

Eastern Washington Partnership Business Services Plan (2010 FINAL)

The WorkSource Business Services Team has developed this document to lay-out the objectives, strategies, roles and responsibilities of each WorkSource Business Services partner in WDA10. It is supported by the WorkSource partners as referenced in the Eastern Washington Partnership's Memorandum of Understanding. Combined, the partners will deliver, at a minimum, those services identified in Appendix A, Basic Business Services.

Mission

The mission of the Business Services Team is to build long-term relationships with employers by developing their awareness of the breadth of WorkSource services at their disposal and increasing their use of them.

The Business Services Team has set the following objectives and strategies:

Objective 1: Build on-going relationships with employers to understand and respond to their workforce needs.

Strategies:

1(A) Divide all employers within each sub-area into groups based upon their size. Define for each group an action plan as to how outreach and communications will be conducted.

1(B) Increase participation in the Employer Committee in the south sub-area and determine whether similar activities would be valuable in the other two sub-areas.

1(C) Regularly participate in workforce and economic development groups, committees and meetings throughout WDA10.

Objective 2: Provide a qualified applicant pool for employers.

Strategies:

2(A) Provide employers with up-to-date information regarding available job seeker inventory specific to their needs and interests.

2(B) Actively participate in the process of identifying job ready candidates when making job referrals.

Objective 3: Serve as a link between employers and job seekers.

Strategies:

3(A) Focus on establishing a single point-of-contact between the WorkSource partnership and each employer to minimize duplication and confusion.

3(B) Use various media to communicate the WorkSource story to employers.

3(C) Provide more one-on-one job development for select job seekers.

3(D) Offer at least one new WorkSource-branded employer service in WDA10 to build brand awareness and loyalty.

Objective 4: Build a portfolio of products/services to offer employers (Solution selling).

Strategies:

4(A) Maintain close coordination with all Business Services partners.

4(B) Seek out best practices from other workforce development areas to apply in WDA10.

4(C) Seek relationships with allied organizations that might lead to future partnerships (such as Chambers of Commerce, public school systems, Economic Development agencies, industry trade associations, etc.).

4(D) Make certain that WorkSource staff involved in other areas of responsibility are aware of the issues and concerns of employers.

Objective 5: Generate new models of service for emergent challenges.

Strategies:

5(A) Develop a plan of action regarding ways to actively promote self-employment as an option.

5(B) Develop a plan of action to address structural employment changes in WDA10.

Roles and Responsibilities

This plan relies upon each partner to fulfill its obligation to assure timely and accurate entry of all employer contacts and services in the SKIES system, as well as making certain that marketing and communications undertaken by all WorkSource partners address the services and capabilities of the system as a whole and not simply individual components. All staff in contact with external employers will coordinate their interactions (via documentation, communication and personal dialogue) to achieve a seamless system of services to the common employer customer. Moreover, individual ESD staff responsibilities are delineated in their position description. Partners may use a variety of similar processes.

Specifically, ESD shall provide quality assurance regarding the delivery of business services across the nine- county area, as well as...

- Execute the action steps and initiatives associated with this plan
- Coordinate common training associated with this plan
- Increase On-The-Job Training (OJT) opportunities
- Operate the Wagner-Peyser Labor Exchange
- Create documentation and tracking of all Job Orders within WDA10

Rural Resources shall deliver the following services:

- OJT (WIA-IB)
- Youth Employment/Summer Youth Employment (WIA-IB)
- Work/Internship Experience (WIA-IB)

Blue Mountain Action Council shall deliver the following services:

- OJT (WIA-B)
- Youth Employment/Summer Youth Employment (WIA-IB)
- Work/Internship Experience (WIA-IB)

AARP shall provide the Senior Community Service Employment Program in the WorkSource Walla Walla office, which includes...

- Job readiness assessment
- Job search assistance and related training
- Job referral
- Specific skill building activities
- Community resource referral

Key Industry Sectors

Appendix B provides charts that identify important industry sectors in each of WDA10's three labor markets. It also has a chart that categorizes WDA10 businesses by the number of people employed as well as and the number of businesses in each of the categories.

Job Seeker/Job Order Inventories

An inventory of the WorkSource job seekers skills will be developed to assist the Business Services Team in targeting employers for WorkSource job order listings. Employment Security's Performance Management Analyst will gather, organize and analyze this data on an on-going basis. Each quarter, the job order control staff and the Performance Management Analyst will assess the degree to which the aggregate job orders align with the available job seeker inventory and report this information to the Business Services Team. Likewise, there will be an ongoing analysis of the demand occupations in each sub-area to ensure that the Business Services Team will target services for employers with those types of job openings.

Performance Targets:

The Workforce Development Council has set the following performance targets in regard to the job orders that are listed with WorkSource:

1. 30% of job orders in SKIES will be targeted to directly reflect job seeker inventory. This means that WorkSource staff will seek job opportunities that are directly related to the knowledge, skills and abilities of the jobseeker pool at any given point in time.
2. 25% of job openings listed in SKIES and job orders filled will be for employers with jobs in demand occupations.

The State of Washington's compiles a semi-annual list of occupations that are in demand and in decline. This list reflects historical trends and as such, can serve as a guide. It cannot, however, provide specifics as to the job market of any particular community or region at a single point in time. By definition, an employer looking for a worker to do a specific job means that the position is "in demand" in that place at that point in time. The Business Services team will use the demand/decline lists for guidance, but it will not ignore any opportunity to match prepared job seekers with legitimate employment opportunities.

