

**NON-FINANCIAL
MEMORANDUM OF UNDERSTANDING
AMONG
NH WORKS ONE-STOP OPERATOR CONSORTIUM
NEW HAMPSHIRE DEPARTMENT OF BUSINESS
AND ECONOMIC AFFAIRS
NEW HAMPSHIRE DEPARTMENT OF EMPLOYMENT SECURITY
NEW HAMPSHIRE DEPARTMENT OF EDUCATION
NEW HAMPSHIRE DEPARTMENT OF HEALTH AND HUMAN SERVICES
COMMUNITY COLLEGE SYSTEM OF NEW HAMPSHIRE
AND
SOUTHERN NH SERVICES**

I. PURPOSE

- A. The purpose of this non-financial Memorandum of Understanding (MOU) is to establish an agreement among the above-captioned NH Works partners concerning their respective roles and responsibilities to “ensure maximum effectiveness and efficiency are achieved in providing services and assistance to eligible veterans” in accordance with funding agencies’ statutes, and participation in Capstone activities and other outreach to and for service members transitioning from military to civilian life.
- B. The Parties to this MOU acknowledge that the MOU is not a contract and creates no enforceable obligations on the part of any Party to any other Party and confers no enforceable benefit on any other person or entity.

II. GENERAL CONSIDERATIONS

Priority of Services

- A. It is the responsibility of the public workforce system to provide priority of service to all eligible veterans and eligible spouses who receive services under any qualified job training program funded in whole or in part with federal funds.
- B. An eligible veteran or the spouse of an eligible veteran who is entitled to receive priority of service is a person who has served at least one day in the active military, naval, or air service, and who was discharged or released from service under any condition other than a condition classified as dishonorable is a covered person. This definition includes Reserve units and National Guard units activated for Federal Service.

Participation in Capstone

- A. Section 221 of the VOW to Hire Heroes Act amended 10 U.S.C. 1144 (e “Employment Assistance, Job Training Assistance, And Other Transitional Services”) to make participation in the Transition Assistance Program, including the Department of Labor Employment Workshop (DOL EW), mandatory for members of the armed forces, including eligible National Guard and Reserve Component members who are transitioning from active duty. The military services have also begun to implement Capstone to verify that their members have met Career Readiness Standards (CRS) and made adequate preparations for their post-military careers before they leave active duty. As part of the Capstone process, unit commanders or their designees assess and verify each service member’s readiness for transition to civilian employment. Commanders document the verification on form DD-2958, Service Member CRS/Individual Transition Plan (ITP) for each transitioning service member.
- B. When a service member is assessed as not meeting CRS (e.g., if a member does not have an adequate civilian resume), their commander facilitates a “warm handover” of the service member to a NH Works/American Job Center to facilitate access to appropriate services. This warm handover is accomplished either through a person-to-person introduction to a NH Works staff member at a Capstone session on base or through a call from the service member to:
 1. The ETA Toll Free Help Line (1-877-US2-JOBS); or
 2. Online at <https://www.careeronestop.org/LocalHelp/local-help.aspx>.
- C. The ETA Toll-Free Help Line is prepared to assist service members by identifying and providing contact information for the American Job Center (AJC) that is located closest to the base from which they are transitioning or to the community to which they will be transitioning, and to describe the services available through that AJC. Commanders document completion of the warm handover on the same form DD-2958, Service Member CRS/ITP that they used to assess the transitional service member’s career readiness.
- D. Aside from the specifics of the career readiness assessment and warm handover process, the NH Works staff should be aware that many Transitioning Service Members (TSMs) could benefit from and are entitled to workforce system service but may have limited ability to access such services at the NH Works center due to factors such as duty schedules or transportation logistics. The participation of NH Works staff in the Capstone sessions and the availability of NH Works/AJC resources and services, especially where they can be provided on base or otherwise made readily accessible, can help TSMs to successfully transition in the civilian workforce once they conclude their active duty military service. This is particularly true for TSMs who are assessed by their commanders as not meeting CRS.

