**WorkforceGPS**

**Transcript of Webinar**

**SCSEP Virtual Conference Bridging Workforce & Aging:**

**A Coordinated & Collaborative Partnership**

**Working Smart:**

**Older Americans Act (OAA) &**

**Workforce Innovation and Opportunity Act (WIOA) Programs**

**Day 1, Tuesday, December 11, 2018**

*Transcript by*

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LAURA CASERTANO: All right. Welcome everyone to today's webinar. My name is Laura Casertano and I'll be here if you need anything technically speaking. Hopefully won't need to hear too much from me if you do have any technical questions or concerns, would you let me know in that chat box in the bottom left-hand corner of your screen.

That chat box is also where we'd like you introduce yourself now. Even if you were present for each of the prior sessions, please introduce yourself again in that chat on the bottom left-hand corner of your screen. That chat box again will also be where you can ask your questions, make your comments and we'll get to as many of those questions as we can.

Also, if you are running into any issues streaming the audio through your computer speakers, you can dial into the teleconference. We'll have the teleconference dial-in information and the access code posted throughout the webinar. Right now we have it posted right up top. So you can dial in if you're having any issues streaming the audio.

If you look at the bottom right-hand corner of the screen, you'll see a file showing where you can find a copy of today's power point so you can download that at any point throughout the session. Also, you can find a copy of the PowerPoint, the webinar session and the recording of today's session on WorkforceGPS in about two business days.

So I just want to remind everyone again about the survey that will be sent out to you immediately following today's session. It's completely anonymous and we use this feedback in order to make these webinars more useful to you in the future, so please don't forget to fill out that survey. You'll get one emailed to you at the end of today and then you'll get another one a month from now. So please don't forget to fill that out.

With that I'm going to move us right into today's session. Again, if you haven't introduced yourself in that chat on the bottom left-hand corner of the screen, please do so now. And I want to welcome everyone to today's "Working Smart: Older Americans Act and Workforce Innovation Opportunity Act Programs webinar.

And I'm going to turn things over to your moderator today, Debbie Strama, supervisor, grant manager and policy for office of management and administrative services, the office of grant management. Debbie, take it away.

DEBBIE STRAMA: All right. Thank you, Laura. Good afternoon everyone. And today's session is going to be a panel of experts talking about how to build and strengthen your partnership of the SCSEP program with the folks that manage the WIOA program and the local One-Stop delivery system in your area.

Today joining me is Charlotte Harris. She is a workforce analyst working in the adult division of the workforce investment system. Joining me also is LaMia Chapman who is the unit chief for the older workers program, and then Winston Tompoe, who is the regional director in the office of Atlanta. So all three of them bring different perspectives and points of view of how to better serve our community and our SCSEP grantees by utilizing the services and systems that are out there through the WIOA local one-stop delivery system.

Today's objective, the experts will cover the overarching concept and purpose of the One-Stop delivery system, discuss the importance of coordinating the program activities, not only tying those program services that are under SCSEP with DOL, but also trying to build a stronger bridge between those WIOA services and the older American worker.

We'll also talk about how to reinforce both partnerships and strategies that are necessary to expand our reach, reaching more individuals and improving the quality of services in the workforce systems. And also understanding when there are contributions to be made, whether they're in-kind contributions or monetary contributions that there's some benefit to providing that in terms of your relationship and your partnerships in that One-Stop delivery system.

So before we begin with the panel, we have a quick survey. How many people out there know when the Workforce Innovation Opportunity Act was placed into law? OK. So we have quite a bit of variety here -- 2014, 2017, 2016, 2015. So the correct answer is 2016. That is when the public law was approved, and I think it was in July of 2016.

Oh, the act was -- oh, boy. (Chuckles.) I apologize. It happened here that I -- I am so sorry. I was on the team helping draft the regulation -- (inaudible). 2014, sorry. OK. So now I will turn it over to, I think it's Charlotte, who will take over the first of the presentation.

MS. HARRIS: Thanks, Debbie. And that really was a trick question to see if you were really paying attention. (Chuckles.)

I'm Charlotte Harris and I work here at the national office on the adult services team. One of my many hats is that I'm the project lead toward the One-Stop policy and technical assistance team here at ETA. But before I became a fed I used to work at the local level, so I used to manage American Job Centers at the local area. And after that I worked in the region as a FPO, and SCSEP was one of my grants that I had as a FPO.

So I'm very familiar with SCSEP and some of the challenges that SCSEP grantees have. But I'm also excited about what we're going to be talking about today is, Workforce Investment Act and an innovative workforce delivery system. And what WIOA does -- 2014 and its vision -- an integrated workforce systems that provide seamless appointment and training services through our network of partners, which SCSEP is a part of; and these services are provided through the American Jobs Center network. So what it does now is offer a network of partners to provide workforce services. Next slide.

This morning -- 12:00 o'clock at the first session -- that you guys had and Steven was presenting, he talked about the core partners and the required partners and they would present in a different format. This lists those same partners in a different format. These are all of the required partners in the workforce system, and as you see, SCSEP is one of the required partners there.

