

Tompkins County Service Delivery Memorandum of Understanding

A. Intent of the Service Delivery MOU

This MOU is meant solely to capture each partner's (as listed below) roles and responsibilities in the New York State (NYS) Career Center System ("System"). The partners executing this MOU acknowledge and agree that this document is not a contract, and the MOU does not create, or otherwise give rise to, any contractual rights or obligations between the partners and their representatives. Each partner's responsibilities, which are generally summarized in this MOU, may only be legally enforced in the event the relevant partners execute a separate joint use or collaboration agreement. The MOU memorializes, in writing, the way the partners will work collaboratively together to satisfy the federal regulations for the System and is not designed to be contractual terms and conditions that would be enforced by court order.

This MOU does not replace or supersede any prior agreements entered into by any partner described in the MOU, including but not limited to separate agreements partners have executed.

This MOU was developed and executed in accordance with the MOU requirements set forth in 20 CFR 678.500, 20 CFR 678.510(b), and Training and Employment Guidance Letter 17-16 (issued by the United States Department of Labor, Employment and Training Administration on January 18, 2017). An additional Infrastructure Funding and Shared Services MOU covering the sharing of costs for infrastructure and shared services is intended to be executed by the parties, on or before December 31, 2017 and for the purpose of complying with 20 CFR 678.500(b)(2).

B. Parties to the Service Delivery MOU

Table 1: Partner Program Contact Information

The Tompkins County Workforce Development Board, the CEOs and the following other partners are the parties to this MOU:

Partner Entity or Program Name	Point(s) of Contact (Name, title, address, email, phone)
1. Local Workforce Development Board (LWDB)	Julia Mattick Executive Director, Tompkins County Workforce Development Board 401 East MLK, Jr. Street Ithaca, NY 14850 (607) 274-7526
2. Chief Elected Official (CEO)	Michael Lane Chairman, Tompkins County Legislature 121 East Court Street Ithaca, NY 14850

	(607) 274-5434
3. Adult, Dislocated Worker (DW), and Youth under Title I of WIOA	Diane Bradac Director, Tompkins County Office of Employment and Training 171 East MLK, Jr. Street, Suite 241 Ithaca, NY 14850 (607) 272-7570
4. Job Corps under Title I of WIOA	Tamika Otis Project Director, WNY Outreach & Admissions 250 Harrison Street, Suite 300 Syracuse, NY 13202 (315) 478-5529
5. Migrant and Seasonal Farmworker Programs (MSFW) under Title I of WIOA	Patricia Stovall-Lane Sr. Director, Workforce Administration PathStone Corporation 400 East Ave. Rochester, NY 14607 (585) 340-3386
6. Adult Education and Family Literacy Act programs under Title II of WIOA (Adult Ed.)	Diahann Hesler Director of CTE and Adult ED TST BOCES 555 Warren Road Ithaca, NY 14850 (607) 257-1551
7. New York State Department of Labor (NYSDOL) administered: - Wagner-Peyser program under Title III of WIOA (WP) - Trade Adjustment Assistance (TAA) under Title II of Trade Act - Jobs for Veterans State Grants (Vets) under Title 38, U.S.C. - State Unemployment Insurance (UI) programs	Teresa Geisenhof Manager, New York State Department of Labor, Division of Employment and Workforce Solutions 318 Madison Avenue Elmira, NY 14901 (607) 733-7131
8. Vocational Rehabilitation—Adult Career & Continuing Education Services (ACCES-VR) under Title IV of WIOA	Jack Lance Regional Coordinator, ACCES-VR 44 Hawley Street Binghamton, NY 13901 (607) 721-8401
9. Vocational Rehabilitation—Office of Children and Family Services, New York State Commission for the Blind (OCFS/NYSCB) under Title IV of WIOA	Amy Carreno District Manager, NYSCB 100 S. Salina Street, Suite 105 Syracuse, NY 13202