- E. Capstone activities are planned and implemented by local military base and appropriate commanders. The DoD and the military service branches expect that local commanders will coordinate their Capstone activity planning with NH Works managers on at least a quarterly basis and invite NH Works staff to participate in scheduled Capstone activities. NH Works staff is encouraged to participate by sending a staff member to Capstone activities.
- F. Typically a participating NH Works staff member would meet with a group of TSMs to refresh information regarding NH Works services and how to access them. NH Works staff can provide on-base services to service members who are assessed by their commanders as not being ready for transition to civilian employment at the discretion of the NH Employment Security Director of Operations, where it would be reasonably efficient to provide such services on-base rather than at the NH Works center. The Participating NH Works staff will not perform transition readiness assessment of individual service members or sign form DD-2958, Service Member CRS/IP, as these actions are the responsibilities of the military services and the local commanders. While NH Works participation in Capstone is strongly encouraged – on a par with support that would be provided civilian employees anticipating a layoff - it is not mandatory.

III. RESPONSIBILITY OF THE PARTIES

Providing of NH Works Service On-Base:

- A. NH Works managers are encouraged to coordinate with military commanders and with other agency partners within a local area to provide seamless services to TSMs to the extent practical, based on available resources and other NH Works commitments.
- B. NH Works staff should encourage TSMs to access in-person and on-line services as appropriate. For example, a service member may opt to seek assistance in refining their resume from NH Works and then register on-line with the workforce system in the state where they intend to relocate after leaving active military service. Service members may be similarly referred to a NH Works office near their base or prospective relocation site by their base or unit commanders or by the ETA Toll-Free Help line.
- C. NH Works staff should be reminded that they may consider documentation that a service member will be released from active duty on a specific date as equivalent to a layoff notice for determining eligibility for the Workforce Innovation and Opportunity Act (WIOA) Dislocated Worker Program. However, service members are not eligible for Priority of Service until they leave active duty.
- D. Local installation commanders shall arrange for efficient access to the base and facility for any NH Works staff they invite to participate in Capstone sessions or other on-base provision of workforce system services.

- E. As TSMs are not yet veterans, NH Works staff providing on or off-base services to TSMs, including NH Works staff participating in Capstone activities, should be staff from NH Works programs such as the Wagner-Peyser Employment Service or the WIOA formula-funded programs. This will be true except in the following circumstances: Local Veteran's Employment Representatives may assist in coordinating NH Works participation, such as by making arrangements for the provision of on-base services, but they may not provide direct services to TSMs. In addition, Public Law 113-76 permits Disabled Veterans Outreach Program (DVOP) specialists to serve TSMs identified as in need of intensive services as approved yearly in the Consolidated Appropriations Act.
- F. The Veterans Employment and Training Service (VETS) has identified three categories of TSM's as in need of intensive services and therefore eligible to receive DVOP services under Public Law 113-76; while this authority is effective or during such time as it may be extended, DVOP specialists may provide intensive services to 1) TSMs who are 18-24 years old – consistent with TEGL 20-13 and VPL 04-14, which similarly designated 18-24 year old veterans as eligible for DVOP intensive services; and in accordance with VPLs 07-14 and 08-14; 2) TSMs who have been identified as in need of intensive services because they were assessed as not meeting CRS as documented on a TSM's DD-3958; and 3) active duty service members being involuntarily separated through a service reduction-in-force.

Communication between Partners' Veteran Staff

- G. Within the partners' agencies are designated Veterans' staff focused on veteran linkages. Through this MOU, the NHES JVSG Coordinator will attend the Inter-Agency Directors' Group meeting on a quarterly basis to provide an update on services to veterans and issues or concerns regarding services to veterans.

IV. CONTACTS

The contact persons under this Agreement shall be the signatories listed below.

IV. CONFIDENTIALITY

The Parties may, during the term and for the purpose of effectuating the goals and purposes of this Agreement, disclose to each other, or each other's authorized employees, certain personally identifiable information concerning individuals served or eligible to be served under the HVRP.. The Parties acknowledge that such information may be confidential and subject to restrictions on disclosure under relevant law; and will use best efforts to respect the privacy and confidentiality of all clients and to comply with all federal and state statutes and regulations governing the disclosure of such confidential information.

V. TERM

The term of this Memorandum of Understanding is for a period of **three (3)** years unless terminated sooner by either party upon thirty (30) days advance notice to the other party. **The MOU shall be effective as of the date on which it has been executed by both parties.** It may be renewed for additional periods upon the mutual written agreement of the parties and subject to availability of funding.

VI. CONDITIONS

Conditions and responsibilities outlined in this agreement are subject to continued grant funding and availability of State resources. Either party may, with thirty (30) days advance written notice to the other party, terminate if funds are no longer available to carry out this agreement.