Performance Review

A quarterly in-depth review of all plan-related items and data will be conducted by the WDC's Business Services Committee. In addition, the Workforce Development Council's Business Services Committee will receive quarterly updates and reports regarding the implementation of this plan. The Business Services Committee and/or the Area Director will report this information out to the full Council during its regular meetings.

Staff Training

Business Services staff from all WorkSource partners will be trained on the specific aspects of this plan through training sessions conducted in each sub-area. This training will be documented and maintained on a training log.

Dispute Resolution

WorkSource partners, at times, may have a disagreement about matters relating to the delivery of business services that they are unable to resolve. In this case they can document the issue and the efforts they have made to resolve it. They can submit the documentation to the Workforce Development Council (WDC). The WDC Chairperson and the Chief Local Elected Official (CLEO) will meet with the parties involved in the dispute in order to attempt to resolve the issue. The WDC Chairperson and the CLEO will issue a written recommendation for resolving the issue.

Appendix A

The following **Basic Business Services** are available to all employers throughout Washington:

1. **Labor Market information:** WorkSource provides access to local and state labor market information, including (but not limited to):
 - Occupational descriptions
 - Job and industry growth patterns
 - Economic trends and forecasts
 - Wage and benefit information
 - Skill standards
 - Labor force information
 - Population and demographic information
2. **Job listings:** Employers can list job openings according to their business needs.
3. **Applicant Referral:** WorkSource refers qualified job seekers to employers based on businesses requirements.
4. **Business Assessment:** WorkSource staff will listen to your business needs and offer services, options and solutions.
5. **Access to Employee Training & Re-Training:** WorkSource offers information about a variety of employee training, including:
 - Skills enhancement
 - Skill assessment
 - Basic skills
 - English as a second language
 - On-the-job training
 - Apprenticeships
 - Customized or other employer based training
 - Employer training incentives
 - Community and technical colleges
6. **Business Assistance Information and Referral:** WorkSource can direct employers to or assist with:
 - Business registration (master business application)
 - Business retention, creation or expansion

- Employment laws and regulations
- Fair labor practices
- Interpretive services for recruitment and hiring
- Employee retention
- Unemployment Insurance information
- Tax information
- Tax incentives and tax credit information (e.g. Work Opportunity Tax Credit or HIRE Act)
- Referral to local business resources

7. Comprehensive web site – www.Go2WorkSource.com

8. Business Restructuring or Closure Information and Referral: WorkSource provides assistance with:

- Services to avoid layoffs (shared work options)
- Services to avoid closures
- Major layoffs and plant closures
- Worker Adjustment Re-Training Notification Act (WARN) requirements
- Re-employment services

9. Access to Facilities: Professional recruitment and interviewing environment (based on local availability), as well as computers, internet connections and staff assistance

Appendix B

PY2009 South sub-area (Columbia and Walla Walla Counties)

Employer Industry	Job Orders	Openings	Filled	Openings	Fill Rate
Health Care and Social Assistance	223	260	120		46%
Retail Trade	165	207	85		41%
Educational Services	157	175	84		48%
Accommodation and Food Services	101	121	54		45%
Construction	99	114	55		48%
Public Administration	91	262	181		69%
Manufacturing	78	102	46		45%
Other Services (except Public Administration)	65	77	60		78%
Wholesale Trade	50	60	41		68%
Agriculture, Forestry, Fishing and Hunting	47	316	271		86%
Administrative and Support and Waste Management and Remediation Services	43	43	24		56%
Real Estate and Rental and Leasing	29	29	22		76%
Professional, Scientific, and Technical Services	29	70	35		50%
Finance and Insurance	23	25	12		48%
Arts, Entertainment, and Recreation	23	43	17		40%
Information	18	22	13		59%
Transportation and Warehousing	15	18	11		61%
Utilities	5	6	1		17%
Grand Total	1249	1950	1132		58%