And I think this slide is important in showing you that you're part of a network of partners who provide employment and training services but together we can provide much more. We're going to talk about that today. These are 19 of the required partners, and required partners have a responsibility to the system that WIOA provides this time around. One thing that I say a lot since this law is that WIA, W-I-A, aspired to what WIOA, W-I-O-A requires. And why I say that is because W-I-A is the wish that people would work well together and would get along.

In fact, in the regulation, in the statutes -- again, they're One-Stop partners -- it said required partners in general the entity that carries out the program has to make available to the participants all of the services that's what WIA said. WIOA included a whole new subsection on roles and responsibilities of the required partners.

So things have changed a lot and it's been challenging because the statue now mandates some things that were aspirational before and that's why we talk about that a lot. I wanted to make sure I clarified that and wanted you guys to know the things we're going to talk about today are things mandated by statute, because we didn't do it. We didn't get along like we should have.

The beauty of it is that you are part of the network and connections that include the whole workforce system. Some things I've learned this morning, even when Steve was presenting, was that the network of SCSEP providers if your additional network that you have that connect with older workers and different programs how that can make a difference to the workforce system as a whole. So I thought that was pretty good and I'll talk about that later. OK, next slide.

Some of those mandated roles and responsibilities, statutory roles and responsibilities, and again, I say that because some of the challenges and questions we'll talk about later was, they won't let us be a partner, they're not communicating with us, they're not doing this, they're not doing that. Well, statute requires some things, so we're going to just talk about some strategies and how we can get along better with our family, our network of providers.

Roles and responsibilities. One of the roles and responsibilities listed in the statute is that the required partners will provide access to their programs through the comprehensive American Job Center in addition to other appropriate locations like affiliates or specialized centers. Now, what that means is, all of the required partners must provide access through the comprehensive centers in your local area.

So in a comprehensive center, they must have access to your program or to your services, and we'll talk about what those services look like or could be for your program, your employment and training services that you provide to your customers. But through the comprehensive center all of the partners must provide services through the center.

The good thing is you have the flexibility to provide those services in one of three ways. You can have a program staff member physically in the American Job Center supervise services and you guys will work that through your MOUs, which we'll talk about in a little bit. Or you can have a trained staff member of another program train about your program to provide those services.

They will be physically in the center and you will train them on your program. For example, if there's a SCSEP person and it's a Title I or Wagner-Peyser staff member, you can train them on the same set of SCSEP customer would be to know when they came in there, so you are still providing access but you cross train another partner's staff member, that's another option.

And the third option is to make available for a direct linkage technology; it could be phone, it could be through a computer, but it has to connect to a person. You cannot connect them to a voicemail and consider that a direct linkage. You have to direct a technology to a person on the other end. So that's one of the roles and responsibilities to provide access to your program but you have the option of how you do that, how you work with your local area to provide access to your program. OK, next.

Another one of the required roles and responsibilities of the required partner is to use a portion of your funds to the extent consistent with the relevant authorizing statute. To use a portion of your funds to help the workforce system, and this is where most of the challenges have come in, and not just from SCSEP, but from a lot of the partners, how do we do it, because we don't get more money to do the same thing; so how do we work smarter with what we have.

And because it's statutory, and mandatory, what makes sense for us being a part of this network makes sense, and I'll talk about that in a second. To work collaboratively with the state and local workforce board to establish and maintain the One-Stop delivery system. That is part of what your funds do to help run this system that you are a part of, it's called network. We're all part of the same network, so this includes jointly funding to One-Stop infrastructure costs through partner contributions.

The infrastructure costs, again, are a non-personnel cost to manage the One-Stop system. So when you're working with your partners, you guys come up with a way to contribute, but right now we're just talking about your responsibilities. You have a responsibility to contribute.

Another one of the responsibilities is to enter into an MOU with a local workforce board relating to the operation of the American Job Center. In the MOU you talk about what services are or is SCSEP going to provide as a partner in the American Job Center network. And you, a part of the whole network, will come together and talk about what services do you want to provide. And this is where you can get really into negotiating how you're going to provide your services and with the money that you have, what services can you provide, what services doesn't make sense for the other partners to provide, because that makes sense for everybody to do the same thing.

Another role and responsibility is to provide representation on the state workforce board and local board that's required and participate in board committees as needed. Now, we know that the board makeup has changed. WIOA changed who's mandatory on the board and who's optional on the board, and each local area has the authority and flexibility to determine what that looks like. However, your views and issues are still required to be represented through the board and that means working with the partners in the One-Stop system, with the One-Stop operator getting together to make sure SCSEP's views are being heard.

And if there's an opportunity to serve on a board committee, making sure you take the opportunity to be at the table as often or as much as you can. OK. Those are the roles and responsibilities. Again, all of that came from statutes. So if you want to go back and just double-check to make sure I didn't add stuff that I like, you can do that; that's in the law. That is what's required of all of the required partners.

There are some things required of additional partners but because you're a required partner, we're going to focus on that for now. Now of the things we had heard before was, what's in it for me. What are some of the benefits of participating in American Job Center network? Why should I be a part other than being required to be a part? Now that I'm there, what can I get out of this? These are some of the benefits.

These aren't all; these are just some of the ones that we've pulled out of the guidance, which I'll talk about some specific items you can look at. What are some benefits for participating in this network? One, you have an expanded workforce services for individuals at all levels of skill and experience. So as part of that community of individuals that I showed you on the partner list before, you have access to different services for all skill levels.

