice in those matters that have a potential adverse, unjust or inequitable effect on their employment conditions. Such issues may be honest differences of opinion, or judgement situations, but the Agency acknowledges the importance of their expression.

It is the responsibility of the Mayor's Office of Employment Development to determine the goals of each of its components, set standards of services, and exercise control and direction over it's organization. This responsibility is derived from federal and state regulations, and local direction is provided by the Mayor's Office, the Workforce Investment Board and established City of Baltimore administrative policies and procedures. Nothing contained in this policy is deemed to deny the right of any participant to submit a grievance for prompt disposition.

Participants who seek resolution of complaints or service situations by using established procedures are assured that they will not be subjected to discrimination or retaliation, or be penalized in any way for their use of these procedures.

II. DEFINITIONS

For the purpose of clarity and understanding, the following definitions will apply throughout this document.

- A) "GRIEVANCE OFFICER" is appointed by the Director and is responsible for overseeing adherence to the procedure in a timely manner by all related parties.
- B) "HEARING OFFICER" is an objective person appointed by the Director from within or outside the agency.

- C) "MEDIATION POLICY" is an alternative dispute resolution that resolves allegations of discrimination at the informal stage of the complaint process.
- D) "MOED" means Mayor's Office of Employment Development
- E) "WIA" means the Workforce Investment Act
- F) "DLLR" means the State of Maryland's Department of Labor, Licensing and Regulation
- G) "Participant" means a person enrolled in a program funded through MOED
- H) "Subrecipient" means any person, organization, or entity which received funds through MOED
- I) "EOO" means MOED's Equal Opportunity Officer
- J) "Immediate Supervisor" means any instructor for training participants or the actual agency or worksite supervisor for work-related participants
- K) "Department Head" means the Director or Manager of the training program for complainant/grievant enrolled as a training participant. If the grievant/complainant is enrolled as a work-related program participant/MOED employee, "Department Head" shall mean the next level of agency or worksite supervision above that of the immediate supervisor
- L) "Filing a Complaint" means the act of writing down the complaint and presenting it to the MOED or its subrecipients in accordance with this procedure
- M) "Secretary" means the Secretary of the United States' Department of Labor
- N) "Complainant" means the person(s) or organization(s) filing a complaint of alleged discrimination or for whom the complaint is filed
- O) "Respondent" means the individual, program or activity against whom a complaint is filed
- P) "DHR" means the State of Maryland's Department of Human Resources

III. TYPES OF COMPLAINTS

- A) **Discrimination**: Complaints alleging discrimination on the basis of race, color, national origin, sex, age, religion, marital status, political affiliation or belief, sexual orientation, disability, and for beneficiaries only, citizenship or participation in programs funded by the MOED in admission or access to, opportunity or treatment in, or employment in the administration of or in conjunction with, any MOED funded program or activity, may file a complaint within one hundred eighty (180) days from the date of the alleged violation with the MOED's Equal Opportunity Officer.

If such a complaint is received by the MOED, it will immediately notify DLLR and the Directorate of Civil Rights, Washington, D.C., of the existence and nature of the complaint using the notification of receipt of complaint alleging discrimination form. The individual may file a complaint directly with the Directorate of Civil Rights (DCR), U.S. Department of Labor, 200 Constitution Avenue, NW, Room N-4123, Washington, DC 20210. If the individual elects to file his/her complaint with the MOED, the individual must wait until the MOED issues a decision or until ninety (90) days have passed, whichever is sooner, before filing with DCR. If the MOED has not provided the individual with a written decision within ninety (90) days of the filing of the complaint, the individual need not wait for a decision to be issued, but may file a complaint with DCR within thirty (30) days of the expiration of the ninety (90)-day period. If the individual is dissatisfied with the MOED's resolution of the complaint, the individual may file a complaint with DCR. Such complaint must be filed within thirty (30) days of the date the individual received notice of the MOED's proposed resolution.