**Partner Services available to Veterans
can be found in Appendix A following signature pages.**

Dated:

George N. Copadis, Chair
New Hampshire Works Consortium

Dated:

George N. Copadis, Commissioner
New Hampshire Employment Security

Dated:

Charles Ansell, Associate Vice Chancellor
of Finance and Strategic Planning
**Community College System of New
Hampshire**

Dated:

Wildolfo Arvelo, Director
**Division of Economic Development/
Office of Workforce Opportunity**

Dated:

Christine Tappan, Associate Commissioner
**NH Department of Health and Human
Services**

Dated:

Christine Brennan, Deputy Commissioner
**NH Dept. of Education – Vocational
Rehabilitation**

Dated:

Donnalee Lozeau, Executive Director
**Southern NH Services (*WIOA Adult and
Dislocated Worker Local Statewide
Provider*)**

Appendix A

Partner Services Available to Veterans

DEPARTMENT OF BUSINESS AND ECONOMIC AFFAIRS (BEA)

The Office of Workforce Opportunity (OWO) serves as a catalyst to establish a secure and sustainable workforce that can meet current and future skilled labor needs and provide a competitive advantage for New Hampshire businesses. Its mission is to promote life-long learning by partnering with businesses, agencies, and organizations to bring the state's education, employment and training programs together into a workforce development system that will provide the means for residents of New Hampshire to gain sufficient skills, education, employment and financial independence.

Goals:

1. To establish a workforce development system that is market driven, customer responsive, performance based, and aligned with the skilled labor needs of New Hampshire.
2. To prepare New Hampshire's youth, the emerging workforce, for employment and further education.
3. To prepare transitional workers for employment that leads to job retention, wage progression and self-sufficiency.
4. To assist business and industry in upgrading the skills of the current workforce.
5. To improve labor market exchange and labor market information for all businesses and individuals.
6. To maximize effective coordination and utilization of public and private dollars, leverage resources and identify additional and alternative sources of support to sustain the workforce development system.
7. To promote statewide workforce development programs, increase awareness of ongoing initiatives, and provide information on workforce issues to the private sector and the general public.

Division of Economic Development is the primary division within the Department of Business and Economic Affairs (BEA) responsible for delivering new, expanded development activities in the areas of WARN (Worker Adjustment and Retraining Notification), Rapid Response, averting dislocations, workforce development, and community development.

NEW HAMPSHIRE EMPLOYMENT SECURITY (NHES)

NHES is a key partner in the NH Works System and its mission is to:

- Operate a free public employment service through a statewide network of Resource Centers, providing a broad range of assisted and self-directed employment and career related services, and labor market information to all customers;
- Pay unemployment compensation benefits in a timely manner to eligible claimants and collect the tax that funds these payments;
- Develop and disseminate labor market information and provide measurements of labor market outcome to assist local and state officials, private employers, educators and trainers, and the public in making decisions that promote economic opportunity and the efficient use of state labor resources.

Services - Employment services available include:

- ✓ Reemployment Services Eligibility Assistance Program
- ✓ Job listings and job referrals,
- ✓ Job fairs,
- ✓ Job seeker resource materials,
- ✓ Unemployment Compensation,
- ✓ Trade Act Assistance,
- ✓ Veterans' services,
- ✓ Employer Services
- ✓ Economic and labor market information, and many other services.

Job Match System – NHES' job match system is available on computers in the Resource Centers. The system matches applicant registrations with employer job listings using skills, job requirements or other related data. This service is on the web.

Job Fairs – NHES lists upcoming job fairs around the state that job seekers and employers may find of interest. Many listings are taken from newspapers advertising these events. NH Employment Security may participate in some of these. NH Employment Security is not connected with the sponsors of these job fairs, unless otherwise noted. This information is provided to our customers as a courtesy only for informational purposes.

Job Seeker Resource Materials - NHES has services, resources, and tools to help with the entire job search process. NHES has a wide range of services, tools and resources available for anyone in the Resource Centers, an integral part of the NH Works System. Newspapers, magazines, books, videos and many other publications are available. Workstations are available to view videos, work on resumes or cover letters, and research employers or careers.

Trade Act Assistance - New Hampshire Employment Security administers the Trade Act Assistance (TAA) programs. The TAA program is available to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased foreign imports.

Veterans' Services – AJC staff provides services and information for veterans. NHES provides preference in the referral of veterans to job orders. Veterans and eligible spouses are offered priority of service.

Economic and Labor Market Information Bureau (ELMIB) - Gathers data on NH employment and wages from employers covered by unemployment compensation. State employment security agencies and the U.S. Census Bureau also use surveys of employers and of households to gather sample data about LMI components such as employment, earnings and hours, occupations by industry, and labor force status.

