

Memorandum of Understanding

Between the Mayor of the City of New Bedford; the Greater New Bedford Workforce Investment Board, Inc.; New Directions; and the Department of Workforce Development Administration

This agreement, by and between the above named parties, outlines the roles and responsibilities for oversight, administration and operation of workforce development programs in the Greater New Bedford Workforce Investment Area as well as the provision of direct client services in the region under Title I of the Workforce Investment Act and other workforce development funds.

Designations

The Governor of Massachusetts has designated the Mayor of New Bedford (the Mayor) as the chief elected official for the Greater New Bedford Workforce Investment Area.

The Mayor has appointed the Greater New Bedford Workforce Investment Board (the Board) to develop and oversee workforce development policy in the region. Roles and responsibilities of the Mayor and the Board have previously been outlined in an Agreement dated June 30, 2000. Those roles and responsibilities will be further defined in this Memorandum of Understanding.

The Mayor has designated New Directions as the lead operator for Workforce Investment Act Title I programs. Jointly with the Board, the Mayor has further designated New Directions as the lead partner at the Greater New Bedford Career Center and Wareham Career Center.

The Mayor of New Bedford, in his role as the chief executive officer of the City of New Bedford and as the chief elected official for the Greater New Bedford Workforce Investment Area, has designated the Department of Workforce Development Administration (DWDA) as fiscal agent for workforce development programs. The DWDA is the administrative entity that will assure fiscal integrity and program compliance under the Workforce Investment Act and for other workforce development funds secured by the Board and New Directions.

Functions and Responsibilities

Mayor of New Bedford / Greater New Bedford Workforce Investment Board

- The Board and Mayor will continue to perform the functions and carry out the responsibilities outlined in their Agreement of June 30, 2000. This Memorandum of Understanding will supplement, not replace, that Agreement.
- With the advice of New Directions and the DWDA, and subject to the approval of the Mayor, the Board shall establish policies to support the administration and

operation of workforce development programs, including those under Title I of the Workforce Investment Act.

- With regular input from the Board, the Mayor and / or his designee shall support and directly supervise New Directions' Executive Director and the DWDA Administrator.
- With the advice and consent of the Mayor, the Board will oversee all funds received by New Directions, from any source.

New Directions as Lead Program Operator for WIA Title I

As the lead operator for WIA Title I programs, New Directions manages and provides direct client services in conformance with all regulations and policies, and ensures high quality services for the customers of the Greater New Bedford workforce development system. As the lead program operator, New Directions is responsible for working closely and in coordination with all workforce development service providers, the Board, the DWDA, and all other Partners in the system.

As lead program operator, New Directions agrees to the following:

- New Directions will organize its staff to maximize efficiency. This staffing structure must include senior management that supports direct program management, including evaluation, corrective action and assurance of regulatory compliance; preparation of fiscal and program reports to submit to the Board and DWDA; information technology support; participation in vendor contract negotiations with DWDA; input to DWDA for the procurement of goods and services needed to operate programs; development of standard operating procedures for program supervision; helping to seek new grants; and budget development for New Directions' operations and personnel management. This management structure must have the capacity to administer New Directions funds, either through the development of in-house fiscal capability or through the hiring of a person or firm which provides that capacity.
- New Directions, as the lead program operator for WIA Title I, coordinates workforce development services within Greater New Bedford. This includes the Greater New Bedford Career Center, Wareham Career Center, the Fisherman's Family Assistance Center, the Youth Services Program, and the Business and Industry Center. Through communication and coordination links between each of the service providers, New Directions will provide seamless services to the business community, job and training seekers and others searching for career guidance.
- New Directions, as the lead partner to the Greater New Bedford and Wareham Career Centers, is responsible for the development of Memorandum of Understanding (MOU) performance reports from each Career Center partner;

development of the Career Center budget; serving as Career Center budget liaison to the DWDA; providing help to new Partners who are negotiating MOUs; providing appropriate Title I staffing, including staff training and professional development at the Career Center; providing support to the Career Center Director in personnel and other matters; and supporting and implementing Continuous Quality Improvement.