- B) **Violations Not Involving Discrimination**: Persons with this type of complaint must exhaust this grievance procedure and may request a DLLR review by filing a request with DLLR with ten (10) days from receipt of the MOED decision resulting from the hearing of the complaint. Complaints must be filed within one (1) year of the event(s) on which the complaint is based except in the case of complaints alleging fraud or criminal activity. DLLR will render a decision on the MOED's written decision within ninety (90) days of the original complaint date.
- C) **Temporary Assistance to Needy Families (TANF)**: Complaints by regular customers or their representatives that allege any violation of 251.3 (Displacement of the Jobs) regulations have the opportunity for an informal resolution of the complaint. If not resolved informally, a hearing will be held

in accordance with this grievance procedure. The procedure must take no longer than sixty (60) days from the date of filing to be exhausted which includes time spent informally attempting to resolve the complaint. The complainant has the right to have the decision reviewed by DHR. The complaint must be filed within one (1) year of the alleged occurrence.

- D) **Fraud, Abuse, or Other Criminal Activity**: Persons with this type of complaint will be referred to the Secretary.

IV. SCOPE OF PROCEDURES

These procedures cover complaints that allege a violation of the Workforce Investment Act of 1998, the regulations under the Act or the terms of a grant, subgrant or program operated under the Act. Therefore, matters which can not be grieved include but are not limited to:

- A) Determination of the mission of an agency, and the standard of service to be offered to the public.
- B) Exercise of direction and control over an agency's organization and operation.
- C) Examination and qualification of employees and applicants for employment.
- D) Establishment or alteration of wages, hours, or leave benefits.
- E) Established personnel policies and procedures concerning promotions, classifications, discharges, lay-offs, and suspensions.

Employers, including private-for-profit employers of participants under the Act, are required to have a Grievance Procedure as a condition of participating in programs for the training or hiring of participants under the Act. Employers may operate their own complaint system or may utilize the complaint system established by the Mayor's Office of Employment Development. Employers must inform participants and their employees of the complaint procedure they are to follow when the participant/employee begin employment.

An employer's complaint system shall provide for, upon request by the complainant, a review of an employer's decision by the MOED and the state if necessary, in accordance with the regulations.

V. MATTERS WHICH CAN NOT BE GRIEVED

All matters which by law are vested in the Board of Estimates, the Civil Service Commission, or a City agency can not be the subject of a grievance. These include but are not limited to:

- A) Determination of the mission of an agency, and the standard of service to be offered to the public
- B) Exercise of direction and control over the agency's organization and operation.
- C) The right to hire, promote, transfer, assign, or retain employees in positions within an agency
- D) The supervisor's appraisal of an individual's performance
- E) The right to suspend, demote, discharge, or take other appropriate disciplinary action against an employee for just cause
- F) Establishment or alternative of wages, hours or leave benefits
- G) Examination and qualification of employees and applicants for employment
- H) Right to determine classifications
- I) EEO complaints which are covered under EEO procedures
- J) Any Personnel action taken during the initial probationary period

Management has the right to establish policies related to these issues. Employees can grieve the specific applications of these policies only if they can document that the application of the policy was not congruent with established procedure.

The determination that a grievance is related to a specific application of a policy is at management's discretion.

VI. COMPLAINT PROCESSING PROCEDURE

General Requirements

Each State and each Local Workforce Investment Area (LWIA) is required to adopt and publish procedures for processing complaints alleging discrimination against any program or activity funded or authorized under WIA title I. The procedures must provide the complainant with the option to file with the MOED or directly with the Civil Rights Center (CRC). The MOED as well as service providers must comply with the complaint procedures.

The requirements for the MOED's discrimination complaint processing procedures are grouped under the following five general categories:

- A) Jurisdiction
- B) Methods of Resolution/Disposition
- C) Notice of Final Action
- D) Processing Timeframes
- E) Recordkeeping

1. Jurisdiction

Filing A Complaint

- A) Any person who believes that either he or she, or any specific class of individuals, has been or is being subjected to discrimination prohibited under WIA will be given the option to file a written complaint, either by him/herself or through a representative. Examples of who may file a complaint include the following:
- Applicants/registrants for aid, benefits, services or training
 - Eligible applicants/registrants
 - Participants
 - Employees
 - Applicants for employment/customers
 - Service providers (the organization involved is one which may be attributed a racial, national origin, or other characteristic entitled to protection under WIA)
 - Eligible service providers (same definition applies)
- B) The complainant must be given the option to file a complaint with either the MOED, through the EO Officer or the Director (of CRC). Complaints filled with the director should be sent to:
- The Director
Civil Rights Center (CRC)
U.S. Department of Labor
200 Constitution Avenue, N.W.
Room N-4123
Washington, D.C. 21210
- C) Complaints must be filed within 180 days of the alleged discrimination. Only the Director, CRC may extend the filing time for good cause shown by the complainant.
- D) Each complaint must be filed in writing, and must contain the following information:
- i) The complainant's name and address (or other means of contacting the complainant);
 - ii) The identity of the respondent (the individual or entity that the complainant alleges is responsible for the discrimination);

