

**Eastern Washington Partnership MEMORANDUM OF UNDERSTANDING
For the WorkSource Delivery System
Eastern Washington Partnership Workforce Development Area**

The following Memorandum of Understanding sets forth the terms of agreement for cooperation and consultation with regard to the Workforce Investment Act among the following agencies (the Agencies):

- Eastern Washington Partnership Workforce Development Council (WDC) and,
- Employment Security Department – (Walla Walla, Colville, Pullman)
- Blue Mountain Action Council
- Division of Vocational Rehabilitation (Walla Walla, Colville, Clarkston)
- Walla Walla Community College (Walla Walla and Clarkston branch campus)
- Department of Social and Health Services
- Rural Resources Community Action (Colville, Newport, Republic, Pullman, Clarkston)
- Institute for Extended Learning

The following programs are not available at or near the Centers: Job Corps, HUD employment and training, CSBG employment and training, Senior Community Service Employment Program and Native American programs.

I. Purpose of the Memorandum of Understanding (MOU)

It is the purpose of this MOU to establish a cooperative and mutually beneficial relationship among the Agencies and to set forth the relative responsibilities of the Agencies insofar as they relate to planning and implementation of individual and mutual duties, obligations, and responsibilities under the Workforce Investment Act.

To ensure the utmost flexibility for all Agencies within this MOU, it is understood and agreed that two or more Agencies may enter into separate Supplemental Agreements among themselves. Any Supplemental Agreements entered into by partner agencies shall not supersede the terms and requirements defined in the Memorandum of Understanding nor impose any duties or obligations on any other party to this MOU without such party's written consent.

II. Strategic Vision for the System

The goal of the WorkSource Delivery System is to advance the economic well being of this workforce development area by developing and maintaining a quality workforce and by providing the service delivery framework as defined in the Workforce Investment Act of 1998. This will be achieved through the delivery of high quality and integrated workforce investment services for job seekers, incumbent workers, youth and employers.

The Agencies agree to support the ***vision, mission, and strategic goals set forth by the WDC*** for the workforce development system.

Vision: The Eastern Washington Partnership workforce development system is a customer-focused, world-class rural model for the delivery of workforce training, education and employment services.

Mission: The mission of the Eastern Washington Partnership Workforce Development Council is to design and administer a system that effectively meets the workforce development needs of employers, workers, job seekers, and youth.

Strategic Goals:

Goal 1: Community-wide partnerships bring private business, education, economic development organizations, organized labor and the public sector together to address issues, set policy and support initiatives related to workforce development.

Goal 2: Youths will have the basic educational and workplace skills necessary for them to succeed in education, post-secondary training and employment.

Goal 3: Close the gap between the needs of employers for skilled workers and the supply of Washington residents prepared to meet those needs.

Goal 4: WorkSource partners provide job seekers and low-wage workers with opportunities to increase their skills and earning power.

III. Duration of MOU

The MOU will commence on January 1, 2011 and shall remain in full force and effect until December 31, 2013, or until the MOU is canceled by the Agencies or the Workforce Development Council in accordance with the terms set forth herein. This MOU supersedes previous MOUs.

IV. General Provisions

It is understood by the Agencies that each should be able to fulfill its responsibilities under this MOU in accordance with the provisions of law and regulation which govern their activities. Nothing in this MOU is intended to negate or otherwise render ineffective any such provisions or operating procedures.

V. Responsibilities of the Agencies Under the MOU

In consideration of the mutual aims and desires of the Agencies participating in this MOU and in recognition of the public benefit to be derived from effective implementation and operation of the programs involved, the Agencies agree that their respective responsibilities under this MOU shall be as follows:

Agencies identified in this MOU will do the following:

1. Actively support the governance structure of the WorkSource Partnership as defined in this MOU;
2. Integrate programs and resources through joint planning to ensure a streamlined and efficient system;
3. Provide core services as part of the one-stop service delivery system;
4. Provide universal access for the various customer groups;
5. Align planning and budgeting processes;
6. Ensure staff members participate in common / cross training activities;
7. Understand and acknowledge industry skill standards and performance expectations in order to improve customer training plans and placement into jobs.
8. Utilize information sharing and common release of information processes (subject to confidentiality provisions) and preserve records for the period required by law.
9. Identify and address barriers to coordination;
10. Utilize common customer satisfaction tools and resources;
11. Utilize the SKIES system, as authorized, to maintain customer records and service delivery history and ensure that required documentation is captured that will support system and program performance measures; and
12. Jointly share in the accountability for systemic performance outcomes.

Other areas of common agreement include:

- a. A commitment to the use and continued enhancement of the partnerships products and processes;
- b. A commitment to the Continuous Quality Improvement initiatives of the Partnership;
- c. Assurance that the Agencies comply with the **Americans with Disabilities Act** requirements, this assurance requires accessibility to both the physical facilities and the activities provided for customers. Agencies also agree to comply with the priority provision of the **Jobs for Veterans Act**;
- d. Support for the operation of the partnership's Business Services delivery model (see the EWP WorkSource Business Services Plan (attached));
- e. A commitment to communicate openly and directly with each other and to make every effort to resolve problems and disputes at the lowest level of intervention possible. For disputes that cannot be resolved through communication between the Agencies, the WDC and local elected officials will be called upon to resolve the differences.
- f. An assurance that provision of front-end services will conform to the state WorkSource Front-end Services Policy #1010; and
- g. Support for the WorkSource Customer Flow model (attached).