You know, you see -- even though the workforce system they should focus on people with barriers to employment, they also serve dislocated workers, people who have been laid off, middle managers, people with low skill or no skills. So you have workforce services for individuals at all levels of skill and experience so you're already part of a network of people that can help you and your people.

And you can help the system help more people because everybody that comes through the One-Stop, that's 55 and over, won't be a part of SCSEP, but they can be part of a network of other services that you guys know about that other people's workforce system won't know about because they're focused on their things, their youth, their YouthBuild, their TANF person, but you bring that additional piece.

Another benefit, access to multiple employment and training resources. There are things in the One-Stop system and at the support center that you wouldn't have if you just stayed by your own -- you're lonesome. Access to those employment and training service resources, again, all these partners have different resources.

I heard Steve I believe talk this morning about allowable services for one program may not be allowable through another but through this network you can have access to that. Food stamps, you could have training dollars, you could have needs-related payments and other different things that one program by itself could not do. Veterans. Everybody is right there.

Integrated and expert intake process for all customers entering in the American Job Center. Integrated, that means, ideally when a person comes into the One-Stop or the American Job Center, that customer doesn't -- of course, the customer doesn't care what program you're in. The customer just wants work. They just want jobs.

So if you're coming through there and it's an integrated system, if your American Job Center is set up by function and like functions work together like people on all the partner teams who do intake, they're all doing intake -- that's money from Title I, Title II, Title III assessment. Everybody needs to do assessments but if there's a person on your team -- it could be from the Department of Education that does assessment -- they're all on your team. And there's a business services team, all of the partners get together and have somebody on the business services team to work together.

So in an integrated way we have created some resources, and again I'll talk about that later, that can help with professional development of the staff coming into the system. So if you open up yourself and are open to be a part of the integrated system, where do you fit in? Where do you fit in? Integrated and aligned business services I just talked about that.

When I worked in an American Job Center, we had an integrated business services team that included people from four titles and each of the members of the business services team at that time were industry specialized.

So we had somebody that was healthcare, IT, retail or hospitality, and they had all of the job-related people for all the programs. There's one person knocking down employers' doors instead of four different people knocking on the same employers' doors, which we hear as a concern for our programs. So be part of an integrated system, what makes sense for you.

Relevant to labor market conditions, I'll go to that one. Because the One-Stop and they had the labor market information, you have access to all of that stuff there. You have access to the global workforce board. Fifty-one percent of the board members must be from local employers or business lead. It is a business lead. So you have access to multiple sources, labor market conditions. What are they looking for? What do they need? Strengthen partnership, of course. And encourage an efficient use of acceptable information technology.

We know a lot -- there's older workers and then we work with a lot of the VR staff, accessibility information technology. There are people that are unique to other different things but they have to be accessible.

Universal access through the One-Stop system. Anybody that comes in there should be able to use the system or get the help that they need, but those are some of the benefits because you're part of a network, you don't have to use your money to go buy different equipment, different kinds of things, because somebody else already has it; you can focus on whatever parts you need to focus on.

So those are some of the benefits. That was my part just to talk about specifically what is the roles and responsibilities of the required partners, who are the required partners, how do you provide access; and what are some benefits for participating in an integrated system.

So I'll turn it over to Debbie for now.

MS. STRAMA: All right. Thank you, Charlotte. It sounds like it would beneficial for SCSEP to join American Job Center, right?

MS. HARRIS: Yes.

MS. STRAMA: All right. I'm happy to hear all that. OK. I'm going to go to a polling question. If you have not made contact with your local One-Stop center or your American Job Center and you don't know how, where can you find that information and who do you turn to?

Before we answer that question, we have a quick polling question. How many American Job Centers are currently in the system? Is it 1,457, 1,863 or 2,401? Now the numbers include not only the comprehensive One-Stop centers but also the affiliate One-Stop centers. So right now -- oh, we still see some people coming in. OK. Good. So I think people probably tested that link in a chat box, but the correct answer is 2,401.

There's been some consolidation of One-Stop over the last couple of years because of the new requirements they have Wagner-Peyser physically located at a comprehensive One-Stop, so there's been some consolidation in the system.

If you need to know where to find your local One-Stop centers, if you don't have access to the state's website, you can turn to the link that is in the chat box. It's at www.careeronestop.org and this is where you'll find a current listing of all the One-Stops in a state or in a local area.

OK. So now I will turn it over to the LaMia and she'll -- (Crosstalk.)

MS. STRAMA: -- oh. OK. Do you want to answer those questions?

MS. HARRIS: Yeah. I can answer that question while you're there. And the question is, "Would -- (inaudible) -- benefits work with AJC, American Job Centers; what about access to the wage database?" Awesome questions. As you will see, that UI, or unemployment compensation programs, are one of the required partners in the American Job Centers.

So one of the benefits of becoming part of that partnership and working with them to obtain access because they have rules and regulations about how do you access that information. But then the partners, again, that's a big huge benefit about the access because our partners don't automatically get access but our partners, through the partnership, you can find out how do you get access and being a part of it with unemployment compensation they can let you know the rules and the guidance for accessing that.