- iii) A description of the complainant's allegations. This description must include enough detail to allow the Director or the MOED, as applicable, to decide whether:
 - a) CRC or the MOED, as applicable, has jurisdiction over the complaint;
 - b) The complaint was filed in time; and
 - c) The complaint has apparent merit; in other words, whether the complainant's allegations, if true, would violate any of the nondiscrimination and equal opportunity provisions of WIA.
 - iv) The complainant's signature or the signature of the complainant's authorized representative.
- E) A complainant may file a complaint by completing and submitting CRC's Complaint Information and Privacy Act Consensus Forms (currently under revision at CRC).
- F) Both the complainant and the respondent have the right to be represented by an attorney or other individual of their choice.
- G) If the MOED determines that it does not have jurisdiction over a complaint, it must notify the complainant, in writing, immediately. This Notice of Lack of Jurisdiction must include:
- A statement of the reasons for that determinations
 - Notice that the complainant has a right to file a complaint with CRC within 30 days of the date on which the complainant receives the Notice.

2. Methods of Resolution/Disposition of Complaints

Required Elements of the MOED's Discrimination Complaint Processing Procedures

At a minimum, the procedures that the MOED adopts and publishes will include the following elements:

- A) Initial written notice to the complainant that contains the following information:
- An acknowledgement that the MOED has received the complaint, and
 - Notice that the complainant has the right to be represented in the complaint process;
- B) A written statement of the issue(s), provided to the complainant, that includes the following information:
- A list of the issues raised in the complaint, and

- For each issue, a statement whether the MOED will accept the issue for investigation or reject the issue, and the reasons for each rejection;
- C) A period for fact-finding or investigation of the circumstances underlying the complaint;
- D) A period during which the MOED attempts to resolve the complaint. The methods available to resolve the complaint must include alternative dispute resolution (ADR). A mediation will take place, and the grievance office officers will be the following individuals:

Valarie McNeese
 Director of Human Resources
 417 E. Fayette Street, Suite 466
 Baltimore, MD 21202
 (410) 396-1790

Malcolm Leggett
 MOED Assistant Director
 417 E. Fayette Street, Suite 466
 Baltimore, MD 21202
 (410) 396-1790

- E) The MOED's ADR procedures must provide that :
- i) The choice whether to use ADR or the customary process rests with the complainant:
 - ii) A party to any agreement reached under ADR may file a complaint within the Director in the event the agreement is breached. In such circumstances, the following rules apply:
 - (a) The non-breaching party may file a complaint with the Director within 30 days of the date on which the non-breaching party learns of the alleged breach;
 - (b) The Director must evaluate the circumstances to determine whether the agreement has been breached. If he or she determines that the agreement has been breached, the company may file a complaint with CRC based upon his/her original allegation(s), and the Director will waive the time deadlines for filing such a complaint
 - (c) If the parties do not reach an agreement under ADR, the complainant may file a complaint with the Director as described under **Jurisdiction.**

3. **Notice of Final Action**

The procedures that the MOED adopts and publishes must provide that the MOED will receive a written Notice of Final Action on discrimination complaints within 90 days of the date on which the complaint is filed. The Notice of Final Action must contain the following information:

- A) For each issue raised in the complaint, a statement of either;

- The MOED's decision on the issue and an explanation of the reasons underlying the decision, or
 - A description of the way the parties resolved the issue
- B) Notice that the complainant has a right to file a complaint with CRC within 30 days of the date on which the Notice of Final Action is issued if he or she is dissatisfied with the MOED's final action on the complaint.