	(315) 423-5425
10. Senior Community Service Employment Programs (SCSEP)— State Office for the Aging (SOFA) under Title V of Older Americans Act	Lisa Holmes Director, Tompkins County Office for the Aging 214 W. Martin Luther King, Jr. St. Ithaca, NY 14850 (607) 274-5482
11. Senior Community Service Employment Programs (SCSEP)— National Grantees under Title V of Older Americans Act	Rich Saxton Regional Coordinator, Associates for Training and Development (A4TD) PO Box 107 St. Albans, VT 05478-0107 (585) 703-0806
12. Career and Technical Education programs at the postsecondary level (CTE) under Perkins Career and Technical Education Act	Jeff Moretti Assistant, New York State Education Department 89 Washington Ave., EBA 971 Albany, NY 12234 (518) 474-3719 jeffrey.moretti@nysed.gov
13. Housing and Urban Development (HUD) employment & training	Lee Dillon Executive Director, Tompkins Community Action 701 Spencer Road Ithaca, NY 14850 (607) 273-8816
14. Temporary Assistance for Needy Families (TANF) employment & training under part A of Title IV of Social Security Act	Patricia Carey Commissioner, Tompkins County Department of Social Services 320 West Martin Luther King, Jr. Street Ithaca, NY 14850 (607) 274-5252
15. YouthBuild under Title I of WIOA	N/A
16. Indian and Native American Programs (INAP) under WIOA Title I	N/A
17. Community Service Block Grants employment and training	N/A
18. Re-entry Employment Opportunities (REO) Programs under Second Chance Act	N/A

C. System Design and Services

1. Service Provision Locations/Resources

Table 2: Service Provision Locations

Type of Location (Comprehensive/Affiliate/ Specialized/Eligible Partner Program Site/Self- Service Resource)	Location or Self-Services Resource Name	Location Contact (Address, web address, phone)
1. Comprehensive Center	Tompkins Workforce NY Career Center	171 East Martin Luther King, Jr./ State Street Ithaca, NY 14850 www.tompkinsworkforceny.org
2. Self-Service Resource	JobZone	www.jobzone.ny.gov
3. Self-Service Resource	CareerZone	www.careerzone.ny.gov
4. Eligible Partner Program Site	Tompkins County Office for the Aging	214 West MLK, Jr./State Street Ithaca, NY 14850 www.tompkinscountyny.gov/cofa
5. Eligible Partner Program Site	Tompkins Community Action	701 Spencer Road Ithaca, NY 14850 http://www.tactionweb.org/joomla/ (607) 273-8816
6. Eligible Partner Program Site	Magnolia House c/o Tompkins Community Action	320 North Meadow Street Ithaca, NY 14850 http://www.tactionweb.org/joomla/ (607) 273-8816
7. Eligible Partner Program Site	Chartwell House c/o Tompkins Community Action	322 North Meadow Street Ithaca, NY 14850 http://www.tactionweb.org/joomla/ (607) 273-8816
8. Eligible Partner Program Site	Corn Street Apartments c/o Tompkins Community Action	309 South Corn Street Ithaca, NY 14850 http://www.tactionweb.org/joomla/ (607) 273-8816
9. Eligible Partner Program Site	Tompkins Community Action Child Care Center and Community Café c/o Tompkins Community Action	110 Sykes Street Groton, NY 13073 http://www.tactionweb.org/joomla/ (607) 273-8816

10. Eligible Partner Program Site	Casey Center c/o Tompkins Community Action	29 Union Street Dryden, NY 13053 http://www.tactionweb.org/joomla/ (607) 273-8816
11. Eligible Partner Program Site	TST BOCES	555 Warren Road Ithaca NY 14850 http://www.tstboces.org (607) 257-1551
12. Eligible Partner Program Site	Tompkins Cortland Community College c/o TST BOCES	170 North Street Dryden, NY 13053 http://www.tstboces.org (607) 257-1551
13. Eligible Partner Program Site	Southside Community Center c/o TST BOCES	305 S. Plain Street Ithaca, NY 14850 http://www.tstboces.org (607) 257-1551
14. Eligible Partner Program Site	Tompkins Workforce NY Career Center c/o TST BOCES	171 E. Martin Luther King, Jr. St., Suite 241 Ithaca, NY 14850 http://www.tstboces.org (607) 257-1551
15. Eligible Partner Program Site	Tompkins County Jail c/o TST BOCES	779 Warren Road Ithaca, NY 14850 http://www.tstboces.org (607) 257-1551
16. Eligible Partner Program Site	MacCormick Center c/o TST BOCES	300 South Road Brooktondale, NY 14817 http://www.tstboces.org (607) 257-1551
17. Eligible Partner Program Site	Candor Central School c/o TST BOCES	1 Academy Street Candor, NY 13743 http://www.tstboces.org (607) 257-1551
18. Eligible Partner Program Site	Finger Lakes Residential Center c/o TST BOCES	250 Auburn Road Lansing, NY 14882 http://www.tstboces.org (607) 257-1551
19. Eligible Partner Program Site	Presbyterian Church c/o TST BOCES	315 N. Cayuga Street, 3rd Floor Ithaca, NY 14850 http://www.tstboces.org (607) 257-1551
20. Eligible Partner Program Site	Tompkins County Department of Social Services	320 West Martin Luther King Jr. St., Ithaca, NY 14850 http://tompkinscountyny.gov/dss (607) 274-5680