The Unemployment Compensation Program - The Unemployment Compensation Program provides benefits to eligible workers who become unemployed through no fault of their own. These benefits are vital to the workers, their community and the State. They help to maintain purchasing power, reduce the hardship of unemployment and stabilize the work force. Claimants are required to participate in the Benefit Rights Interview. This is an orientation on individuals' rights and obligations under NH Unemployment Insurance Law and a description of the services we provide. They will then be required to attend an Eligibility Review Interview. During these interviews, the claimants' eligibility to continue receiving unemployment compensation will be reviewed. They will be required to provide the Department a record of what they did to find work since their last in-person interview. At this interview, they may also receive or be referred to various re-employment services designed to assist them in their search for work.

If someone is out of work, or their hours have been reduced, it is their right to open a claim and file for Unemployment Compensation Benefits. They can file online. If they do not have Internet access, they can visit a local NH Works office. If they are filing an Interstate Claim (a claim against NH, if they worked in NH, but live in another state, or if they are filing against another state because they worked in another state and/or recently moved here), they can call 1-800-266-2252.

COMMUNITY ACTION PROGRAMS (CAPS)

The six NH Community Action Agencies are key partners in the delivery of Workforce Development System services in New Hampshire. These services are funded with Workforce Innovation and Opportunity Act (WIOA) funds through the Office of Workforce Opportunity.

Job seeker services are available to adults, ages 18 and older that meet economic criteria, and Dislocated Workers who need re-employment assistance. The services available are based on individual customer needs and may include: job coaching and counseling, resume writing and interviewing assistance, vocational assessment, development of Individual Employment Plans, support services, training and education for high demand occupations through Individual Training Accounts, or On-the-Job Training contracts allowing participants to “earn while they learn” new job skills with an employer, and follow-up services after job placement.

Employer services include assistance in advertising job openings, recruitment of qualified individuals for job openings, and on-the-job training and referrals to other employer resources.

Additionally, the Community Action Agencies, which are strategically located across the state, offer a wide variety of community-based support services:

- Energy and Utility Assistance, Fuel Assistance & Weatherization
- Housing and Homelessness Prevention Programs
- Nutrition, Hunger Prevention & Health Services
- Women, Infant & Children (WIC)
- Child Care, Head Start & Family Support Services
- Programs for Elderly and Disabled
- Information & Referral and Outreach
- Emergency Crisis Intervention
- Multicultural, Community Volunteer Services
- Providing employment services to TANF clients

NEW HAMPSHIRE DEPARTMENT OF EDUCATION (DOE)

To provide educational leadership and services that promote equal educational opportunities and quality practices and programs that enable New Hampshire residents to become fully productive members of society.

Adults, aged 16 and over, who do not have a high school diploma, GED or HiSET, do not speak, read, or write English, and are not currently enrolled in school may seek services through the department's adult education programs. Individuals with disabilities may access services with vocational rehabilitation. Youth, aged 14 to 24, may enroll in programs funded by the Workforce Innovation and Opportunity Act. The following programs are required WIOA partners, but only Vocational Rehabilitation staffs are collocated at the NH Works offices.

Adult Education

The Bureau of Adult Education provides grants to school districts and private not-for-profit organizations for the purposes of offering educational services to adults who have not received a high school diploma, GED or HiSET certificate, or do not read, write or speak English.

Local adult education programs serve adult learners whose skills range from very basic to high school level. Adults are eligible for enrollment in any program supported by the Bureau of Adult Education if they are:

- At least 16 years of age
- Have not received a high school diploma, GED or HiSET certificate
- Do not speak, read or write English
- Are not currently enrolled in school.

Adult Basic Education - FREE classes to improve basic skills in reading, writing, and math.

ESOL, English for Speakers of Other Languages - FREE classes to improve speaking, listening, reading and writing in English.

HiSET Preparation - Classes to prepare for success on HiSET tests.

Adult Tutorial Program - FREE tutoring by volunteer tutors--in basic skills, English for Speakers of Other Languages, or HiSET preparation

Adult Diploma Program - Classes to earn credits to complete the adult high school diploma

HiSET Testing Program -The Bureau administers the HiSET Testing Program.