4. **Processing Timeframes**

- A) Within 90 days of the date on which a complaint is filed, the MOED must take one of the following actions:
- Issue satisfactory written Notice of Final Action
 - Issue unsatisfactory written Notice of Final Action Decision
 - Issue written notice of lack of jurisdiction
 - Refer complaint to another Federal Grantmaking Agency for investigation where there is joint jurisdiction
- B) If, by the end of 90 days from the date on which the complainant filled the complaint, the MOED fails to issue a Notice of Final Action, the complainant or his/her representative may file a complaint with the Director within 30 days of the expiration of the 90-day period. In other words, the complaint must be filled with the Director within 120 days of the date on which the complaint was filed with the MOED.
- C) The Director may extend the 30-day time limit under the following circumstances:
- If the MOED does not include in its Notice of Final Action the required notice about the complainant's right to file with the Director; or
 - For other good cause shown.
 - The complainant has the burden of proving to the Director that the time limit should be extended.

5. **Recordkeeping Requirements**

- A) The MOED must maintain, and submit to CRC upon request, a log of complaints filed with it that allege discrimination on the ground(s) of race, color, religion, sex, national origin, age, disability, political affiliation or belief, citizenship, and/or participation in a WIA Title I-financially assisted program or activity.
- B) The complaint log must include the following information:

- The name and address of the complainant;
- The ground of the complaint;
- A description of the complaint;
- The date the complaint was filed;
- The disposition and date of disposition of the complaint; and
- Other pertinent information

C) Information that could lead to identification of a particular individual as having filed a complaint must be kept confidential.

D) Records regarding complaints and actions taken on the complaints must be maintained for a period of not less than three years from the date of resolution of the complaint.

Voluntary Mediation

I have read the information on the Mayor's Office of Employment Development's Informal Resolution and Mediation Program.

Based on the information provided to me, I have voluntarily and freely made the following election with regard to Mediation:

<input type="checkbox"/> YES	I elect to avail myself of the Mediation option of complainant resolution. I agree to participate in the Mediation efforts led b the Office of Equal Opportunity and program Equity and to attempt to settle the issue(s)in dispute between the Respondent and me.
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<input type="checkbox"/> NO	I elect not to use Mediation as an alternative method of dispute resolution and request that the formal complaint investigation process begin as soon as this form is received in the Office of Equal Opportunity and Program Equity.
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Complainant: _____

Date: _____

Witness: _____

Date: _____

Rev. 10/00

Mayor's Office of Employment Development
417 E. Fayette Street, Suite 430
Baltimore, MD 21202
Telephone: (410) 396-1790; Fax: (410) 396-8132

COMPLAINT, MEDIATION and GRIEVANCE PROCEDURE

I have reviewed a copy of the MOED COMPLAINT, MEDIATION and GRIEVANCE PROCEDURE. I understand that as a program participant in an MOED program, I must first attempt to resolve any grievances through procedures established by the agency to which I have been assigned. If I am unable to resolve the grievance at this level, or if I am not satisfied with the resolution of the grievance, I understand that I may file a grievance with the MOED Equal Opportunity Officer, following the steps outlined in the COMPLAINT, MEDIATION and GRIEVANCE PROCEDURES.

Signed: _____

Date: _____

Witness: _____

Date: _____

Rev. 10/00

Mayor's Office of Employment Development
417 E. Fayette Street, Suite 430
Baltimore, MD 21202
Telephone: (410) 396-1790; Fax: (410) 396-8132
Website: <http://www.oedworks.com>

CONFLICT OF INTEREST POLICY WORKFORCE INVESTMENT BOARD

- No board member may participate in a matter under consideration by the board regarding the provision of services by the board member or the entity the board member represents.
- No board member may participate in any matter in which the board member, a qualifying relative or a business associated with the board member or qualifying relative, has a direct financial interest.
- A member's employer may not participate in any way in a future bid on procurement where the member helped to draft specifications. In order to avoid potential conflicts as circumstance change, members whose employers may wish to participate in a future procurement will refrain from involvement in specification development.
- No board member may intentionally use the prestige of his or her public position for that board member's private gain or that of another.
- Except in the discharge of an official duty, no board member may disclose or use confidential information acquired by reason of the board member's public position and not available to the public for personal economic benefit or for the economic benefit of another.
- Board members may not use their status in marketing their private businesses.
- Any board member, with a potential or actual conflict of interest, must disclose that fact, in writing to the board chairman as soon as the potential conflict is discovered and, to the extent possible, before the agenda for a meeting involving the matter at issue is prepared. If it should be determined during a meeting that a conflict of interest exists, the board member must verbally declare such conflict of interest, such declaration must be clearly noted in the minutes, and such board member must excuse him/herself from the remainder of the discussion and the voting.
- No board member may solicit or accept any gratuity, gift or item of monetary value from suppliers, contractors or subcontractors of the board. Gifts of nominal value (under \$25) are permissible.
- The board shall adopt procedures that serve to minimize the appearance of conflicts. Local board members, who represent One Stop partners and who serve on committees that oversee the One Stop system or the allocation of resources that would potentially be allocated to their programs, refrain from discussing or voting on any matter that would impact the programs they represent.
- The board shall adopt appropriate penalties, sanctions or other disciplinary actions, including termination, on a case by case basis, for board members who violate any portion of this policy.
- Each board member shall annually sign a statement that he or she has reviewed this policy and is aware of his or her responsibilities under it.



