

**MEMORANDUM OF UNDERSTANDING**  
**Council of State Administrators of Vocational Rehabilitation,**  
**National Employment Team**  
**and**  
**ManpowerGroup US**

**Purpose:** ManpowerGroup US (hereafter referred to as Manpower) and Council of State Administrators of Vocational Rehabilitation National Employment Team (the NET) are entering into a national recruitment partnership to support common business customers when appropriate. This Memorandum of Understanding (MOU) outlines the responsibilities of each organization. The parties do not intend this MOU to duplicate or supersede any current business relationships that either has established. Further, nothing in this MOU shall be construed as to prohibit either party from establishing new business relationships on their own.

**Partners:**

**Manpower:** Access2Ability is ManpowerGroup's national disability employment program. We collaborate with employers, state and federal agencies, professional associations and community-based organizations to recruit talented people with disabilities, including veterans. By tapping into this talent pool, we help strengthen our workforce and communities. With a focus on specific talent resourcing needs, we implement disability awareness and accommodation training for our Manpower colleagues and business clients, and create targeted, local recruitment strategies to identify and place qualified candidates – those with the skills and dedication to support our clients' business objectives.

**Access2Ability Lead contact: Felicia M. Nurmsen, [Felicia.nurmsen@manpower.com](mailto:Felicia.nurmsen@manpower.com); 978-382-1436**

**NET/VR:** The National Employment Team (NET) is comprised of a Vocational Rehabilitation (VR) Business Consultant from each of the 80 agencies which represent programs in every state, the territories and D.C. The NET is supported by VR leadership through the Council of State Administrators of Vocational Rehabilitation (CSAVR). The NET offers business customers access to the largest talent pool of candidates with disabilities in the country and provides a range of support services to employers.

**Lead contact person: Kathy West-Evans, [kwest-evans@rehabnetwork.org](mailto:kwest-evans@rehabnetwork.org); 206.999.9455.**

**Services**

**Description**

Through the NET, Vocational Rehabilitation (VR) agencies will refer qualified candidates for placement with Manpower existing and prospective business clients:

- 1) Direct Hire
- 2) Temporary placement to gain work experience/professional reference
- 3) Temporary to Permanent Hires with Manpower
- 4) Pre-Hire training with the Business or in Collaboration with Manpower
- 5) Provide Retention Supports to the company and their employee, as appropriate

**The NET Responsibilities:**

- 1) VR will screen all candidates to determine if they are eligible and appropriate for participation in the program – meeting the work ready/pre-screening requirements. Candidates who are interested in employment through Manpower will complete a pre-screening which will cover, at minimum,

- a. Qualifications for the job(s), their transportation options, the impact that being hired will have on their disability benefits (medical and cash payments) and their accommodation needs.
  - b. Candidates judged suitable will be referred by VR to the designated Manpower hiring manager for further consideration and be instructed to complete an on-line Manpower registration if they have access to the Internet and can do so without the need for a reasonable accommodation.
  - c. VR will use its best efforts to ensure that each of these candidates completes this process or schedules a meeting with a Manpower representative within a mutually agreed time frame with a goal of completing the process within three business days.
- 2) As part of the Access2Ability partnership, VR will work with eligible candidates referred through Access2ability to develop an individualized plan for employment (IPE) based on the needs of the person which may include benefits planning, training or other services that support the success of the individual. VR will have the candidate sign any pertinent consent forms to obtain necessary information to complete the work and support the MOU. VR will provide services to said referrals in accordance with the Rehabilitation Act and its accompanying regulations.
  - 3) The NET will work with Manpower to develop a pipeline of qualified candidates.
  - 4) VR will be responsible for maintaining the ongoing follow-up with the candidate regarding changes including job change, wage information, etc. that would require additional support.
  - 5) VR will follow-up for at least 90 days after the placement of an individual in competitive employment consistent with their IPE, to determine the stability of the work arrangement between the employee and the employer.