Career Development

The Bureau of Career Development provides leadership and support for the career and technical education (CTE) system at both secondary and post-secondary levels. This system provides technical education in specific career fields. High school students completing these two-and three-year programs are prepared for immediate career employment or to continue their studies at a post-secondary institution. Functions include:

- Providing leadership and direction for the system of 30 secondary regional career and technical centers and sub-centers
- Facility development and renovation
- Managing federal Carl D. Perkins funds
- Linking with post-secondary community technical college system
- Supporting career and technical education programs at correctional facilities
- Tech Prep programming
- Apprenticeship related instruction
- Career and technical education in New Hampshire is delivered via a system of regional secondary career and technical centers and regional Community/Technical Colleges.

Program offerings include the areas of:

- o Agriculture and Bio-Technology
- o Automotive Mechanics, Body Repair
- o Business, Marketing and Accounting
- o Child Care, Guidance and Management
- o Communications Systems, Install Construction Trades
- o Culinary Arts, Food Production
- o Electrician
- o Health Occupations and Nursing Assistant/Aide
- o Heavy Equipment Maintenance
- o Heating, Air Conditioning and Refrigeration
- o Industrial and Computer Electronics
- o Information Processing
- o Public Safety
- o Travel and Tourism.

Programs prepare students with entry-level job specific skills as well as for continued education at two-or-four year institutions.

Vocational Rehabilitation

Mission: To assist eligible New Hampshire Citizens with disabilities to secure suitable employment and financial and personal independence by providing rehabilitation services.

Customers: New Hampshire Vocational Rehabilitation has two primary customers: Persons with disabilities and Employers.

Services: NHVR provides services to assist persons with disabilities prepare for, enter and/or retain employment. Services provided to persons with disabilities may include:

- Assessment for determining eligibility and vocational rehabilitation needs
- Counseling, guidance and work related placement services
- Vocational and other training services
- Physical and mental restoration services
- Prosthetic and orthotics devices
- Visual services
- Interpreter services
- Rehabilitation teaching services and orientation and mobility services for individuals who are blind
- Telecommunications, sensory and other technological aids and devices
- Rehabilitation technology services
- On the job or other related personal assistance
- Supported employment services assist persons who require ongoing support services to access traditional competitive employment opportunities
- Information and referral

NHVR also works with businesses seeking to hire qualified applicants or seeking advice on assisting one of their employees who has a disability. NHVR can:

- Provide dependable and motivated workers
- Provide on the job training programs
- Make arrangements to provide specialized training to the new employee by assigning a professional job coach on the job site, on request
- Provide on site job analysis
- Provide follow up services to ensure that job performance continues to meet employer's needs
- Provide advice & assistance on accommodation for persons with disabilities in the workplace.

The Workforce Innovation and Opportunity Act – Title I – Youth

Program provides employment and training services to economically disadvantaged youth, ages 14-24, possessing specific barriers to employment. Program focus is on comprehensive youth services consisting of ten program elements that can be grouped around four major themes:

- Improving educational achievement (including such elements as tutoring, study skills training, and instruction leading to secondary school completion, dropout out prevention strategies, and alternative secondary school offerings)
- Preparing for and succeeding in employment (including summer employment opportunities, paid and unpaid work experience, and occupational skills training)
- Supporting youth (including meeting supportive services needs and providing adult mentoring, follow-up services, and comprehensive guidance and counseling) and
- Offering services intended to develop the potential of youth as citizens and leaders (including leadership development opportunities).

Schools and communities seeking WIOA Youth funded programs compete through a competitive request for proposal process.

Service Delivery System: The services are delivered through secondary, post-secondary, community and/or faith-based organizations determined through a competitive procurement process. Functions include:

- Implementation of the Title I Youth as defined by federal statute (US Dept. of Labor, the Office of Workforce Opportunity, NH Youth Council, and NH Department of Education)
- Technical Assistance to WIOA Title I Youth contractors
- Developing linkages with other youth employment and training programming.

NEW HAMPSHIRE COMMUNITY COLLEGE SYSTEM

The Community College System is comprised of New Hampshire's public two-year community colleges. Each of our seven community colleges offers associate degree, certificate, and skill-based training programs that provide the opportunity for a college education and career training that is both affordable and accessible. The New Hampshire Community College System is a full partner of the NH Works system.

The New Hampshire Community College System (NHCCS) meets a wide variety of needs and serves multiple constituencies. NHCCS provides opportunities for learners of all ages including:

- Students seeking an affordable first two years of a four-year degree
- Career changers and dislocated workers
- Place bound learners
- Incumbent workers updating professional skills
- High school graduates seeking college preparatory coursework
- Current high school student earning concurrent enrollment credit