

# **BUSINESS PLAN MODIFICATION GUIDELINES**

## **Framing Questions for Modifying Existing Business Plans to Comply with Combined Business Plan/Agreement Requirements**

Local areas may opt to modify their existing business plans to include the additional information in the Combined Business Plan/Agreement rather than submit individual governance agreements (i.e. business plan, WIB-CareerLink partner MOU, WIB CareerLink Operator agreement, and CareerLink Operator Consortium Agreement).

In order to assist local areas in preparing the modification, the following framing questions must be included in the modification:

### Part I - Defining the Business

#### Framing Questions:

- How will the local **CareerLink** site/system benefit the customer rather than the organizations?
- What is the local **CareerLink** site/system's primary business objective?
- What is the local **CareerLink** site/system's vision and mission in the community?

### Part II - Definition of Relationships and Roles

#### Framing Questions:

- What is the role and responsibilities of the Local WIB in relation to the local **CareerLink** site/system?
- What is the role and responsibilities of the Local Elected Officials in relation to the local **CareerLink** site/system?
- What is the role and responsibilities of the local area's fiscal agent in relation to the local **CareerLink** site/system?
- What are the roles and responsibilities of the partners at the local **CareerLink** site/system?
- What is the role and responsibilities of the local **CareerLink** operator in the **CareerLink** site/system?
- Who is the **CareerLink** Operator?
- If the **CareerLink** Operator is a consortium of 3 or more entities, what are each of the entities role and responsibilities as part of the consortium?
- What is the role and responsibilities of the Local WIB and the **CareerLink** Operator in relation to the local CareerLink site/system?

### Part III - Parties to the Agreement

#### Framing Questions:

- Who has been designated as the contact and/or signatory for the local area's WIB with regards to the **CareerLink** site/system and the Combined **CareerLink** Site Business Plan and Memorandum of Understanding Agreement?
- Who has been designated as the contact and/or signatory for the local area's Local Elected Officials with regards to the **CareerLink** site/system and the Combined **CareerLink** Site Business Plan and Memorandum of Understanding Agreement?
- Who has been designated as the contact and/or signatory for the local **CareerLink** Operator with regards to the **CareerLink** site/system and the Combined **CareerLink** Site Business Plan and Memorandum of Understanding Agreement?
- Who has been designated as the contact and/or signatory for the local **CareerLink** site/system partners with regards to the **CareerLink** site/system and the Combined **CareerLink** Site Business Plan and Memorandum of Understanding Agreement?

#### Part IV - Products and Services to be Provided at the **CareerLink** Site

##### Framing Questions:

- What services will be included in the continuum of core, intensive, and training services at the local **CareerLink** site/system?
- What services within the continuum of core, intensive, and training services will be delivered by each of the local **CareerLink** site/system partners and how will they be provided?
- What services will only be accessible through the **CareerLink** internet based operating system?
- What is the relationship between alternate locations and the local **CareerLink** site/system for services that are not available at the local **CareerLink** site?
- How will information be shared between the partners at the local **CareerLink** site?
- How will the local **CareerLink** site/system ensure compliance with Americans with Disabilities Act to ensure accessibility to customers and other pertinent special populations with the Workforce Investment Area?

#### Part V - Operational Plan and Referral Method for Individuals Between the **CareerLink** Operator and the **CareerLink** Partners

##### Framing Questions:

- What are the technology needs of the local **CareerLink** site/system?
- What is the **CareerLink** site/system's service delivery structure, i.e. location, service mix and customer flow?

- What is the systematic approach to the referral of customers needing local **CareerLink** site/system services?
- How will customers within the continuum of services be referred between local **CareerLink** site/system partner services/agencies?
- How will customers receiving services through the local **CareerLink** site/system move through intake, enrollment and assessment?
- What are the collaborative efforts of the **CareerLink** site/system partner services/agencies to ensure that a shared responsibility exists coordinating employer contacts for job orders and job development activities?

## Part VI - Measuring Success - Performance Goals and Standards

### Framing Questions:

- What are the quality standards for services that will be provided to customers? (i.e. Prompt/courteous service designed to assist customer in achieving their educational/employment goals, etc.)
- What are the quality standards for services that will be provided to employees? (i.e., To work in safe/professional environment and receive the tools necessary to achieve the desired outcome; etd.)
- What are the quality standards for CareerLink partners? (i.e., Provide jobseeker referrals/contact/services to employers within 48 hours; increase number of job vacancy postings and new employer contact by 5% per year, etc.)

## Part VII - Financial Plan - Service and System Operating Costs

### Framing Questions:

- What is the cost of service for the services offered through the local **CareerLink** site/system?
- What are the operating costs of the local **CareerLink** site/system operating system and how will costs be divided among the partners?
- How will operating costs be assessed and paid by electronic services only partners?
- Who is responsible for fronting costs within the local **CareerLink** site/system?
- What is the payment process (how often and mechanism of payment) for the "fair share/negotiated share" of the costs of the local **CareerLink** site/system that will be made by the **CareerLink** partners?

## VIII, Marketing

### Framing Questions:

- No additional information required in modification.

## Part IX - Miscellaneous Provisions to the MOU

### Framing Questions:

- Have all local **CareerLink** site/system partners agreed that the **CareerLink** Operating System will be their system of record used as the common data repository for Workforce Investment Act activities?
- Have all local **CareerLink** site/system partners signed a Computer Resources and Data Sharing Agreement?
- Have all local **CareerLink** partners agreed to enter all clients (job and training seekers) into the **CareerLink** Operating System?
- Have all local **CareerLink** partners agreed to enter all job openings and employer information into the **CareerLink** Operating System?
- Have all local **CareerLink** partners agreed to treat data contained in the **CareerLink** Operating System as confidential?
- Have all local **CareerLink** partners agreed to respect each other's organizational practices and management structures in the provisions of services?
- Have all local **CareerLink** partners agreed that they will not discriminate in their employment practices or services on the basis of gender, age, race, color, creed, religion, national origin, disability or veteran's status, or on the basis of any other classification protected under state or federal law?

## Part X - Terms of the Agreement

### Framing Questions:

- What circumstances would constitute a breach of agreement and render the agreement null and/or void?
- What is the impasse resolution process that has been agreed to between the local WIB and the local **CareerLink** Operator and/or partners?
- What is the impasse resolution process that has been agreed to between the local **CareerLink** Operator and the **CareerLink** partners?
- What is the impasse resolution process that has been agreed to between the local **CareerLink** partners?
- When can the Combined **CareerLink** Site Business Plan/Agreement be modified?
- Who can amend the Combined **CareerLink** Site Business Plan/Agreement?

- What conditions are in place to govern a valid modification to the Combined **CareerLink** Site Business Plan/Agreement?
- What is the effective date of the Combined **CareerLink** Site Business Plan/Agreement?
- When will the Combined **CareerLink** Site Business Plan/Agreement terminate?
- Can the Combined **CareerLink** Site Business Plan/Agreement be terminated before the identified termination date? If yes, what is the early agreement termination process?

## Part XI - Signature Page

### Framing Questions:

- Does the signature page include the signature(s), title, agency/entity and the date of signature for the chief elected official?
- Does the signature page include the signature(s), title and date of signature for the local WIB chair(s)?
- Does the signature page include the signature(s), title agency/entity and date of signature for the local **CareerLink** site/system operator(s)?
- Does the signature page include the signature(s), title, agency/entity and date of the signature for all of the local **CareerLink** site/system partners?