

**ONE-STOP CAREER CENTER OPERATOR’S AGREEMENT**

**WHEREAS**, the St. Lawrence County Workforce Investment Board, hereinafter referred to as “WIB” has been appointed by the Chair of the St. Lawrence County Board of Legislators, who is the Local Chief Elected Official, hereinafter referred to as “CEO”, for the St. Lawrence County Workforce Investment Area for purposes of the Workforce Investment Act of 1998, hereinafter referred to as “WIA”; and

**WHEREAS**, in accordance with Section 121 (ii) of WIA and Section 662.400 (c) of the WIA Rules and Regulations, the undersigned agree to form a consortium of partners to act as the One-Stop Center Operator pursuant to St. Lawrence County Workforce Investment Board Resolution # 00-01-02; and

**WHEREAS**, a consortium of partners consisting of the St. Lawrence County Office of Economic Development, St. Lawrence-Lewis BOCES, New York State Department of Labor/DoES, Vocational Educational Services for Individuals with Disabilities (VESID), St. Lawrence County Department of Social Services, St. Lawrence County Office for the Aging, St. Lawrence County Veterans’ Services, St. Lawrence County Youth Bureau, singularly and collectively hereinafter referred to as “partner(s)” have been designated by the WIB and the CEO as the Operator of the One-Stop Career Center; and

**WHEREAS**, all parties hereto have agreed that the purpose of this agreement is to define the respective roles and responsibilities of each party with respect to the operation of the One-Stop Career Center, and

**WHEREAS**, the parties to this agreement have affixed their signatures;

**NOW, THEREFORE PARTNERS AGREE AS FOLLOWS:**

**1. DURATION OF AGREEMENT**

The term of this agreement shall be August 01, 2002 through July 31, 2004.

Any partner may withdraw from this agreement by giving written notice of intent to withdraw of at least ninety (90) calendar days in advance of their effective withdrawal date. Notice of withdrawal shall be given to the local WIB and all other partners.

Should a One-Stop Career Center Operator partner agency withdraw, this agreement shall remain in effect with respect to the other remaining One-Stop Operator partners.

**2. MISSION STATEMENT**

Our mission...”as a partnership of private and public community resources, is to ensure the economic vitality of our County by building and maintaining a quality workforce

development system that strengthens and provides economic, educational, and developmental opportunities for all citizens and employers”...

**3. ONE-STOP CENTER OVERVIEW**

As key stakeholders in the ultimate design of the St. Lawrence County Workforce Investment System all parties having been designated by the WIB as the One-Stop Operator agree that the vision of the St. Lawrence County Workforce Investment System and the One-Stop Career Center (located in Canton, New York) is to provide labor market information, business service, career development opportunities and education services for its customers – the job seeker and employer community. That as the designated One-Stop Career Center Operator, all parties hereto ensure that their customers will benefit from an integrated network of partnership services that understand and respond to the needs of its customers to improve and enhance the economic prosperity of St. Lawrence County.

**4. ONE-STOP OPERATOR SERVICES**

As a consortium, the One-Stop Career Center Operator agrees to provide and make accessible to its customers the following programs as required or suggested under WIA:

- a. Programs offered under WIA Title I B  
Primary Provider: St. Lawrence County Office of Economic Development
- b. Programs offered under WIA Title II; Adult and Family Literacy  
Primary Provider: St. Lawrence-Lewis BOCES
- c. Programs offered under WIA Title III; Subpart A – Wagner- Peyser  
Primary Provider: New York State Department of Labor / DoES
- d. Programs offered under WIA Title IV  
Primary Provider: New York State VESID
- e. Programs offered under TANF/WTW  
Primary Provider: St. Lawrence County Department of Social Services
- f. Programs offered under Title V of the Older Americans Act  
Primary Provider: St. Lawrence County Office for the Aging
- g. Programs offered under Veterans’ Services of St. Lawrence County  
Primary Provider: St. Lawrence County Veterans’ Services
- h. Programs offered under Youth Services of St. Lawrence County  
Primary Provider: St. Lawrence County Youth Bureau

### **Addendum 3**

To ensure full integration of all programs services stated above, the One-Stop career Center Operator further agrees to coordinate the following program services of the system for its customers at the One-Stop Career Center:

Job Seeker Services include, but are not limited to:

- Access to the One-Stop Center's Career Resource Room for initial assessment, career planning, and job seeking activities.
- Provide labor market information listings of job vacancies and skills necessary for in-demand occupations and employment trends.
- Self-directed and minimal staff assistance for job search and placement assistance.
- Information on the full array of occupational and vocational training programs available locally and Statewide.
- Assistance in filing claims for unemployment benefits, financial aid, and the Welfare-to-Work program.
- Provide information and referral for child care, transportation, and other needed supportive services.