2009 Central sub-area (Asotin, Garfield and Whitman Counties)

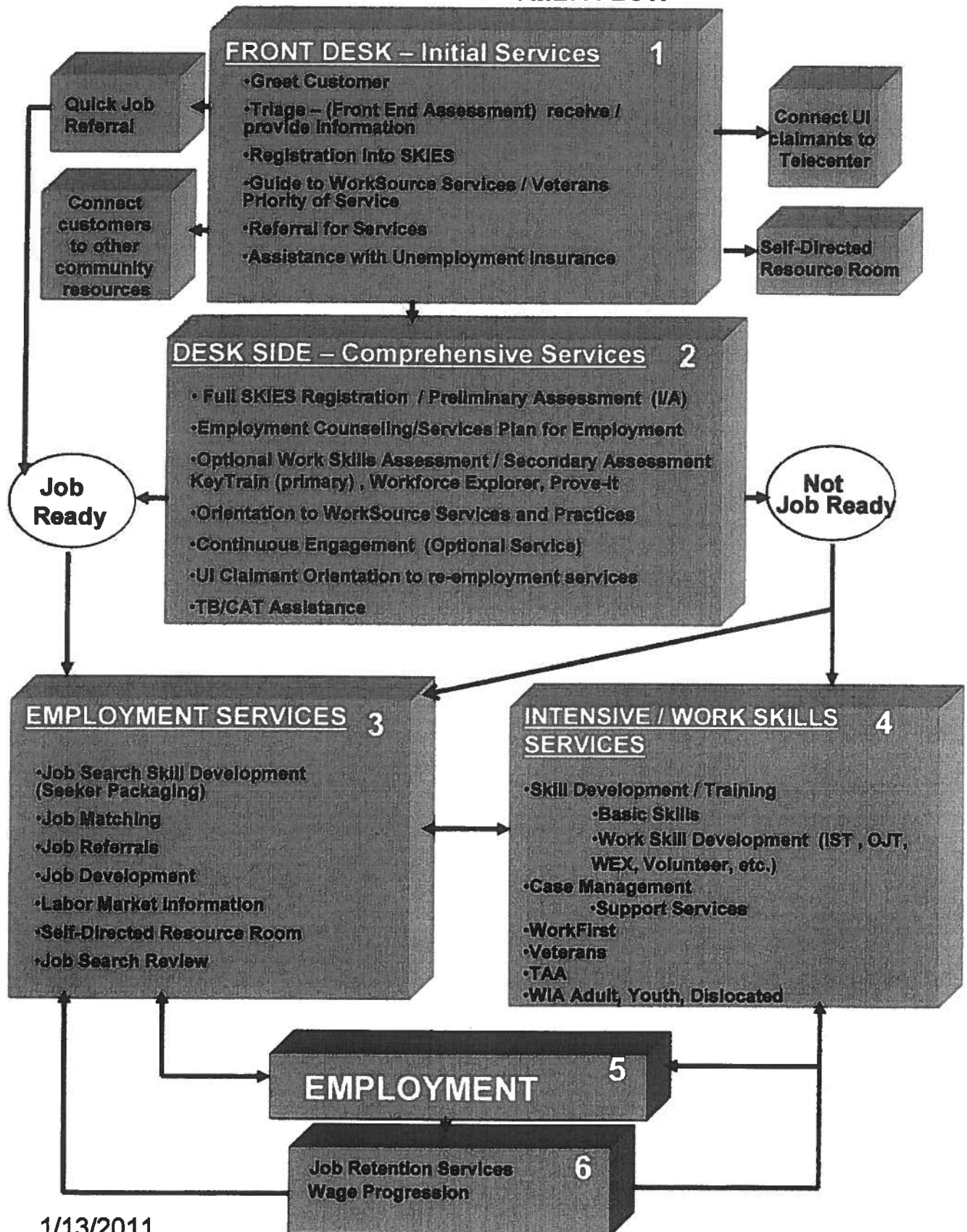
PY2009 WA Job Orders Pullman SubArea		Job Orders		Job Openings		Filled		Fill Rate
Employer Industry	Job Orders	Job Openings	Job Openings	Openings	Openings	Openings	Openings	Fill Rate
Health Care and Social Assistance	37	37	21	21	21	21	21	57%
Administrative and Support Services	21	22	4	4	4	4	4	18%
Accommodation and Food Services	12	12	7	7	7	7	7	58%
Construction	12	18	17	17	17	17	17	94%
Retail Trade	12	12	4	4	4	4	4	33%
Real Estate and Rental and Leasing	8	13	6	6	6	6	6	46%
Finance and Insurance	7	8	1	1	1	1	1	13%
Manufacturing	7	7	4	4	4	4	4	57%
Other Services	7	7	1	1	1	1	1	14%
Professional, Scientific, and Technical Services	7	11	1	1	1	1	1	9%
Agriculture, Forestry, Fishing and Hunting	6	6	3	3	3	3	3	50%
Public Administration	4	8	3	3	3	3	3	38%
Transportation and Warehousing	2	2	1	1	1	1	1	50%
Wholesale Trade	2	2	2	2	2	2	2	0%
Arts, Entertainment, and Recreation	1	1	1	1	1	1	1	0%
Educational Services	1	1	1	1	1	1	1	0%
Information	1	1	1	1	1	1	1	0%
Grand Total	147	168	73	73	73	73	73	43%