And in fact, last week, I received something from the state wanting to know if they sign a MOU does that automatically mean they can have wage database. And I sent that to the UI policy people and that was not the answer. That does not make it so, so being a part of that you can get access by -- you still have to meet the law and the prerequisites for accessing that but being a part of this, again, network is a benefit to being a partner, how do you access that information.

LAMIA CHAPMAN: And just to piggyback on that, SCSEP will be getting access soon. I don't want to give any specifics but we're working on a MOU to get access to database, but now I' switch, right.

MS. STRAMA: All right. So if there isn't any other quest- -- oh, there is one question. Do you want to --

MS. CHAPMAN: We can address that at another time. It's basically the same.

MS. STRAMA: OK. OK. So before I hand it over to LaMia, there is the contact information for Charlotte if you have any WIOA-related questions. She would be more than happy to answer those. OK. So now we're going to turn it over -- oh, before we turn it over to LaMia, one more polling question. They're tricking me here. OK. Is SCSEP a core program under WIOA? OK. So this is another trick question. There is a difference between a core program and a required program and an additional program. So I will let LaMia answer that question.

MS. CHAPMAN: SCSEP is a required partner and not a core program. As Steve showed earlier in his presentation, we have a core program and we have required programs. And so SCSEP is a required program.

MS. STRAMA: OK. All right. Great. OK. So now I will turn it over to LaMia Chapman and she is the unit chief for the older workers program and she's going to talk on SCSEP's perspective of participating in the One-Stop.

MS. CHAPMAN: All right. Hi again. As we segue into the SCSEP portion of this presentation I wanted to acknowledge that SCSEP is a unique program because it is the only federally funded employment program for older adults age 55 years and up. It is a hybrid of a formula funding and discretionary funding. The formula funding is distributed to state agencies across the country that are either under the administration on aging or state level labor agencies.

The discretionary funding is based on a competition for grants through the national organization. During this session we will be discussing how SCSEP grantees can enhance their service delivery through the integration and coordination of program activities with partner programs. With this being said, let's look at the national office role in collaborating with the workforce system partners.

Among other things, the national office role with helping our grantees is effectively collaborating with core and required partners. Under WIOA we set policy on SCSEP collaboration within the workforce system. We provide general information, training, and technical assistance to grantees. We coordinate with the region and FPOs to provide targeted technical assistance and training for specific grantees.

The national office typically will arrange the large and nationwide training or regional training. Your FPOs are your first point of contact and they provide technical assistance to grantees, sometimes in coordination with the national office, or they can assist you one on one. If additional technical assistance is needed, they will escalate your request to the national office. Slide two.

As discussed earlier, what cements this joint collaboration between SCSEP and WIOA? I may be asking, why are we expected to work collaboratively with other programs? Well, I said before, the joint WIOA final role and the SCSEP final role both outline what was written through legislation.

The intent, the overarching expectation, the services to be provided to all job seekers and employers, how accessing these services can be helpful in one venue, which is the One-Stop delivery system, better known as the American Job System (sic), AJC. But the major changes are combined space planning; that, working in coordination with other partner agencies to set forth and implement activities of all programs. This a step forward from the siloed standalone program.

Next we have performance accountability. This is the critical part of the implementation for both WIOA and SCSEP. This is a collection of accurate time information about individuals who are receiving services through programs authorized under these laws such as performance reporting. Then we have the One-Stop delivery system requiring all partner programs to participate to provide enhanced services to all job seekers and employers. Next slide.

As I stated previously, aligning the requirements of the state submitting SCSEP state plans with WIOA, the law makes allowances to SCSEP grantees to allow requirements with the WIOA state plan requirements. This ensures SCSEP is included in the four-year vision of the state. This is a surefire way of knowing the future activities of our program within a strategic plan for keeping these workforce goals.

So SCSEP has aligned three of our employment measures with WIOA and keeping the remaining fourth specific measure, which is revising the effectiveness measures somewhat to allow WIOA performance measure indicators of the effectiveness in serving employers, and keeping the records and measures for host agencies and participants.

Coordination and collaboration with the One-Stop; all grantees are required to dedicate funding for allowable infrastructure and other shared costs proportionate to your use and relative benefit to the program and to the development of integrated intake and case management and reporting systems. Next slide.

I wanted to acknowledge some of the notable changes in coordinating activities and services between SCSEP and the One-Stop delivery system. It is imperative that SCSEP grantees do their due diligence and actively participate on the local workforce development board. This assures our program and your agency has a say in how you envision services for older adults and the parameters of the MOU.

All SCSEP grantees must contribute to infrastructure costs to the One-Stop centers and must contribute to shared services and shared operating costs, and make available access to services and activities through a direct linkage or physical presence.

Now, we've all said this before, but it is no longer an option or can be done just having presence at the One-Stop center. In order to ensure your proportionate share is equitable to the service of our program, you must actively participate in the discussions and the negotiations of the MOU. Next slide.

We understand that there are, to say the least, challenges in engaging and partnering with WIOA program such as getting invited or being on a list of meetings, being acknowledged and participating in the MOU discussion or state planning process. Difficulty in getting a seat at the negotiation table, like we discussed earlier, difficulty determining the infrastructure contribution or proportional use and relative benefit.