21. Eligible Partner Program Site	NYS Commission for the Blind	100 South Salina St., Suite 105 Syracuse, NY 13202 http://visionloss.ny.gov (315) 423-5425
22. Eligible Partner Program Site	NYS Commission for the Blind	Binghamton Outstation 44 Hawley Ave., #702 Binghamton, NY 13901 http://visionloss.ny.gov (607) 721-8292
23. Eligible Partner Program Site	ACCES-VR Tompkins Workforce NY Career Center	171 East Martin Luther King, Jr./State Street Ithaca, NY 14850 www.tompkinsworkforceny.org (607) 721-8400
24. Eligible Partner Program Site	Senior Community Service Employment Program – National Grantee	Associates for Training and Development 171 Front Street Binghamton, NY 13905 www.a4td.org (585) 703-0806
25. Eligible Partner Program Site	Tompkins Cortland Community College	170 North Street Dryden, NY 13053 www.tc3.edu (607) 844-8211
26. Eligible Partner Program Site	Tompkins Cortland Community College Extension Center	118 N Tioga St. Ithaca, NY 14850 www.tc3.edu (607) 272-3025

2. Common Identifier for Branding

Partners will use/incorporate the nation’s designated branding, “American Job Center network” or “A Proud Partner of the American Job Center network” on branded electronic resources and any newly printed, purchased or created materials.

Applicable Career Services Coordination and Delivery

Table 3: Applicable Career Services

Required Programs	Adult	DW	Youth	Adult Ed	WP	ACCES-VR	OCFS/NYSCB	SCSEP	TAA	UI	Vets E&T	CTE	MSFW	HUD E&T-TCA	SCSEP-National Grantee	Job Corps	TANF E&T	Youth Build	2 nd Chance	CSBG E&T	INAP	
Eligibility for Title I services	x	x	x		x				x		x											
Outreach, intake, system orientation	x	x	x	x	x	x	x	x	x		x	x	x		x	x	x					
Initial assessment	x	x	x	x	x	x	x	x	x		x	x	x		x	x	x					
Labor exchange services	x	x	x		x				x		x				x	x	x					
Referrals to programs	x	x	x	x	x	x	x	x	x		x	x	x	x	x	x	x					
Labor market information	x	x	x		x	x	x		x		x		x		x	x						
Performance on local workforce system	x	x	x		x												x					
Performance & program cost of Eligible Providers	x	x							x		x						x					
Referrals to supportive services	x	x	x	x	x	x	x	x	x		x	x	x	x	x	x	x					
UI information and assistance	x	x	x		x				x	x	x											
Financial aid information	x	x	x	x		x	x		x		x	x	x				x					
Comprehensive assessment	x	x	x	x	x	x	x	x	x		x	x	x		x	x	x					
Individual employment plan	x	x	x		x	x	x	x	x		x		x		x	x	x					
Career planning & counseling	x	x	x	x	x	x	x	x	x		x	x	x		x	x	x					
Short-term pre-vocational services	x	x	x			x	x				x	x	x				x	x				
Internships and work experiences	x	x	x			x	x	x	x			x	x		x	x	x					
Out of area job search and relocation assistance	x	x	x		x	x	x		x				x				x					
Financial literacy services	x	x	x	x		x	x						x	x			x	x				
English language acquisition and integrated education	x	x	x	x					x			x					x					
Workforce preparation	x	x	x	x					x			x	x				x	x				
Follow-up services	x	x	x	x							x		x		x	x	x					