2009 North sub-area (Ferry, Lincoln, Pend Oreille and Stevens Counties)

3	Asotin	0-4	240	360	\$2,297,710	72	51%	7%	6%	30%
3	Asotin	5-10	131	855	\$6,035,434	78	28%	16%	16%	60%
3	Asotin	11-19	49	676	\$3,981,743	40	10%	12%	11%	82%
3	Asotin	20-49	35	1,054	\$7,579,436	27	7%	19%	20%	77%
3	Asotin	50+	16	2,495	\$17,438,223	16	3%	46%	47%	100%
13	Columbia	0-4	119	148	\$820,660	29	65%	11%	8%	24%
13	Columbia	5-10	41	261	\$2,037,750	23	23%	20%	20%	56%
13	Columbia	11-19	10	135	\$1,211,366	7	5%	10%	12%	70%
13	Columbia	20-49	6	161	\$1,725,170	4	3%	13%	17%	67%
13	Columbia	50+	6	582	\$4,565,701	6	3%	45%	44%	100%
19	Ferry	0-4	126	174	\$976,793	44	69%	14%	9%	35%
19	Ferry	5-10	42	264	\$1,507,974	24	23%	21%	15%	57%
19	Ferry	11-19	9	116	\$886,021	5	5%	9%	9%	56%
19	Ferry	20-49	11	305	\$3,610,149	9	6%	24%	35%	82%
19	Ferry	50+	9	624	\$5,430,481	7	5%	48%	52%	78%
23	Garfield	0-4	78	88	\$510,439	21	71%	13%	8%	27%
23	Garfield	5-10	21	128	\$946,862	11	19%	18%	15%	52%
23	Garfield	11-19	2	25	\$140,628	1	2%	4%	2%	50%
23	Garfield	20-49	4	107	\$871,557	3	4%	15%	14%	75%
23	Garfield	50+	5	351	\$3,671,090	5	5%	50%	60%	100%
43	Lincoln	0-4	389	466	\$2,235,159	95	76%	18%	11%	24%
43	Lincoln	5-10	78	493	\$3,291,505	36	15%	19%	17%	46%
43	Lincoln	11-19	15	201	\$1,551,198	7	3%	8%	8%	47%
43	Lincoln	20-49	17	554	\$4,785,812	14	3%	21%	24%	82%
43	Lincoln	50+	10	941	\$7,877,928	9	2%	35%	40%	90%
51	Pend Oreille	0-4	146	176	\$1,040,954	37				
51	Pend Oreille	5-10	71	420	\$2,027,846	35	57%	7%	4%	25%
51	Pend Oreille	11-19	20	285	\$2,087,886	9	28%	16%	9%	49%
51	Pend Oreille	20-49	12	342	\$3,290,251	10	8%	11%	9%	45%
							5%	13%	14%	83%

51	Pend Oreille	50 +	8	1,459	\$15,273,634	8	3%	54%	64%	100%
65	Stevens	0-4	498	674	\$3,432,238	117	58%	7%	5%	23%
65	Stevens	5-10	227	1,423	\$7,795,957	127	26%	16%	11%	56%
65	Stevens	11-19	50	680	\$4,650,714	32	6%	8%	7%	64%
65	Stevens	20-49	52	1,456	\$11,937,643	40	6%	16%	17%	77%
65	Stevens	50 +	35	4,776	\$42,029,665	34	4%	53%	60%	97%
71	Walla Walla	0-4	915	1,368	\$7,910,396	274	56%	6%	4%	30%
71	Walla Walla	5-10	393	2,528	\$17,865,139	238	24%	10%	8%	61%
71	Walla Walla	11-19	118	1,617	\$12,076,491	90	7%	7%	6%	76%
71	Walla Walla	20-49	123	3,634	\$28,087,171	105	8%	15%	13%	85%
71	Walla Walla	50 +	71	15,252	\$148,855,742	69	4%	63%	69%	97%
75	Whitman	0-4	701	981	\$5,027,542	199	60%	6%	3%	28%
75	Whitman	5-10	288	1,826	\$11,849,932	187	25%	11%	8%	65%
75	Whitman	11-19	61	894	\$4,746,245	52	5%	6%	3%	85%
75	Whitman	20-49	86	2,504	\$16,809,439	79	7%	16%	11%	92%
75	Whitman	50 +	34	9,772	\$113,780,322	32	3%	61%	75%	94%

WORKSOURCE CUSTOMER FLOW



EASTERN WASHINGTON PARTNERSHIP

WORKFORCE DEVELOPMENT COUNCIL

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SUBJECT Eligibility and Priority Selection

1) Eligibility for WIA Title I-B Funded Intensive Services

Adults who receive WIA funded services other than self-service or informational activities must be registered and determined eligible to receive those services. An adult must be 18 years of age or older to receive services as defined in Section 101(1). To be eligible, an adult also must meet the citizenship status requirements as described in Section 188 (a)(5) and selective service registration status (when applicable) as required under Section 189(f).

The WDC requires WIA adult program operators to maintain copies of the documents used to determine eligibility for each adult participant. If an applicant is unable to obtain documentation for an individual eligibility category (see Attachment 1 for the list of acceptable documentation items), he/she may submit a self-certification statement in its place. If an applicant statement is used to self-certify any eligibility criteria, the documents must be signed by the person that is self-certifying. The statement must include an acknowledgement that falsification of the information shall be grounds for immediate termination and may subject the applicant to other penalties under the law.

At a minimum, adults (18 years of age and older) and dislocated workers shall receive at least one core service, such as an initial assessment or job search and placement assistance, to become eligible to receive intensive services. There is no *required* time period for participation in core service before receiving intensive services.

There are two categories of adults and dislocated workers who are eligible to receive intensive services funded under WIA Title I-B:

- 1) Eligible *adults* and eligible *dislocated workers* who are **unemployed**, have received at least one core service, are unable to obtain employment through core services, and are determined to be in need of more intensive services to obtain employment.

2a) Eligible (low-income individual) *adults* who are **employed**, have received at least one core service, and are determined to be in need of intensive services to obtain or retain employment that leads to self-sufficiency. Self-sufficiency for an adult means employment that pays at least 150% of the lower living standard income level, as defined in WIA Sec. 101.

2b) Eligible *dislocated workers* who are still **employed**, (and have received a layoff notice or the employer has made a general announcement that such facility will close within 180 days), have received at least one core service and need intensive services to obtain or retain employment that leads to self-sufficiency. Self-sufficiency for a dislocated worker means at least 80% of the wage at time of layoff.

Being determined “eligible” for intensive services funded under WIA Title I-B does not entitle an individual to receive WIA Title I-B intensive services.