- New Directions is responsible for the operation of programs that support the policies of the Board and that meet the workforce development needs of the region.
- New Directions will conduct outreach to targeted populations; collaborate with community groups to provide services; support the Board in the development of the marketing of services; develop its ability to use the state computer software system (MOSES) for evaluation of programs run by New Directions; and lead the development of a system that measures customer satisfaction at the Career Center.

Department of Workforce Development Administration

The Department of Workforce Development Administration (DWDA) has been established to ensure the integrity of the region's workforce development system, including the system's compliance with the requirements of all grants, including Workforce Investment Act Title I. DWDA will perform the compliance functions outlined in the Workforce Investment Act, in a manner consistent with the Act.

In this compliance role, DWDA agrees to the following:

- The DWDA is responsible for the fiscal administration of designated grant funds. Responsibilities include: serving as the liaison to state funding agencies; cost allocation planning; development of integrated budgets; accounts recordkeeping, including maintenance of general ledgers, cash requests, and bank reconciliations; maintenance of financial software; procurement of goods and services; vendor contract management, including invoice review and payment; preparation of federal, state and local reports; payroll / benefits administration; audit support and responses; fiscal monitoring of all vendors to assure regulatory compliance; and development of any necessary fiscal procedures to comply with funding requirements.
- The DWDA is responsible for the program administration of designated grant funds. Responsibilities include: the development of program monitoring tools; coordination of program monitoring of all vendors; the provision of technical assistance to all contractors and operators; creation of program reports distributed to state, federal and local entities; the development of program policy based on federal, state and local guidelines and policies; requesting corrective action where necessary; and analyzing and evaluating program performance.

- The DWDA will support the development of grant applications to bring new revenues into the region.

Accountability / Communication / Coordination

The Mayor, the Greater New Bedford Workforce Investment Board, New Directions, and the Department of Workforce Development Administration agree to carry out the roles identified for them in this document. They further agree to build a unified workforce development system that is more accountable and responsive to the system's policymakers and customers.

To foster system-wide accountability and coordination, the parties agree to the following:

- The Board, either as a full body or through its committees, will hold regular meetings with New Directions and DWDA to discuss issues related to financial decisions, program policy and planning, grant or revenue generation, budget and expenditure reporting, audit findings, requests for staffing, program implementation, performance measures, and other topics.
- The Board and DWDA agree to work closely in the areas of financial budgeting and management of the system, and in the area of oversight and quality assurance.
- The Board and New Directions agree to work closely through the Board's staff to support program development and other direct client service issues.
- New Directions and DWDA agree to work closely on financial and program planning, grant applications, required finance and performance reports, and other areas, as needed.
- The Mayor agrees to direct the employees of New Directions and DWDA to cooperate with the Board in carrying out the provisions of this agreement.
- The Mayor agrees to make available his staff, including his liaison to the Board, to work with the Board, New Directions, and DWDA in carrying out these provisions.
- The Mayor agrees to serve as the final arbiter in areas of disagreement between the Board, New Directions and DWDA relative to any matters of policy or fiscal management.

Financial Arrangements

Funds will be provided from the Greater New Bedford Workforce Investment Area's annual allocation under WIA and other appropriate sources to support the functions of the

Board, New Directions, and the DWDA. Each entity will submit a work plan, budget and funding plan to the Board for initial approval, with final approval by the Mayor.

Prior to the start of each fiscal year, the Board and DWDA will review the expected Workforce Investment Act allocation for the coming year. This review will determine specific programmatic and budget priorities for the Workforce Investment Area, as determined by the Board and the Mayor and detailed in the Five-Year Local Plan. Any services funded through this process must meet federal, state and local performance requirements, including standards of cost and price reasonableness.

Effective Date and Modification of the Memorandum of Understanding

This Memorandum of Understanding may be modified by mutual written agreement of the Mayor of New Bedford, the Greater New Bedford Workforce Investment Board, New Directions, and the Department of Workforce Development Administration. This agreement shall take effect upon the signing by the fourth signatory and shall continue indefinitely until terminated by the Mayor of New Bedford or until one of the other three parties delivers advance written notice to the Mayor of its intent to terminate the agreement.

Linda Pina
Executive Director
New Directions

Date

Department of Workforce
Development Administration

Date

Anthony R. Sapienza
Chairman
Greater New Bedford Workforce Investment Board, Inc.

Date

Frederick M. Kalisz, Jr.
Mayor
City of New Bedford

Date