Applicable Career Services listed in Table 3 are provided in the local area through one-on-one appointments, group orientations, and self-service resources and are defined below. In the following definitions, “customer” is equivalent to participant, consumer, client, student, or recipient, as used by the various partners. Where appropriate, partners who provide the same Applicable Career Services agree to deliver those services in a coordinated manner with appropriate points of contact, meaningful referrals, and through the required service delivery coordination role of the One-Stop System Operator.

Basic Career Services

(20 CFR §678.430(a) and §678.435)

- **Eligibility for Title I Services** – Determination of whether a customer is eligible to receive services from the Adult, Dislocated Worker, or Youth programs.
- **Outreach, Intake, and System Orientation** – Outreach is intended to promote awareness of the availability of the System services to/for individuals and businesses that may need these services. Intake and System orientation is the process of gathering basic information to determine the program(s) appropriate for the customer, and providing the customer with information on the services available to determine if he/she is interested in pursuing those services.
- **Initial Assessment** – The collection and assessment of information on a customer’s skill levels, including literacy, numeracy, and English language proficiency; work history; employment barriers; employment goal(s) and occupational knowledge; supportive service needs; and whether referrals to other programs are appropriate or necessary.
- **Labor Exchange Services** – Providing job search and placement services to the customer, including but not limited to, information on in-demand industry sectors and occupations and non- traditional employment, when appropriate; development of a work search plan; placement in workshops; posting jobs on the state job bank; providing job matching and referrals; and advising how to maintain a record of job search.

In some instances, programs may require their customers to maintain and submit a log detailing the amount of time spent on job search activities including identifying, applying, and interviewing for potential jobs, and time spent preparing and sending follow-up material to businesses.

Labor exchange services also include appropriate recruitment and other business services, which may include, but are not limited to, customized screening and referral of qualified customers in training services to businesses; customized services to businesses, business associations, or other such organizations, on employment-related issues; customized recruitment events for businesses and targeted job fairs; human resource consultation services which may include writing/reviewing job descriptions and employee handbooks, developing performance evaluations and personnel policies, creating orientation sessions for new employees, honing job interview techniques for efficiency and compliance, analyzing employee turnover, creating job accommodations and using assistive technologies, and explaining labor law to help businesses comply; and customized labor market information for specific businesses, sectors, industries, or clusters.

- **Referrals to Programs** – Referrals and coordination of activities with other appropriate programs and services that meet specific customer needs, assist them in overcoming barriers to employment, and provide services to gain/retain employment. These other programs and services may include, but are not limited to, employment and training services; treatment for alcohol, substance abuse or mental health issues; Unemployment Insurance benefits; Workers' Compensation; NYS Disability Insurance; and vocational rehabilitation services.
- **Labor Market Information** – Staff provides workforce and labor market employment statistics to assist job seeking customers in the development of employment goal(s) and businesses in the development and implementation of sector partnerships and career pathways. The employment statistics include local, regional, and national labor market conditions; career counseling and career exploration services; characteristics of industries, occupations, and the workforce area; business-identified skill needs; short and long-term industry and occupational growth and salary projections; worker supply and demand; and high-growth and high-demand industries.
- **Performance on the Local Workforce System** – The provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's NYS Career Center System.
- **Performance and Program Cost of Eligible Providers** – The provision of performance information and program cost information on eligible providers of education, training, and workforce services by program and type of provider.
- **Referrals to Supportive Services** – Staff provides customers with referrals to supportive services that enable the customer to participate in authorized WIOA activities. Based on various partners' programmatic rules and regulations, these supportive services may include, but are not limited to, transportation; child care; dependent care; housing; needs related payments; interpreter services; reasonable accommodation for youth with disabilities; legal aid services; assistance with uniforms or other appropriate work attire; assistance with books, fees, and school supplies; payments and fees for employment and training related applications, tests, and certifications; and tools or instruments. Depending on the program, when appropriate, information may also be provided to customers on how to continue these supportive services after program services are completed.
- **Unemployment Insurance (UI) Information and Assistance** – Career Center and UI staff provides information and meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation. Meaningful assistance means providing assistance on-site using staff that is well trained in UI compensation claims filing and the rights and responsibilities of claimants or providing assistance by phone or via other technology as long as the assistance is provided by trained and available staff within a reasonable time.
- **Financial Aid Assistance** – Providing assistance in establishing eligibility, accessing, and applying for programs of financial aid for training and education programs not provided under WIOA.