The eligibility determination for intensive services shall be made on a case-by-case basis depending upon the needs *and individual circumstance* of the participant *and local economic conditions*. [20 CFR 663.160]

Priority Selection for Intensive Services under the WIA Title I-B Adult

In the event that funds available under the WIA Title I-B Adult Employment and Training Grant are limited priority shall be given to recipients of public assistance and other low income individuals for intensive services and training services. The U.S. Department of Labor has determined that WIA funding is limited.

Selection for intensive services shall be made on a case-by-case basis depending upon the needs and individual circumstances of the participant and local economic conditions. Equity in the selection and enrollment process will be based on the availability of workforce system resources to address the individual needs of the priority group and other interested job seekers. The assessment and decision process for moving people into intensive and training services will be managed in a manner which ensures that people receive services efficiently, effectively and without undue delays in service completion.

Recipients of public assistance and other low income individuals [as defined in WIA Sec.101 (25)] are given first priority enrollment for WorkSource intensive services funded by the WIA Title I-B Adult Employment and Training Grant. Particular attention will be given to persons with disabilities, veterans, minorities, new labor market entrants, disadvantaged youth, and women. WDC Policy 207 describes priority of service for veterans more fully. WorkFirst and Welfare-to-Work participants, referred by appropriate sources and whose Individual Responsibility Plans are amended by mutual agreement, may be provided WIA services not otherwise available or funded through the WorkFirst or Welfare-to-Work programs. The WDC targets 90% of WIA Title I-B intensive services funds for recipients of public assistance and other low-income individuals. Establishing this priority policy does not mean that only the

recipients of public assistance and other low income individuals may receive intensive services funded through the Title I-B Adult Grant. [20 CFR 663.600]

Second priority shall be given to individuals including former WorkFirst participants whose income is under 175 % of the poverty guidelines and have a substantial barrier to employment such as: disability, homeless, offender, basic skills deficient, school dropout, poor work history or lacking occupational skills. The WDC targets up to 10% of WIA intensive services for participants who meet this criterion.

The WIA Title I-B/Adult funds budgeted by the WDC for WorkSource intensive services represent only a part of the available funding. The Memorandum of Understanding planned and negotiated between One-Stop partners delineates the partners that provide intensive services, the referral process, information sharing and cost sharing from available local, state and federal resources of each partner. In addition, One Stop partners meet routinely to jointly case manage appropriate intensive services participants to help ensure that resources are coordinated and sufficiently available to the benefit of the participant and the programs as a whole. These resources include: Wagner-Peyser, TANF, WorkFirst, TANF Welfare Savings fund, Welfare-to-Work, Re-Employ Washington's Workers Program, Food Stamps, Employment and Training Programs, state and federal adult basic education grants, vocational rehabilitation services, WIA Title I-B Adult Employment and Training Grant, and any other locally available training resources and financial aid grants.

Once an individual has been determined to be eligible for and in need of intensive services, such services will begin to be provided within five working days. The individual and the case manager will develop a mutually agreed upon Individual Service Strategy that outlines the schedule for proposed services which will be provided efficiently and effectively without undue delays in service completion.

Note: Policies regarding service priority for the WIA Title I-B Adult Employment and Training Grant do not apply to individuals served through the WIA Title I-B Dislocated Workers Grant.

2) Eligibility for WIA Title I-B Funded Training Services

At a minimum, an individual shall receive at least one WorkSource intensive service, such as the development of an individual employment plan, individual counseling or career planning, before the individual is eligible to receive training services funded through the WIA Title I-B Adult Grant. The case file must contain a determination of need for WIA Title I-B training services as identified in the individual service strategy, comprehensive assessment, or through any other intensive service received.

There is no minimum time period for participation in intensive services before receiving WIA Title I-B training services.

There are two categories of adults and dislocated workers who are eligible to receive intensive services funded under WIA Title I-B:

- 1) Eligible *adults* and eligible *dislocated workers* who are **unemployed**, have received at least one intensive service, and are unable to obtain employment through intensive services alone.
- 2a) Eligible *adults* (low-income individuals) who are **employed**, have received at least one intensive service, and are unable to obtain or retain employment through intensive services alone.
- 2b) Eligible *dislocated workers* who are still **employed** (but have received a layoff notice or the employer has made a general announcement that such facility will close within 180 days), have received at least one intensive service, and are unable to obtain or retain employment through intensive services alone.

Title I-B training services may be made available to eligible adults and dislocated workers who:

- 1) After an interview, evaluation, or assessment, and case management, have been determined by a One-Stop Operator or One-Stop partner to be in need of WIA Title I-B training services and to have the skills and qualifications to successfully compete the selected training program.
- 2) Select a program of training that is directly linked to the employment opportunities either in the local area or in another area to which the individual is willing to relocate.
- 3) Are unable to obtain sufficient grant assistance from other sources to pay the costs of training as described in 20 CFR 663.310(a)(4).

Being determined "eligible" for training services funded under WIA Title I-B does not entitle an individual to receive WIA Title I-B training services. The eligibility determination shall be made on a case-by-case basis at the local level depending upon the needs and individual circumstance of the participant and local economic conditions.