DIVISION OF WORKFORCE DEVELOPMENT AND ADULT LEARNING

VETERAN SERVICES SBE CATEGORIES – ELIGIBILITY CHECKLIST

PLEASE ANSWER FOR YOU OR YOUR CARETAKER

1. Are you a disabled veteran receiving compensation from the Veterans Administration due to retirement, discharge or release from active duty because of a service-connected disability? _____
 Yes No _____ % Percentage of rating
2. Are you a Homeless Veteran or facing eviction?
 Yes No
3. Are you a recently-separated veteran who, in the past 12 months, has been unemployed for a total of 27 or more weeks?
 Yes No _____ weeks unemployed
4. Are you an offender that is incarcerated or has been released from incarceration?
 Yes No
5. Do you have a High School Diploma or GED?
 Yes No Circle one GED or High School Diploma
6. Do you meet one of the following "low income" categories (check all that apply):
 (A) Receives, or is a member of a family that receives, cash payments under a Federal, State, or local income-based public assistance program;
 (B) Received an income, or is a member of a family that received a total family income, for the 6-month period prior to application for the program involved (exclusive of unemployment compensation, child support payments, payments described in subparagraph (A), and old-age and survivors insurance benefits received under section 202 of the Social Security Act (42 U.S.C. 402).
 (C) Is a member of a household that receives (or has been determined within the 6-month period prior to application for the program involved to be eligible to receive) food stamps pursuant to the Food Stamp Act of 1977 (7 U.S.C. 2011 et seq.);
 (D) Qualifies as a homeless individual, as defined in subsections (a) and (c) of section 103 of the Stewart B. McKinney Homeless Assistance Act (42 U.S.C. 11302);
 (E) is a foster child on behalf of whom State or local government payments are made; or
 (F) in cases permitted by regulations promulgated by the Secretary of Labor, is an individual with a disability whose own income meets the requirements of a program described in subparagraph (A) or of subparagraph (B), but who is a member of a family whose income does not meet such requirements.
7. Are you a Veteran between the ages of 18-24 requesting assistance from a Veteran Representative?
8. Are you a wounded, ill or injured Armed Forces member, spouse, or caregiver?
 Yes No (See reverse side for caregiver information)
9. Are you a service member who does not meet military services' Capstone Career Readiness Standards?
 Yes No
10. Are you an active duty service member being involuntarily separated through a Service reduction-in-force?
 Yes No

Veterans or Caretaker Name _____

Address _____

Contact Information _____

Signature _____

(On the back is the definition of wounded, ill, or injured armed forces member and caregiver)

WOUNDED, ILL, OR INJURED ARMED FORCES MEMBER and CAREGIVER DEFINITION

Support services are to be provided to

- Members of the Armed Forces who are wounded, ill, or injured and receiving treatment in military treatment facilities or warrior transition units; and
- the spouses or other family caregivers of such 'wounded', 'ill', or injured members.

The term "family caregiver" is defined as follows at Section 1720G(d) of Title 38, United States Code (38 U.S.C. 1720G (d) - Assistance and support services for caregivers:

- (1) The term 'caregiver', with respect to an eligible veteran ... means an individual who provides personal care services to the veteran.
- (2) The term 'family caregiver', with respect to an eligible veteran ... means a family member who is a caregiver of the veteran.
- (3) The term 'family member', with respect to an eligible veteran ... means an individual who-
 - (A) is a member of the family of the veteran, including
 - (i) a parent;
 - (ii) a spouse;
 - (iii) a child;
 - (iv) a step-family member; and
 - (v) an extended family member; or
 - (B) lives with, but is not a member of the family of the veteran."