Difficulty deciding how to best provide SCSEP services at AJC. Co-location, cross training and AJC staff; direct linkages; AJC requesting infrastructure contribution that are not proportionate to SCSEP MOUs and benefits -- we've heard that a lot. Infrastructure costs exceeds what the grant can support; we've heard that.

AJC is confused about the requirements to include all SCSEP grantees operating in the area in the MOU (space ?). And AJC's referring any individuals 55 and over to SCSEP rather than providing WIOA its related services. Next slide.

Here are a few suggestions to overcome these barriers and by no means do we assume that these suggestions haven't been tried or that you all may or may not have had success. Again, the grantees can ask to join the combined state plan. I've been pushing that one so but we can use -- you can do that, clearly describes SCSEP WIOA collaboration in each state's plan; that way you have, again, a pathway of delivery of services.

You can ask to join the board or find partners to represent SCSEP's interests on the board. Insist on being a part of the MOU IFA negotiations. And while you cannot be finalized with all partners, so it's important for you all to be a part of this. Ensure MOUs identifies what benefits SCSEP will receive in exchange for its contributions. I think that's very important.

And reach out to your federal project officer -- your FPO -- for help if an area refuses to include SCSEP in negotiations. And finally, not just saying these encompass all the challenges, but ensures AJC understands SCSEP eligibility which we also -- they should provide and the older workers need. Now, next slide.

Better coordination of activities within the SCSEP community. That, with our national workforce and aging grantees, so within our community, our SCSEP community, as I discussed in my opening, we have a mixed group of grantees consisting of workforce agencies, aging grantees and national grantees.

And although we know you all communicate with each other at some level and we know you do, we would like you all to not only communicate amongst yourselves, but to really facilitate conversations about challenges in distinct areas such as rural or urban areas, issues over service delivery to our participants; meeting performance measures; sharing best practices; and information sharing to reduce duplication of resources and services.

We'd like you all also to provide the AJC with information and resource contact to help other older job seekers such as provided through the AAAs, senior centers and state aging units. Also tap into the opportunities to coordinate MOUs and host agency contracts with housing, transportation, Meals on Wheels, and shared supportive services amongst each other.

Our national organization, which we'll share contact information with you all, have valuable information and resource for aging populations that can share with smaller agencies and smaller grantees and bring those resources to the AJC. The -- (inaudible) -- grantees add value to our community and can help us working with diverse populations such as Asian Pacific islanders and our native American Indian population and for help -- and perhaps, excuse me -- help with translation services at these AJCs. Next slide.

Now, we're going to our next slide for polling questions, which we're on now, right. I can say I know all of you all will answer honestly because we're the gatekeeper of the information. So Debbie, you want to read this or shall I?

MS. STRAMA: Got it. OK.

MS. CHAPMAN: Where are you all with your MOU IFA negotiations? Well, let's see what we have. OK, let's see. Remember, we're the gatekeeper of this information so we do know, OK, so be as honest as possible. All right. We have what are MOU IFAs? I'm glad no one said that one, check that one off. (Crosstalk.)

We have completed all MOU and IFAs in all areas. OK. We have completed most of the MOUs and IFAs but are still finalizing some of them. OK. That's fine. We are at the very beginning of negotiations. OK. And we have tried to negotiate but it is a dead end with our partner. That's unfortunate. OK. That's good answers, that's good feedback.

MS. STRAMA: So just to answer the question, "What is an MOU and an IFA?" So the MOU is the memorandum of understanding between the One-Stop partners in that local area and the board, and those MOUs outline their delivery services in that area to not only the community members such as the dislocated worker, the youth, but also employers.

And so those, according to our requirements and through the guidance that we gave through additional TEGLs, those MOUs needed to be in place by July of 2017. And then a component of the MOU is the infrastructure funding agreement. So the infrastructure funding agreement outlines the minimum requirement for One-Stop partners to make infrastructure -- or main contribution. And so those had to be in place starting January of 2019, and so this is kind the budget part of it. The infrastructure funding agreement -- I really am only supposed to be talking about infrastructure costs.

So the MOUs need to include that IFA, as well as any other costs that the partners may share. And so that may include a One-Stop operating budget, that includes additional costs such as the SCSEP participants manning the reception desk and things like that. So that would be part of the One-Stop operating budget.

So if you are a SCSEP grant recipient that is providing services in a local area, then it is expected that you are a party to both documents, both the MOU and the IFA.

And so for those folks that are still struggling, where they've hit a road block or a dead end, please reach out to LaMia or your regional office so that we could kind of work with that local area and figure out a way to get those conversations started up again or to even start those conversations, because you are staff seated at the table and if that's not happening, we'll make it happen.

MS. CHAPMAN: And I guess that's a segue to this question we have on here from Sue. "Hi. I don't understand why we don't get invited to the table. Why don't they know the SCSEP service provider in their areas? We know who they are." Do you have a local presence in your area? That's a good question, but we don't know really why you all aren't invited, so we'll be honest with that, but we can work with that one.