Individualized Career Services

(20 FR §678.430(b))

- **Comprehensive Assessment** – Staff conducts a specialized assessment of a job seeker’s barriers to employment, occupational and employment goal(s), educational and skill levels, and personal circumstance to determine his/her service needs. This may include diagnostic testing and use of other assessment tools, and in-depth interviewing and evaluation. Under WIOA Title I, the comprehensive assessment is used to develop the Individual Employment Plan (IEP), while under Title IV, it is used to develop the Individualized Plan for Employment (IPE).
- **Individual Employment Plan (IEP)/Individualized Plan for Employment (IPE)** – The IEP/IPE identifies the appropriate employment goal(s) chosen by the customer. The initial and comprehensive assessment is used to develop the IEP/IPE in consultation with the customer. The plan outlines the necessary services to be provided to achieve the planned goals; steps and timelines for achieving the goals; and the terms, conditions, and responsibilities
Adult/DW/Youth programs also includes information about eligible training providers, when applicable. The IPE for Title IV Vocational Rehabilitation Programs must also include those specific rehabilitation services needed to achieve the employment outcome, including assistive technology devices and services, when applicable.
- **Career Planning and Counseling** – One-on-one or intensive career planning and counseling with a professional counselor uses initial and comprehensive assessments and the IEP/IPE, and aims at enhancing job seeking and retention skills and career advancement of customers by:
 - i. Helping the customer analyze and understand career information, and gain a better understanding of his/herself using career information gained through assessment tools and counseling strategies to more realistically choose or change short and long-term occupational goals; and
 - ii. Preparing service strategies to assist in the achievement of occupational goal(s) and to ensure customers have access to necessary workforce activities and supportive services, which may include, but are not limited to, drug and alcohol abuse counseling, mental health counseling, and referrals to partner programs appropriate to the needs of the customer.

Counseling may also include notification of available training in entrepreneurial skills which may include, but is not limited to, taking initiative; creatively seeking out and identifying business opportunities; developing budgets and forecasting resource needs; understanding options for acquiring capital; and communicating effectively to market oneself and ideas.

- **Short-term Pre-Vocational Services** – Development of skills customers need to live independently and enter the workforce fully prepared to engage in employment. These services may include academic education and job readiness trainings for development of work readiness skills, including but not limited to, learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, higher-order reasoning, problem-solving skills, work attitudes, and professional conduct.
- **Internships and Work Experience** – Based on partners’ programmatic rules and regulations, the work experience is a planned, structured learning experience, in most cases linked to a

career that takes place in a private for-profit, non-profit or public sector workplace. For most partner programs, work experiences may be in the form of internships, work-study, externship, on-the-job training, apprenticeship, summer employment for youth, and/or other work placement opportunities. The purpose of a work experience is to provide the customer with an understanding of the work environment and job responsibilities, specific work skills, and experience on how the customer performs in the work setting. WIOA Title I Youth work experiences also include an academic and occupational education component. Partners follow all applicable work experience requirements for their respective program's State and Federal rules and regulations.