Employer Services include but are not limited to:

- Posting of current job openings with New York State and America's Job Bank via the Internet, telephone or Fast Fax Job Order.
- Employee recruitment assistance.
- Employee skills assessment and job tasks analysis.
- Local, state and national labor market information, economic development opportunities and worker training grants.
- Employer tax credits, on-the-job training, upgrade training, and customized training programs.
- Local and state training providers information.
- Distance learning and video conferencing site utilization.

## **5. CUSTOMER SERVICE STANDARDS**

The One-Stop Operator assures that:

- Customers will have easy access to programs provided at the One-Stop Center and affiliate sites locations.
- Customers will be provided assistance in accessing the services offered by the local Workforce Investment System.
- Customers will be given accurate information and clear expectations about all system programs and services.
- Customers will only be referred to programs and services where they might be eligible and where resources exist.

**6. REFERRAL ARRANGEMENTS**

The systematic referral process available at the One-Stop Career Center will connect the customer (both job seeker and employer) to the existing workforce force investment system of services through a cross referral arrangement between the system partners and the One-Stop Career Center Operator using the “Confidential Customer Referral Form”.

The One-Stop Career Center Operator agrees to participate with the system partners in an ongoing cross referral workgroup to:

- Provide feedback on the success of cross referral arrangements,
- To further develop agency cross training activities with the system partners and respective staff for the purpose of promoting customer access to a “no wrong door” system.
- Ensure cross training of respective staff,
- Consider co-enrollment options and practices,
- Consider the effect of cross-referrals on mutual performance standards and outcomes, and
- Continuously improve the joint delivery of services for all customers.

**7. INFORMATION SHARING**

The WIB, One-Stop Career Center Operator agree to utilize the America’s One-Stop Operating System (AOSOS) as its primary case management/management information system. AOSOS will produce all WIA program reports required by NYSDOL.

**8. CONTINUOUS IMPROVEMENT**

The Operator will develop data collection methods for the purpose of determining the number of customer being served by the system and for the purpose of collecting customer feedback information on system programs to be used in improving system services.

**9. REPORTING REQUIREMENTS**

The One-Stop Career Center Operator agrees to provide the following reports to the WIB on a quarterly basis:

- Report on training activities that have taken place between and among center partners and system stakeholders.
- Report on the progress made in developing data collection methods for the purpose of tracking numbers of people using the center and the local workforce investment system among all partners and stakeholders.
- Report on the progress in meeting WIA performance standards among all center partners and system stakeholders.
- Report on progress made in developing and implementing marketing activities.

**10. MODIFICATION**

This Agreement may be modified, altered, extended or renewed by the parties hereto, at any time, in whole or in part, by mutual written consent of all parties, by the issuance of a written amendment, signed and dated by all parties.

**11. SEVERABILITY**

If any part of this Agreement is found to be null and void, or is otherwise stricken, the rest of this Agreement shall remain in full force and effect.

**12. APPLICABLE LAW**

This Agreement shall be governed by, construed and enforced in accordance with applicable Federal laws and regulations governing the Workforce Investment Act of 1998, and other appropriate Federal and State laws and statutes.

**13. AUTHORITY AND SIGNATURES**

The individuals signing below have the authority to commit the party they represent to the terms of this Agreement, and do so by affixing their signatures:

**For the St. Lawrence County Workforce Investment Board:**

\_\_\_\_\_  
Donald J. Hooper, Chair

\_\_\_\_\_  
Date

**For the St. Lawrence County Office of Economic Development:**

\_\_\_\_\_  
Edmund J. Russell, Jr., Director

\_\_\_\_\_  
Date

**For the St. Lawrence-Lewis BOCES:**

\_\_\_\_\_  
Walter Paul, Senior Program Leader

\_\_\_\_\_  
Date

**For the New York State Department of Labor:**

\_\_\_\_\_  
Linda Manchester, Manager

\_\_\_\_\_  
Date

**For the Vocational, Educational Services for Individuals with Disabilities:**

\_\_\_\_\_  
Steve Novacich

\_\_\_\_\_  
Date

**For the St. Lawrence County Department of Social Services:**

\_\_\_\_\_  
Peter Phelan, Commissioner

\_\_\_\_\_  
Date

**For the St. Lawrence County Office for the Aging:**

\_\_\_\_\_  
Barbara McBurnie, Director

\_\_\_\_\_  
Date

**For the St. Lawrence County Veterans' Services Department:**

\_\_\_\_\_  
Patrick Rourk, Director

\_\_\_\_\_  
Date

**For the St. Lawrence County Youth Bureau:**

\_\_\_\_\_  
Joanne Sevick, Director

\_\_\_\_\_  
Date