**MANPOWER Responsibilities:**

- 1) NET/VR program participants found eligible for Access2Ability will be referred to Manpower and complete the on-boarding process through the Manpower candidate process.
- 2) Manpower will work with Access2Ability participants referred through VR and submittals will be focused on occupations identified based on unfilled orders housed within Manpower database that are consistent with the individual's vocational goal per their IPE and skill sets.
- 3) To provide Manpower's clients with the highest quality candidate, all participants will utilize the Predictable Performance System Plus (PPS+), which includes: efficient operational tools and processes, compliance with legal and ethical responsibilities and a focus on providing an awesome experience for candidates and associates. This process begins with the following components: initial qualifications/screening, interview, skills assessment, and verification of skills match. Accommodations are available and provided, as needed.
- 4) When the participant is deemed eligible, work ready and appropriate for placement they will follow the Manpower Standard Orientation, which includes: application, safety, employer expectations, E-verify, drug screen (if required by employer) and background check (if required by employer).
- 5) As an added benefit to Access2Ability participants, Manpower will make available their Training and Development Center (hereafter referred to as TDC) for participants who are identified as a fit for available positions in our network, yet have small skills gaps/deficiencies that can be easily overcome by a few hours of training. These participants would become Manpower Associates and enjoy the benefit of access to the TDC - a sophisticated learning management system that provides a vast array of self-paced learning assets. Providing employees and associates access to the TDC and its large catalogue of online classes and certification programs enhances Manpower's ability to supply highly skilled workers to Manpower customers. The TDC offers over 6,000 hours of online courses in the areas of business skills, end-user/desktop skills, information

technology, environmental safety and health and legal compliance. Classes provide pre-and post-course knowledge evaluations. The classes are accessible and accommodations are provided, as needed.

- 6) For extended training or skills assessments Manpower will work with the NET/VR agency to develop a solution including skills assessment available through the VR agency and/or to determine an additional fee based on needs and usage.
- 7) Manpower will provide coaching and placement services that enable participants to prepare for, obtain and retain career ladder jobs that will realistically enable them to secure sustainable employment.
- 8) Manpower will provide VR with regular updates on participant placement information, job change and/or wage information.
- 9) Adhere to agreed upon fiscal process for each VR state agency

**Communication Plan:**

- a. A Summary Business Profile will be prepared for each Manpower company requiring national support
- b. A National NET call will be held to introduce the company, their employment needs and the Manpower model being used
- c. Job descriptions and all pertinent job related information will be provided for Manpower open positions
- d. The NET will work with Manpower to develop the connections between VR organizations at the state and local level
- e. Develop a joint marketing piece describing the partnership and the services available to joint business customers.
- f. The NET/VR will provide Access2Ability staff training on key provisions of the Rehabilitation Act, including the VR process, the IPE, confidentiality, and the VR structure as well as on the NET and the VR services to business.

**Confidentiality:** Except as required by law or regulation, neither party shall, without the prior written consent of the other, make any public announcement or issue any press release with respect to this MOU or the transactions contemplated hereby. Required public announcements will be coordinated between the parties.

**Candidate/Client Confidentiality:** The candidates being referred through the CSAVR-NET and the various Vocational Rehabilitation (VR) agencies across the country are individuals with disabilities who have been determined eligible for VR services. CSAVR, State VR agencies and Manpower recognize the importance of protecting the confidentiality of VR candidates regarding their disability, as required by the Rehabilitation Act of 1973, as amended, including its accompanying Regulations, and the Americans with Disabilities Act and Amendments. Both parties agree to comply with the aforementioned laws and regulations related to the candidates with disabilities that are being referred to companies through this partnership. Disability related information will not be provided to Manpower, the employer or potential employer without express written permission of the individual candidate. Though Manpower staff are aware that candidates coming from the NET/VR are individuals with disabilities, they will not disclose this fact to the potential employer. If needed, the VR counselor and/or staff will work with the candidate to obtain a release of information

**TERMS OF AGREEMENT:** This Agreement shall be in effect solely for the purpose detailed above. This agreement defines the partnership between Manpower and the NET/VR, each organization will maintain their own identity and business model in the partnership, neither organization will market the partnership without knowledge and approval of the other.

**MODIFICATION AND CANCELLATION:** This Agreement shall be effective from the date signed and shall remain in effect until either party terminates by providing 30 days written notice. Modifications to the agreement must be agreed to in writing.

**EFFECT OF THIS MEMORANDUM OF UNDERSTANDING:** The parties hereto do not intend this MOU to be a legally binding agreement with respect to the transactions described in this document. The parties intend to effect a definitive agreement with respect to the transactions described above only by the execution and delivery of agreements with respect to the same. Nevertheless, the parties intend to negotiate in good faith the terms of any such definitive agreement and to consummate the transactions contemplated hereby. If the parties fail to reach a definitive agreement, then the obligations of the parties cease, except for the confidentiality obligations of the parties.

**THE UNDERSIGNED PARTIES COMMIT TO A GOOD FAITH STANDARD OF PERFORMANCE.**

**APPROVALS:**



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**Stephen A. Wooderson**  
**Council of State Administrators of**  
**Vocational Rehabilitation**

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**CEO – CSAVR**  
**Title**

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**December 20, 2013**  
**Date**



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**ManpowerGroup US**

\_\_\_\_\_  
**Director**  
**Title**

\_\_\_\_\_  
**1/7/2014**  
**Date**