Priority Selection for Training Services funded under the WIA Title I-B Adult

The WDC assures that recipients of public assistance and other low income individuals [as defined by WIA Sec.101 (25)] are given first priority enrollment for training opportunities funded by the WIA Title I-B Adult Grant. Particular attention will be given to persons with disabilities, veterans, minorities, new labor market entrants, disadvantaged youth, and women. WDC Policy 207 describes priority of service for veterans more fully. WorkFirst and Welfare-to-Work participants, referred by appropriate sources and whose Individual Responsibility Plans are amended by mutual agreement, may be provided WIA services not otherwise available or funded through the WorkFirst or Welfare-to-Work programs. WDC targets 90% of WIA Title I-B training services funds for recipients of public assistance and other low-income individuals. This does not mean that only the recipients of public assistance and other low-income individuals may receive training assistance through the Title I-B Adult Grant. [20 CFR 663.600]

Second priority shall be given to individuals including former WorkFirst participants whose income is under 175 % of the poverty guidelines and have a substantial barrier to employment such as: disability, homeless, offender, basic skills deficient, school dropout, poor work history or lacking occupational skills. The WDC targets up to 10% of WIA training services for participants meeting this criterion.

Funds budgeted for training by the WDC out of the WIA Title I-B/Adult represent only a part of the available funding. WorkSource partners will coordinate funding for training as delineated in the One Stop plan. Coordination and availability of funding streams will directly affect the enrollment decision process. The One Stop Operator or partner will assess the availability of funding for each prospective training candidate to insure that sufficient funding is available to pay for training. This analysis will include the following resources: TANF, WorkFirst, TANF Welfare Savings fund, Welfare to Work, Re-Employ Washington's Workers Program, the Job Skills Program, and any other available training resources and financial aid grants.

Note: Policies regarding service priority for the WIA Title I-B Adult Employment and Training Grant do not apply to individuals served through the WIA Title I-B Dislocated Workers Grant.

This policy will be revised to comply with any future modifications to Policy No. 3636 by the State Workforce Board and the Employment Security Department.

Attachment 1

Acceptable Documentation for Determining Adult Eligibility

<i>Eligibility Criteria Dislocated Worker</i>	<i>Conditions</i>	<i>Acceptable Documentation – Local Policy may allow for other acceptable documentation.</i>
<i>Age</i>	<i>Must be 18 years of age or older</i>	<ul style="list-style-type: none"> ▪ <i>Birth Certificate or hospital record of birth</i> ▪ <i>Drivers License or DMV Identification</i> ▪ <i>Baptismal Certificate</i> ▪ <i>Voter Registration Card</i> ▪ <i>DD Form 214 (Report of Transfer or Discharge)</i> ▪ <i>Alien Registration Card</i> ▪ <i>Food Stamp Records or Medical Coupons</i> ▪ <i>School enrollment documents</i> ▪ <i>Naturalization Certificate</i> ▪ <i>Public Assistance Records</i> ▪ <i>US Passport</i> ▪ <i>Native American Tribal Document(s)</i> <p><i>Other documents or procedures as established by WDC policy</i></p>
<i>Citizenship or eligible non-citizen</i>	<i>Legally entitled to employment within the U.S. and territories</i>	<ul style="list-style-type: none"> ▪ <i>Social Security Card</i> ▪ <i>Birth certificate</i> ▪ <i>Any form of documentation as defined by Immigration and Naturalization Service (INS) for work eligibility</i> ▪ <i>Other documents or procedures as established by WDC policy</i>
<i>Selective Service Registration</i>	<i>Almost all male U.S. citizens, and male aliens living in the U.S., who are 18 through 25, are required to register with Selective Service. This applies to applicants who are 18 through 21 years of age at the time of application.</i>	<ul style="list-style-type: none"> ▪ <i>Selective Service Registration Card</i> ▪ <i>Receipt of registration</i> ▪ <i>On-line confirmation or Telephonic verification with Selective Service</i> ▪ <i>DD Form 214 (Report of Transfer or Discharge)</i> ▪ <i>Other documents or procedures as established by WDC policy</i>

<i>Criteria for Service Priority</i>	<i>Conditions</i>	<i>Commonly Used Documentation</i>
<i>Local criteria established in relation to state and local policy</i>	<i>Enrollment decisions made in the process of selecting individuals should follow locally established policies.</i>	<i>Documents and procedures established by WDC policy.</i>

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WORKFORCE DEVELOPMENT COUNCIL

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EASTERN WASHINGTON PARTNERSHIP WORKFORCE DEVELOPMENT COUNCIL

ONE-STOP OPERATOR AGREEMENT

The following One-stop Operator Agreement (the Agreement) sets forth the terms of agreement for the Eastern Washington Partnership Workforce Development Council and Regional Board of County Commissioners, hereinafter referred to jointly as the EWPWDC, and its One-stop Operators.

1. Purpose of Agreement

It is the purpose of this agreement to specify the role and responsibilities of the One-stop Operators as they relate to implementing, managing and operating the One-stop system in the Eastern Washington Partnership workforce development area under the Workforce Investment Act. The designation of the one-stop operators has been agreed upon by the EWPWDC, the regional board of county commissioners, and three of the WorkSource partners. The one-stop operators so designated are Rural Resources Community Action and Employment Security.