- **Out of Area Job Search and Relocation Assistance** – Staff provides information on labor exchange activities in other local areas, regions, or states and whether businesses the customer may be interested in offer assistance with relocation. Allowable relocation expenses may be paid to eligible customers by the appropriate program.
- **Financial Literacy Services** – Educate and support customers to gain the knowledge, skills, and confidence to make informed financial decisions that enable them to attain greater financial health and stability by using high quality relevant learning strategies. The learning, where possible, may include, but is not limited to, creating a budget; initiating checking and/or savings accounts at banks; learning how to effectively manage spending, credit, and debt; learning how to protect against identity theft; and benefits advisement. These services may also include opportunities to put financial literacy lessons into practice, based on the needs of the customer.
- **English Language Acquisition and Integrated Education** – Adult Education staff provides an integrated program of services that incorporates English literacy and civics education concurrently and contextually with workforce preparation and training for a specific occupation/sector for the purpose of educational and career advancement of customers. These services allow customers to attain economic self-sufficiency and are designed for partnerships among adult education programs and postsecondary educational institutions, training providers, and/or businesses. Other partners provide direct linkages and information on how to locate and enroll in English as a Second Language (ESL) or English for Speakers of Other Languages (ESOL) classes.
- **Workforce Preparation** – Activities to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, training, or employment and other employability skills that increase an individual's preparation for the workforce. For Adult Education these activities are incorporated into all literacy instruction.

Follow-Up Services

(20 CFR §678.430(c))

Depending upon the individual partner's programmatic rules and regulations, follow-up services may include counseling regarding the workplace for customers in adult or dislocated worker programs, who are placed in unsubsidized employment, for up to 12 months after the first day of employment. For youth programs, the follow-up services include critical services provided following a youth's exit from

the program to help ensure the youth is successful in employment and/or postsecondary education and training. These services may include regular contact with a youth's business and education provider, including assistance in addressing work-related or education-related problems that arise.

4. Referral of System Customers

Partners agree to:

- Participate in a customer focused referral system that seamlessly accesses resources from involved partners to increase quality outcomes. Partners agree to communicate regarding the status of interagency referrals, subject to any confidentiality requirements.
- Offer customers information on how to apply for a partner's services and/or arrange an appointment for the customer.
- Continually develop agreed-upon standards and protocols for making quality referrals between program partners.
- Identify a partner referral liaison for each System partner.
- Provide ongoing training to all partner frontline staff in partner services and eligibility.
- Consistently strategize to improve referrals toward a standard of real-time referrals to all applicable local program partners.

5. Confidentiality

Partners agree to the requirements of their individual program in making customer information available to a partner program. Customer information, for the purpose of making a referral to a partner program, will only be shared in accordance with each partner's respective confidentiality requirements. Information will be shared within a reasonable timeframe.

Information may only be shared by the Vocational Rehabilitation partners with a signed written release from the customer. The time limited release form will specify the information that can be released and to whom the information can be released.

Personally identifiable information obtained from customers of specific programs during outreach, intake, system orientation, initial assessment, referral to a partner programs, referral to supportive services, or otherwise is confidential and will not be released, disclosed or re-disclosed without obtaining the proper program specific release. Programs for which program specific releases may be required to ensure customer confidentiality include but are not limited to TANF, NYSDOL programs, and Vocational Rehabilitation programs.

6. System Access

Accessibility to the services provided by the Tompkins Workforce NY Career Center and all Partner agencies is essential to meeting the requirements and goals of the Tompkins Workforce Development Area workforce development system. Job seekers and businesses must be able to access all information

relevant to them via visits to physical locations as well as in virtual spaces, regardless of sex, gender identity or expression, sexual orientation, age, race, color, religion, marital status, domestic violence victim status, familial status (including pregnancy), national origin (including limited English proficiency), predisposing genetic characteristics, disability, military status, prior arrest or conviction record or on the basis of any other classification protected under local, state or federal law.

Physical Accessibility

The Tompkins Workforce New York Career Center will maintain a culture of inclusiveness and the physical characteristics of the facility, both indoor and outdoor, will comply with ADA requirements for accessible design. Services will be available in a convenient, high traffic, and accessible location, taking into account reasonable distance from public transportation and adequate parking (including parking clearly marked for individuals with disabilities). Indoor space will be designed in an “equal and meaningful” manner providing access for individuals with disabilities.

Virtual Accessibility

The Tompkins Workforce Development Board will work with the New York State Workforce Development Board to ensure that job seekers and businesses have access to the same information online as they do in a physical facility. Information must be clearly marked and compliant with Section 508 of the U. S. Department of Health of Human Services code. Partners will comply with the Plain Writing Act of 2010; the law that requires federal agencies use “clear Government communication that the public can understand and use” and all information kept virtually will be updated regularly to ensure dissemination of correct information.

Partners should either have their own web presence via a website and/or the use of social media, or work out a separate agreement with the Tompkins Workforce Development Board to post content through its website.