MS. STRAMA: And this is where I think it's a -- the dialogue has to be two ways. So if you're not hearing from the local board, they're not reaching out to you, then I would suggest making that first effort, giving a call to that board and be persistent. If you don't hear back from them, send them an email.

And if that still doesn't work in trying to make that connection, then reach out to your regional office or somebody from the national office so that we could start that and make that contact for you, because sometimes it happens where there is a change in the board; maybe they're working off of an outdated contact list.

So if you are aware of the board, the local board in your area, and you know of the executive director and the chief elected official and if you've reached out to them and they still haven't returned your call or your email, then that's something we can talk about.

MS. CHAPMAN: And I will add to that, in addition to that, if you don't know who they are, that same email or the website, the CareerOneStop.org, you can go in there, put in your ZIP code and it will show you all the local boards and who the board presidents are as well. So it not only helps you to identify the American Job Center, it also helps to identify the local board by ZIP code so it will help you in that way as well.

MS. STRAMA: OK. So there is the contact information just in case you don't have it already for this -- up there. And now we are going to turn it over -- is there any additional questions?

OK. So the question is, "If you have a national grantee and a state grantee in the area should both be invited?" If both of them are providing services in that local area, yes, they should be both involved in the MOU negotiations and be partners to those MOUs and IFAs.

OK. So now we are going to turn it over to Winston Tompoe, who is the regional director in the Atlanta regional office and he's going to talk about his experience on the ground working with the state agencies and the national program, such as SCSEP, and trying to build a partnership and strengthening the partnership between these programs when delivering employment and training services, whether it comes out of the older American Act or the WIOA Act. So I will turn it over to Winston. Thank you.

WINSTON TOMPOE: Thank you very much, Debbie. And welcome everybody. My name is Winston Tompoe. I'm in the Atlanta regional office. I just want to take you back on something that Charlotte said earlier.

Before I came to the fed, I used to work a local workforce board for several years and also working the One-Stop. And so at the regional level we have, as well as the national level, we have a number of staff who understand some of the issues that you are facing. And we may not know all of it but we understand some of it and have some experiences with it, and I think that's one of the reasons I believe we are well equipped to assist you in whatever issues that you may have.

One of the things that you -- I usually notice is that you have grantees or grants that are given to organizations but either because it's not -- they don't have money, those organizations are not provided grants don't have money to provide support system for those grants, whatever you're writing the grant and whatever you say you are going to do you set it on your own. That's quite different from the way each year's grant management system is set up.

As you all know, we have about six regions around the country and that is one of the support mechanism that ETA set up to support you as a grantee so that you are not left alone out there. And so the federal project officer is one of the support system that is set up to help you to connect to the federal level to ask for assistance and that's some of the stuff that I'm going to talk about a little bit.

So I think you will agree probably that everyone likes to have someone who they can turn to when they want to solve a problem or want to identify an issue, ask questions, get clarifications to complex regulations, and we all know that these regulations are very complex and other things that enable you to do your work well. Well, your federal project officer, which we call FPO, the federal level point of contact to turn to when you have these kinds of needs.

Each one of the six regions I just talked about, have FPOs at hand to these grants, whether you are a national grantee or a formula state grantee as Debbie mentioned earlier. The FPO serve as an important resource for you in helping you to meet the requirement of WIOA, but most importantly to help you in coordinating with local workforce development boards to serve your clients, your customers, and the AJC.

One of the reasons why these FPOs are equipped to do that is because we interact with the state almost daily, weekly, monthly and we interact a lot with the local workforce area. We have each one of the states that we have in the regions have assigned to them a federal project officer, as well as a federal project officer for your grant. So we are very familiar with the local workforce boards, we are very familiar with the state, we are familiar with the system, and we are in constant contact with them. And so we think that we can provide you with the kind of support system that you need.

Some of the stuff that an FPO will do is, for example, identify challenges and to coordinate technical assistance. So there are two primary things that we do. We do a whole lot of stuff, but there are two primary things that I think are very beneficial that may be very beneficial to you. One is that we provide federal oversight of your grant, which I will talk about a little bit, that is the monitoring that we do.

But equally so, we provide another service that you will find valuable, that is we provide technical assistance to you as SCSEP grantee. What does that include? Well, I think LaMia and also Charlotte mentioned this earlier, we coordinate with the local workforce areas to address any issue that you may have, not only for the MOU and IFA or other operational issues that you may have.

For example, I had another grantee, not a particular SCSEP grantee, but a grantee very similar to SCSEP that was having problems with establishing MOU with a local workforce board. This is about a couple weeks ago. And they got in contact with me, I talked to the federal project officer who then got in contact with the local workforce board and said, look, here is what the issue is, here is the grantee, can I facilitate the process to help this grantee to acquire an MOU. And we were able to help that grantee to do that. So those are some of the coordinating support that we can provide for you.

We may also conduct training on the law, on the regulations, or any ETA guidance and requirement. We coordinate with the national office as is necessary, and we can provide any clarifications that you may need, any kind of training in the law and regulations that you may need, those are some of the services that the FPO and the region can provide. We also look for promising practices.

When we go to do monitoring, we are not there to -- our monitoring is not -- how do you say -- the federal government is here to help you and that means that people think that we are there to sort of got you, do that kind of oversight or monitoring. That's not what the region do.