2. One-stop Career Center Commitments

The One-stop Operators will ensure that each WorkSource Center and Affiliate site operates in a manner which supports the operation policies and procedures of the EWPWDC and of the EWP WorkSource Partnership. The organizations operating at, or in association with the Center or Affiliate, sign a Memorandum of Understanding outlining their commitments to:

- the use of the Leadership Team as the onsite management approach on behalf of the Partnership
- the policies and procedures to manage onsite staff
- the protocols for operations, customer interactions, and staff interactions
- operate in accordance with the EWPWDC quality standards for certification
- using a cost allocation methodology using generally accepted accounting principles.

The Memorandum of Understanding and Resource Sharing Agreement for each EWP WorkSource partner organization further defines the operational commitments.

3. One-stop Operator Role/Function.

The role of the One-stop Operator is equivalent to that of managing partner to coordinate activities throughout the One-stop system. In that role, the One-stop Operators identify issues that need to be addressed that have to do with service delivery and performance. The One-stop Operators work with partners to form acceptable solutions to the issues.

The One-stop Operators are responsible for ensuring that the integrated service delivery system at EWP WorkSource Centers and Affiliates support EWPWDC policies related to oversight and implementation of the One-stop delivery system. Additionally, the One-stop Operators are responsible for ensuring that the service delivery system at the Centers and Affiliates fully integrates the products, protocols, and quality standards that conform to the EWPWDC Strategic and Operations Plans. The One-stop Operators shall utilize the WorkSource Leadership Team as the primary structure within which operational issues are identified, referred, and/or resolved.

The One-stop Operators shall support the EWP WorkSource Partnership's structure for design and implementation of customer services.

Specifically, and in accordance with Washington's WorkSource System Policy #1008, One-stop Operator policy, the One-Stop Operator's Roles and Responsibilities include but are not limited to the following:

1. Performing the specific responsibilities designated by the WDC in carrying out the local WIA/Wagner-Peyser Operations Plan, the Integration Framework, Washington Works and any other integration initiatives.
2. Working with partners within a center and/ or system to function as a multi-EWPWDC team.
3. Determining the extent to which SKIES is being used as the case management system by staff members who have state authorization to use SKIES for recording and reporting information on services provided.
4. Implementing WorkSource system policies and standards that operationalize the local WIA – Wagner Peyser Plan and Memorandum of Understanding to further integration efforts.
5. Encouraging partner collaboration which:
 - Continuously strives to achieve shared ownership for success of the customer and the system;

- Clearly benefits a range of jobseekers and workers, particularly those needing skill development opportunities to successfully attain their immediate and long range employment goals;
- Ensures that Center and Affiliate partner staff and management share a common knowledge of the local WorkSource system, labor market, service providers, and partner programs, in addition to having expertise in the programs they operate, and
- Contributes to collective accountability for achieving system outcomes, in addition to an individual partner program's outcomes.

The WDC recognizes two distinct roles for its one-stop operators. The principal responsibilities of each role are as follows:

One Stop System Operator (Employment Security) – this role has responsibility for:

- Partner engagement in joint planning and implementation of a fully integrated, system wide service delivery model (coordination and integration of agencies, resources and services across the service delivery system)
- Ensuring universal access for job seekers, workers and employers
- Convening partners to evaluate service delivery and integration, financial needs / resources, performance and quality improvement opportunities
- Serving as the liaison with the state on various initiatives and ensuring representation on committees (such as the Marketing & Business Services committees.)
- Reporting to the council, state and other interested stakeholders on system performance and results
- Responding to customer and community needs and inquiries
- Negotiating local WorkSource performance measures (systemic)

- **Fiscal and Administrative Operator** (Rural Resources) – this role has responsibility for:
 - WDC planning and administrative policy development efforts (WorkSource operational policies will be developed in conjunction with the System operator and WorkSource partners)
 - Contractor oversight and monitoring
 - Negotiating area performance measures (programmatic)
 - Coordinating workforce investment activities with economic development agencies and activities
 - Administering WIA agreements with service providers
 - Staffing the youth council
 - Acting as the fiscal agent on behalf of the LEOs and WDC
 - Responding to customer and community needs and inquiries
 - Reporting to the council, state and other interested stakeholders on performance and results

General:

Recognizing the natural intersection of policy and oversight responsibilities that are associated with their roles, the Operators are expected to use a consensus decision-making model thereby ensuring that the needs and interests of the workforce development area are being met while also ensuring compliance with all laws, regulations, and policies that govern the workforce development system.

The WDC will exercise its leadership and oversight role of the one-stop delivery system by formalizing a reporting mechanism to the WDC that will hold the operator entities accountable for meeting Council expectations regarding roles, responsibilities, and outcomes. The One-Stop Operators will report to the Council on progress made toward meeting expectations through reports to the Quality Assurance Committee which will include such information in its reports to the full Council. Such reports will be made on an annual basis. They will be documented in the Quality Assurance Committee minutes as well as in the WDC meeting minutes.

4. DURATION OF AGREEMENT

The Agreement will commence on the 1st day of October, 2010, and shall remain in full force and effect until September 30, 2012 or until (a) the Governor or the chief local elected official withdraw their agreement; (b) there is an agreement between the EWPWDC and a consortium of entities that includes at least three or more of the required One-stop partners to designate a different entity as the One-stop Operator and that entity is agreed to by the chief local elected officials and the Governor; or (c) the EWPWDC, with the agreement of the chief local elected officials, designate a One-stop Operator through a competitive process. The designation or certification is reviewed by the Governor and chief local elected officials whenever the biennial certification of the EWPWDC is made.

