

State of Maine Local Workforce Investment Boards

Reciprocity of Services Policy Statement for WIA Programs

Definitions

Resident Center: A CareerCenter (or Workforce Solutions Center) that is in the same Local Area and/or the same county as the customer's residence.

Non-Local Center/Workforce Solutions Center: A CareerCenter (or Workforce Solutions Center) that is in a different Local Area than the customer's residence. Utilization of a non-local CareerCenter (or Workforce Solutions Center) indicates the utilization of two Local Areas' service providers.

Local Area: The geographic jurisdiction of a Local Workforce Investment Board (LWIB) (in Maine there are four) under WIA, usually made up of one or more counties.

Service Reciprocity within Local Area:

If proximity is an issue (i.e., creates a hardship for a client) and a customer prefers to access services from a Center within Local Area but, outside the county or service area in which the client resides, case managers/managers of the Centers involved will work together to support and serve the customer.

Service Reciprocity Involving Two or More Local Areas

If proximity is an issue (i.e., creates a hardship for a client) and a customer prefers universal access, core or intensive services at a Center in a different Local Area from that in which he/she resides, Local Area staff will communicate with staff in the other Local Area (i.e., the Non-Local Center). The Non-Local Center will be asked to assess, identify interests, assist the customer in developing an employment plan, and communicate this information to the Resident Center —Local Area.

Should training services be needed as determined by the Non-Local Center, staff will communicate such to the Resident Center and check on the availability of training funds. If training funds are available, the Non-Local Center will be directed to follow through on the provision of training and invoicing of the Resident Workforce Solutions Center for the customer's direct training and support costs. No staff costs may be assessed at anytime. If no training funds are available from the Resident Center, the Non-Local Center may select to underwrite the costs of training. Local Areas agree that whichever Local Area assumes the cost of the training and/or supportive services will also use their training and supportive service policies for implementation of the individual's training plan.

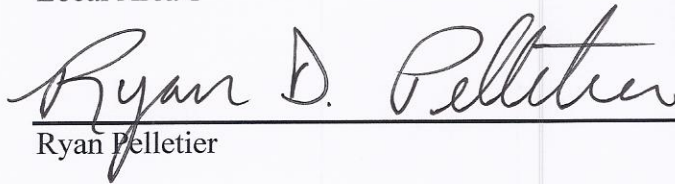
If the customer has already enrolled at a Non-Local Center, enrollment in OSOS is transferred to the Center providing these services. (The customer's record will stay active in both locations until termination.)

Staff will work closely together to ensure that seamless and easily accessible services are offered with the customary high level of customer service. In all cases, the case manager who sees the customer first should immediately notify other potentially involved center of customer arrival.

The implementation of this agreement remains on a trial basis. Staff should make a note of any issues that arise that this document does not address and report such matters to area LWIB so potential modifications can be discussed with other LWIBs.

Reciprocity Policy Statement is hereby agreed to:

Local Area 1


Ryan Pelletier

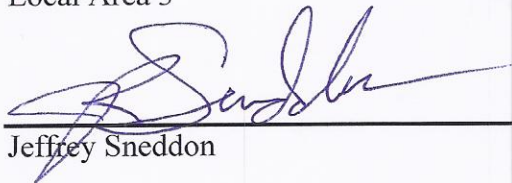
8-4-11
Date

Local Area 2


Joanna Russell

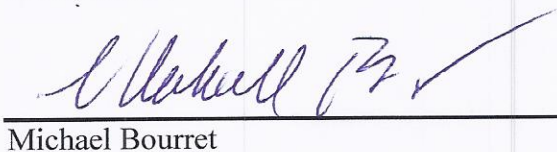
Aug. 4, 2011
Date

Local Area 3


Jeffrey Sneddon

6/1/11
Date

Local Area 4


Michael Bourret

8-11-11
Date