Most of the time, and in fact all of the time, when we look at your grant, we are looking for ways to assess what it is that you are doing to see if they are compliant with the provisions of the grant, but we also try to look at what you are doing well, so that in a sense we promote what you are doing well, either to other states, to other regions, to other grantees.

So we are not only there to monitor your grant and to look for compliance issues, we are there to look for promising practices and to sing your praises to the extent that we can. So in a sense we are your advocate and we promote your product and your services.

During our monitoring visits, the federal project officer will check for signed MOU to make sure that you have a MOU or IFA in place with the One-Stop system in that local area, and whether or not those MOUs are fully executed. We don't just try to identify the issues. If they are not signed, we try to look to see why that is not the case and sometimes the grantee needs our help to coordinate with the local area to get the signature that you need in order to be compliant. We can help you to do that.

Now, if you fail to sign an MOU, part of the things that we look for is -- we will -- (inaudible) -- because citation, which is -- we will say, hey, you don't have an MOU in place or you don't have a signed IFA, but again it is intended to identify issues that are not compliant with the provisions of the grant, but most importantly to help you to see how you can come into compliance. So our oversight responsibility, our oversight operations are both monitoring and oversight, but equally so we provide technical assistance to help you to get to where you need to be and to help you solve any issues that you may have.

So in a nutshell, we are your support system. We are there to help you operationally. We are in tune with what is going on at the state and local level, and we have the resources and with our federal project officer in any of the six regions around the country to provide that kind of support that you may need.

So I would advise for you to identify who your federal project officer is, whether you're a national grantee or a state formula grantee, get in touch with them, get to know them, give them your issues, and try to see how we can assist you to overcome whatever barriers that you may have.

And I think that ends my portion. I will pass it back on to you, Debbie.

MS. STRAMA: OK. Thank you, Winston. I think that was very helpful for everyone who's ever been involved in a site visit to know that you're coming out there, Winston, to help them. (Chuckles.)

MR. TOMPOE: Yes, I do. That is one of our primary goal, definitely.

MS. STRAMA: OK. Before we turn it back to the panel, I want to just go back to the one polling question we had about MOUs and IFAs. We're noticing that some of the answers, we know that some of you have had success in working with your local board and getting a seat at the table and signing an MOU.

We'd like to hear from you, what was the most successful thing or what was -- how did you make that happen? What is some advice can you share for other SCSEP grantees that may be struggling at getting a seat at the table? Is there any advice or suggestions for those folks? If you have any advice or suggestions, can you put it in the chat box?

(Crosstalk.)

MS. STRAMA: Oh, OK. So while we're waiting for folks to put in some of their good advice or suggestions, there's a couple questions that came in about what's the difference between the MOU and the IFA. So under WIA the resource sharing agreement was separate from the MOU. Under WIOA we mandate that the infrastructure funding agreement becomes a [sic] integral component of the MOU.

So we know that the MOU had to be signed earlier than the IFA, but by this time the IFA had to be incorporated into the MOU. So the IFA and the One-Stop operating budget talked about the financial piece; the budget, the dollars. An MOU is the service delivery. It talks about the coordination of services to individuals as well as employers. OK. So did we get any advice or suggestions on how to work with local boards? No. Oh boy.

MS. HARRIS: Well, one good thing about that, tomorrow you'll hear from three of your peers who have successfully signed MOUs and IFAs, they will be on our panel. So if you're looking to talk to some of your fellow SCSEP grantees, I would say don't miss that one tomorrow.

MS. STRAMA: OK. Thank you, Charlotte.

MS. CHAPMAN: We have a question. Local -- (inaudible).

MS. STRAMA: OK. So one suggestion was having local convening meetings. OK. Anything else?

MS. CHAPMAN: We have one from Bill. Let's see. "I come from a board side and my advice for those seeking to engage, I would recommend trying to contact the board president or catch the ED somewhere in the community."

MS. STRAMA: OK. So the executive director or the board president of that local area. So reaching out to them. OK. OK. So we just have a few minutes left and we want to just raise some questions to the panel experts to get their opinions on some additional things.

So the first question we wanted to raise to everybody -- and I'll start it off with Charlotte -- is some grantees do not believe they benefit from working with or paying into the workforce system. How can a SCSEP grantee benefit from participating in the workforce system?

MS. HARRIS: I hope I gave you some great information or insight earlier, but one thing is, because you know you're required to pay, now you have some skin in the game -- and because you have skin in the game, you have a foot in the door to come in and say, OK, this is what my grantees need and this how I can help the system.

I'm a part of the system and come in there -- the best thing there is you bring information that the workforce doesn't have. So bring in your expertise already from the community of aging, what they bring, what's out there already, because when other individuals are coming in they won't send all the 55 and over to the SCSEP program, as we heard earlier, but let the workforce system know what else is out there and have them to be a part of that.

MS. CHAPMAN: I'd like to also take you back on what you said, Charlotte, because I think for our smaller grantees and grantees that may -- can't benefit, they can use the employ engagement component, or use the conference room to host employers to come so that the employee engagement component has this piece that they can tap into. They help with placement within the program or getting our participants connected with employers.