This agreement will be reviewed at a minimum of every two years. The agreement will be distributed to the various WorkSource partners at any time that it is changed or amended.

5. DISPUTE RESOLUTION

WorkSource partners, at times, may have a disagreement about some matter with a one-stop operator that falls outside of the scope of the Memorandum of Understanding and that they are unable to resolve. In this case they can document the issue and the efforts they have made to resolve it. They can submit the documentation to the Workforce Development Council (WDC). The WDC Chairperson and the Chief Local Elected Official (CLEO) will meet with the parties involved in the dispute in order to attempt to resolve the issue. The WDC Chairperson and the CLEO will issue a written recommendation for resolving the issue.

5. AMENDMENT

This Agreement may be amended at any time by the written, signed consent of all the parties.

6. SEVERABILITY

Should any part of this Agreement be invalidated or otherwise rendered null and void, the remainder of this Agreement shall remain in full force and effect.

7. TERMINATION


Either party may terminate this agreement for any reason by providing written notice to the other party 30 days prior to the effective date of termination. The specific basis for termination of this agreement shall not in any manner modify or impair the foregoing general power of termination of the EWPWDC.

Termination for Cause: The EWPWDC may terminate the agreement if, after following the provisions set forth in this agreement, it determines that the One-stop Operator(s) has failed in the performance of the covenants and obligations of this agreement. The EWPWDC shall notify the One-stop Operator(s) in writing of the termination and reasons for the termination, together with the effective date.


Termination for Convenience: Either party may, without cause, at any time during the term of this agreement, terminate this agreement by giving a written notice of its intention to terminate the agreement upon a specific date. If the party giving the termination notice does not withdraw the notice in writing, this agreement shall terminate on the date specified upon expiration of a twenty-day period from the date of the letter.

8. AUTHORITY


The undersigned officials are authorized to execute this Agreement on behalf of the parties. The undersigned Agencies bind themselves to the faithful performance of this Agreement. It is mutually understood that this Agreement shall not become effective until executed by all Parties involved.



Dean Burton, Chairman
Regional Board of County Commissioners



William Clemens, Chairman
Eastern Washington Partnership WDC



Tom O'Brien, Director
Rural Resources Community Action



Jennie Weber, Area Director
Employment Security Department

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WorkSource Procedure: 101

Effective Date: March 1, 2011

Revision Date:

SUBJECT INITIAL CUSTOMER COMPLAINT

PURPOSE

This policy is to ensure that customers expressing initial interest in filing a complaint can be assisted by any partner in a WorkSource site and referred to appropriate contacts. This policy is designed to set the criteria and standards for WorkSource partners that will result in a consistent process for customers expressing an interest in filing a complaint. It also outlines responsibilities and procedural requirements with a locally defined and consistent process.

PROCEDURE

Eastern Washington Partnership WorkSource sites must ensure immediate and consistent processing whenever a customer has expressed an interest in, or chooses to file a complaint. All WorkSource partners located at WorkSource sites must be able to assist customers interested in filing a complaint, which includes directing the individual to the appropriate complaint contact.

If a customer chooses to file a complaint, the complaint must be referred to the appropriate complaint contact to ensure compliance with each partner's regulations, legislation and/or state law. Discrimination complaints must be referred to the WDC Equal Opportunity Officer or State Equal Opportunity Officer, depending on the program involved.

LOCAL PROGRAM COMPLAINT PROCESS RESPONSIBILITY

Each local program administrator shall designate a local program complaint contact and back-up contact to process program related complaints when it is determined to be within that partner's program jurisdiction. All program complaint contacts must be aware of applicable state and local program policies and the WorkSource site initial complaint policy and process.

The local program complaint contact, if appropriate, will share information and coordinate on complaints that involve multiple allegations, complaint processes, partners, and/or multiple agencies with investigative authority.

A program complaint and a discrimination complaint cannot be processed together and must be formally resolved as separate complaints. Discrimination complaints must be referred to the WDC Equal Opportunity Officer or the State Equal Opportunity Officer depending on the program involved.

PROCESS

WorkSource sites will keep a copy of the written policy, which outlines the procedures for assisting a customer who expresses interest in filing a complaint at any point of service. All partners must be able to identify the appropriate complaint contacts and refer customers interested in filing a complaint to the appropriate complaint contact.

Complaint contacts assisting a customer shall be responsible for immediately notifying a customer alleging a violation of program law or regulations, or discrimination law or regulation, of their right to file a written complaint.

Each WorkSource system partner must understand and agree to this policy so that all partners are aware of the process to be followed for assisting customers interested in filing a complaint. This policy shall be attached to the Memorandum of Understanding.

The One-Stop operator shall ensure that each site has access to the initial complaint process so that all customers interested in filing a complaint are notified of their rights and, if appropriate, referred to a complaint contact with program jurisdiction.

The One-Stop operator shall ensure that the WorkSource complaint poster is displayed in a visible area where customers most commonly gather.

The One-Stop Operator shall ensure that WorkSource staff receives training in the initial customer complaint procedures. The dates of the training sessions and the list of attendees shall be documented.

PROCEDURE

WDA 10 initial complaints will be processed according to the Quick Reference and Desk Aid attached to this policy. The desk aid will be maintained by WorkSource and EWP staff and will be updated as appropriate.

WorkSource staff will receive training on a regular basis to inform them of the complaint procedures. Training sessions will be documented.