Communication Accessibility

Communications access, for purposes of this MOU, means that individuals with sensory disabilities can communicate (and be communicated with) on an equal footing with those who do not have such disabilities. All Partners agree that they will provide accommodations for individuals who have communication challenges, including but not limited to individuals who are deaf and hard of hearing, individuals with vision impairments, and individuals with speech-language impairments.

Programmatic Accessibility

All Partners agree that they will not discriminate in their employment and internship practices, advertising, subcontracting, or in providing of their services on the basis of age, religion, race, color, national origin (including limited English proficiency), sex, sexual orientation, gender identity, gender expression, marital status, disability, military status, prior arrest record, prior conviction record, familial status (including pregnancy), domestic violence victim status, predisposing genetic characteristics, or on the basis of any other classification protected under local, state, or federal law. Partners must assure that they have policies and procedures in place to address these issues, and that these policies and procedures have been disseminated to their employees and otherwise posted as required by law. Partners further assure that they are currently in compliance with all applicable local, state and federal laws and regulations regarding anti-discrimination practices. All Partners will cooperate with compliance

monitoring that is conducted at the local level to ensure that all programs, services, technology, and materials are physically and programmatically accessible and available to all.

Additionally, staff members will be trained to provide services to all, regardless of range of abilities, mobility, age, language, learning style, or comprehension or education level. Interpreter services will be provided in real time or, if not available, within a reasonable timeframe to any customer with a language barrier. Assistive technology and devices, such as screen-reading software programs (e.g., JAWS, and DRAGON) and assistive listening devices must be available to ensure physical and programmatic accessibility within the Tompkins Workforce New York system.

In a Comprehensive Career Center, at a minimum, staff will provide direct linkage (i.e., direct connection within a reasonable time by phone or real-time web-based technology) to program staff that can provide program information to the customer.

In compliance with the Americans with Disabilities Act and section 188 of WIOA, partners will provide individuals with disabilities with physical and programmatic accessibility to facilities, programs, services, technology and materials, including appropriate staff training and support.

Partners commit to periodically reassess program accessibility and adjust strategies to improve access as needed.

The partners recognize that NYS Human Rights Law prohibits discrimination or harassment against any employee, applicant for employment or customer due to age, race, creed, color, national origin, sexual orientation, military status, sex, disability, predisposing genetic characteristics, familial status, marital status, or domestic violence victim status of any individual.

The partners understand that the NYS Human Rights Law affords protections from employment discrimination for persons with prior conviction records, or prior arrests, youthful offender adjudications, or sealed records.

D. Applicable Career Services System Operating Budget

Table 4: Applicable Career Services System Operating Budget

Partner Entity Name (as applicable to the LWDA)	Budget to Support the System
1. Adult/DW/Youth	\$473,380
2. Job Corps	\$1,063
3. MSFW	\$185,562
4. Adult Ed.	\$90,000
5. NSYDOL administered programs (WP, TAA, Vets, UI)	\$678,536
6. ACCES-VR	\$380,303
7. OCFS/NYSCB	\$25,270
8. SCSEP— SOFA	\$23,550
9. SCSEP— National Grantee	\$48,490

10. CTE, postsecondary level	\$349,344
12. HUD employment & training	\$42,716
13. TANF employment & training	\$184,616
Total	\$2,482,830

E. General Provisions and Assurances for the Service Delivery MOU

The Service Delivery MOU is a product of local discussion and negotiation. This MOU shall be in effect from July 1, 2017 and shall remain in effect until all partners to this MOU agree to modify it, as necessary, with written mutual consent. This MOU will be reviewed and re-implemented not less than once every 3 years from the effective date to ensure appropriate funding and delivery of services, and every 3 years thereafter. In the event that it becomes necessary for one or more partners to cease being a part of this MOU, the partner(s) shall notify the other partners, in writing, 30 days in advance of that intention.

In the event of changes in State and/or Federal law, which necessitate changes to this MOU, the MOU shall be automatically amended to comply with the current law while still furthering the intent of the MOU. The partners will collaborate to amend the MOU to comply with the State and/or Federal requirements.