MR. TOMPOE: That is definitely true. In One-Stop, individual programs usually like where I used to work, I mean the individual programs usually don't have the expanded capacity that a One-Stop system and an agency will have because, on your own, you may have two or three employers that you work with.

In a One-Stop delivery system you can multiply that literally a hundred times. In a normal local workforce board, there are these business services staff whose job is primarily to go out there and sell not just their individual program but all of the programs in that One-Stop.

And then, secondly they bring back job openings that is open to everybody. And so instead of you having one or two employers to work with or one or two job openings with those employers, now you have a hundred job openings that, if your client qualifies for, is open for them to compete. And that's one of the biggest benefits that SCSEP can get from participating in a One-Stop delivery system.

MS. STRAMA: Thanks, Winston. OK. So the next question is, "More than one SCSEP provider is in our local area. For example, there may be a national and state grantee and a One-Stop local workforce board which chooses to include all SCSEP grantees in the MOU claiming that it needs only one partner with one grantee to fulfill its obligations. What should the other grantees in that area do?" Winston?

MR. TOMPOE: Thank you, Debbie. I'll start with this. So I see this as a two-part question.

The first part is, is it possible for two system grantees to operate in the same local area? I think somebody asked that question in fact earlier. The answer is, yes. As Debbie indicated in our question example, you could have a national SCSEP grantee and a state formula SCSEP grantee.

The second part to that question, I believe, is if there is more than one SCSEP grantee operating in a local area, should each grantee contribute to the infrastructure costs? Again, the answer is yes. When two or more grantee recipient of a required partner program carry out a program in a local area, they and their subgrantee are considered One-Stop partner and therefore each one of them must contact the local workforce board and they need to carry out the rules and responsibilities that Charlotte talked about earlier.

So definitely two SCSEP grantees can operate in one local area and they can establish two separate MOUs. Those are some of the questions that we do get. Sometimes local board said why should I establish two MOUs for the same program. And we will help you to clarify that that it is permissible for you to do that.

And again, I mean I'm giving you an example, we had a situation here like that where we talked to the local workforce board and we say, yes, the SCSEP grantee do have the right to have two IFA agreements and they were amenable to it.

MS. HARRIS: And part of that, to add to that, what Winston said is, in your grant agreement what did you -- what does it say that you agreed to do? What services are you going to provide? And you guys can look at the services that you guys do together or jointly and who consults us more on one area and then the other because you guys do everything your grant agreements says you're supposed to do, but you need to look at how can you focus on one of those things in your grant agreement already to bring to the board on what you said you were going to do; because when you get monitored, they're monitoring you on what you said you were going to do.

So part of that is, you already have something to bring and WIOA is just forcing us to have deeper conversations and thought out conversations about how we're going to do things smarter. (Crosstalk.)

MS. STRAMA: Thank you, Charlotte. OK. So we just have a few more minutes and I think there's one more question that LaMia wants to address.

MS. CHAPMAN: Sure. "Grantees believe that the grant funds will not provide sufficient funds to cover infrastructure costs after accounting for other costs. How should they deal with this situation?" My suggestion is, at first the grantee should decide whether the services that are being provided fall under the program costs or administrative costs. SCSEP grantees are allowed to use both in contributing to infrastructure costs.

SCSEP grantees can also apply for an administrative increase to help defray the costs. I must strongly emphasize that you are actively participating in all discussions and negotiations in the MOU with the local workforce board to ensure that you're paying your proportionate share of the services of your program.

So for instance, if you have one participant in a service area, just one as we typically have throughout our other states, some states, and you only have one, you shouldn't be paying an equivalent amount to someone having six participants.

You really need to make sure that how you're looking at providing services is important in that One-Stop. We've heard different kinds of scenarios regarding shares of what they're supposed to be paying, what they're made to pay, but again, make sure that you have a very active voice, make sure that your share of your costs is proportionate to what the share delivery of services will be for the program.

MS. STRAMA: All right. Thank you, LaMia. All right. So before we wrap up there was one additional question that came in is, my challenge is the 10:00 a.m. MOU partner meetings, the scheduling of meetings, and unable to attend the same days especially when there's a two-hour past time to attend a 90-minute meeting, which should I do?

Hopefully in these situations the board and the partners can make some accommodations by allowing you to call in or do a videoconference. With all of the technology that we have in place there should be an ability to reach you virtually if possible.

OK. So we're down to the wire. I don't know, let's see are there any other questions that have come in from the audience? OK. If not, I'd like to thank our presenters and our panelists today, Charlotte Harris, Winston Tompoe and LaMia Chapman providing their expertise and their perspectives on how to make a partnership between SCSEP and WOIA work. Thank you.

MS. HARRIS: Thank you.

MS. CASERTANO: All right, great. I just want to thank the presenters and ask the participants to remain logged in the room for just a moment longer to provide us with some feedback. There are two polling questions in the top left-hand corner of your screen. Please take a second to fill out and answer those.

On the bottom left-hand corner is a feedback window where you can let us know what you thought of today's presentation. Please take a second now to let us know what you thought we did right or how we can improve.

And if you like these presentations, please hop on the registration page and hit the thumbs up button, hit the like button, let us know that you liked today's presentation.

But with that, have a great rest of your day, everyone.

(END)