This MOU may be executed in counterparts, which together shall constitute an original MOU. This MOU shall not be deemed valid until executed by all partners.

F. Signatures for the Service Delivery MOU

The following parties acknowledge the terms and conditions of this Service Delivery MOU (this does not include the infrastructure funding and shared services costs):

**Tompkins County Service Delivery Memorandum of
Understanding Signature Page**

Local Workforce Development Board

DocuSigned by:

Derek Burrows

01D7E10566B743E...

Derek Burrows, Chairman
Tompkins County Workforce Development Board

9/21/2017

Date

Tompkins County Service Delivery Memorandum of

Understanding Signature Page

Chief Elected Official

A handwritten signature in blue ink, appearing to read "Michael E. Lane, Chair". The signature is written over a horizontal line.

Michael E. Lane
Tompkins County Legislature

9/12/17
Date

**Tompkins County Service Delivery Memorandum of
Understanding Signature Page**

Adult/DW/Youth

DocuSigned by:

Derek Burrows

81D7E10566B743E...

Derek Burrows, Chairman
Tompkins County Workforce Development Board

9/21/2017

Date

**Tompkins County Service Delivery Memorandum of
Understanding Signature Page**

Job Corps

DocuSigned by:

Tamika Otis

D8DD6F3D3EF44CF

Tamika Otis, Project Director
WNY Outreach & Admissions

9/15/2017

Date

**Tompkins County Service Delivery Memorandum of
Understanding Signature Page**

MSFW

DocuSigned by:
Stuart J. Mitchell
FA1AC2DFA01B47B...

Stuart J. Mitchell, President & CEO
Pathstone Corporation

9/28/2017

Date

**Tompkins County Service Delivery Memorandum of
Understanding Signature Page**

Adult Education



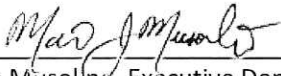
Elizabeth Berlin, Executive Deputy Commissioner
New York State Education Department

NOV 08 2017

Date

**Tompkins County Service Delivery Memorandum of
Understanding Signature Page**

**NYSDOL Administered Programs
(WP, TAA, Vets, UI)**




Mario Musolino, Executive Deputy Commissioner
New York State Department of Labor

9/5/2017

Date

Tompkins County Service Delivery Memorandum of
Understanding Signature Page

ACCES-VR



Elizabeth Berlin, Executive Deputy Commissioner
New York State Education Department

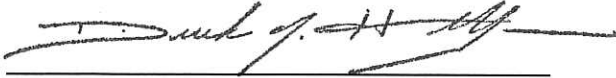
NOV 08 2017

Date

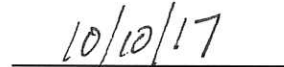
Tompkins County Service Delivery Memorandum of Understanding

Signature Page

NYS Office of Children and Family Services(OCFS)



Derek J. Holtzclaw,
Associate Commissioner for Financial Management
NYS Office of Children and Family Services (OCFS)



Date

Tompkins County Service Delivery Memorandum of Understanding

Signature Page

SCSEP - SOFA

DocuSigned by:

Lisa Holmes

F80CCA18765A468

Lisa Holmes, Director
Tompkins County Office for the Aging

9/15/2017

Date

Tompkins County Service Delivery Memorandum of Understanding

Signature Page

SCSEP – National Grantee

DocuSigned by:
Pat Elmer
BEC6C5882DA34C6

Pat Elmer, President & CEO
Associates for Training and Development (A4TD)

9/21/2017

Date

Tompkins County Service Delivery Memorandum of Understanding

Signature Page

CTE/Postsecondary Level



Elizabeth Berlin, Executive Deputy Commissioner
New York State Education Department

NOV 08 2017

Date

Tompkins County Service Delivery Memorandum of Understanding

Signature Page

HUD Employment & Training

DocuSigned by:

Lee Dillon

4E8F5EEECDD4D4

Lee Dillon, Executive Director
Tompkins Community Action

9/14/2017

Date

Tompkins County Service Delivery Memorandum of Understanding

Signature Page

TANF Employment & Training

DocuSigned by:

Kit Kephart

B23ED00625334FD

Kit M. Kephart, Acting Commissioner
Tompkins County Department of Social Services

9/20/2017

Date