Referral Process:

Each party to this Memorandum of Understanding agrees to comply with the following referral procedure to achieve a seamless, efficient and customer focused service:

- a. Customers seeking services shall be assessed for interests and needs and provided information on the full range of services available through the local WorkSource system.
- b. Customer referrals to staff at WorkSource centers, affiliate sites or partners of the system shall be facilitated by phone, written or electronic means.
- c. Customer referral information will be recorded in SKIES in order to assure that customer needs and expectations are readily accessible (viewable) by other partner staff and to ensure that the referral is maintained as part of the customer's permanent service history. Documentation will include:
 - Identified customer needs / basis for referral (what factors prompted the staff person to initiate the referral, customer circumstances / needs)
 - Date of referral
 - Agency acceptance of referral / date of planned meeting with customer
 - Referral outcome and / or next steps identified by the customer and the receiving Agency staff person

Assessment Process:

Assessment services are crucial to guiding the job seeker / customer's service delivery strategy and to supporting staff's ability to determine appropriate service offerings. All customers should be informed of available assessment options and when appropriate should receive one or more of the following:

Preliminary Assessment / Initial Assessment (documented in SKIES) – The preliminary assessment helps identify basic educational skills, occupational skills, work history, basic work skills / employment competencies, customer barriers and needs.

Secondary Assessment – the secondary assessment should be utilized with customers who are encountering difficulty navigating the job market or to identify when job seeker skills are deficient in relation to employer requirements. Results of all secondary assessments should be recorded in the appropriate sections of SKIES to ensure they are maintained as part of the customer's permanent service history. Approved secondary assessments are defined within area policy.

Employer Focused Assessments – these assessments are specifically designed to assess customer proficiency with employer defined skill requirements. Results of all employer focused assessments should be recorded in the appropriate sections of SKIES to ensure they are maintained as part of the customer's permanent service history. Approved employer focused / skills assessments are defined within area policy.

Menu of Services:

Core services for job seekers and employers will comply with the requirements specified in the Workforce Investment Act of 1998 and applicable state and local policies and regulations that govern the One Stop system.

The following tables outline the required menu of services that must be available to job seekers, incumbent workers, and employers who access certified WorkSource service locations. Core Services must be available to customers in all certified service delivery locations (Centers and Affiliates). WorkSource Centers must also ensure the availability of intensive and training services (as funds are available).

Job Seeker Services

UNIVERSAL ACCESS CORE	INTENSIVE	TRAINING
<p>All job seekers and customers will have access to information on:</p> <p>Services, programs, and resources available through the WorkSource System including registration of the seeker in the SKIES system;</p> <p>Initial <u>and</u> preliminary assessments of basic educational skills, occupational skills / competencies, basic work skills, work interests, and potential barriers and supportive service needs;</p> <p>Job search and placement assistance services;</p> <p>Occupational supply and demand, occupational wage data and labor market information;</p> <p>Access to community resources and supportive services (such as housing, food and medical) and referral to such, as appropriate;</p> <p>Filing for unemployment insurance and telephone and Internet access for claim filing assistance</p> <p>Potential eligibility for mandatory partner organization services and programs, and referral(s);</p> <p>Available skill development services including: short and long term training opportunities within the region or online, access to enrollment for basic skills training, literacy, occupational skills and apprenticeship programs and assistance in applying for financial aid;</p> <p>Resources to assist with job search and other employment related needs: (Computers with internet access, telephones, fax machines, etc.)</p> <p>Translation Services through designated staff, phone or internet based translation assistance</p>	<p>Secondary and specialized assessments of skill levels;</p> <p>Development of an individual employability development plan to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals;</p> <p>Referral to training services;</p> <p>Group counseling;</p> <p>Literacy activities related to work readiness;</p> <p>Individual counseling and career planning;</p> <p>Case management for participants seeking training services;</p> <p>Individual job search, referral and placement assistance;</p> <p>Work experience and internships;</p> <p>Short-term prevocational services (i.e. development of learning skills, punctuality, communication skills, interviewing skills, personal maintenance, literacy skills and professional conduct) to prepare individuals for unsubsidized employment or training; and,</p> <p>Post employment follow-up services and support;</p> <p>Other intensive services as determined by a Partner Organization's governing rules; and,</p> <p>Out of the area job search assistance/relocation assistance.</p>	<p>Occupational Skills Training through Individual Training Accounts (ITAs);</p> <p>On-the-Job Training (OJT);</p> <p>Programs that combine workplace training with related instruction which may include cooperative education or volunteer experiences;</p> <p>Training programs operated by the private sector;</p> <p>Skill upgrading and retraining;</p> <p>Entrepreneurial training;</p> <p>Adult education and literacy activities provided in combination with the training services described above; and</p> <p>Customized Training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training (as funding is available)</p>

Employer / Business Services

UNIVERSAL ACCESS CORE	INTENSIVE	TRAINING
<p>Business assistance information and referral on such topics as unemployment insurance tax information, business registration, laws and regulations, etc;</p> <p>Provide access to labor market information such as wage data, labor force information, etc;</p> <p>Use of One-Stop Center facilities for recruiting and interviewing job applicants;</p> <p>Business assessment - staffs assess needs and offer specific information regarding One Stop services and products</p> <p>List job vacancies and receive referral of qualified job applicants;</p> <p>Access to the comprehensive web site (Go2WorkSource.Biz) to list job postings or access on-line information relevant to their needs</p> <p>Business restructuring or closure information to avoid lay-offs, or to learn about re-employment services to affected workers;</p> <p>Access to employee training and retraining information including skill enhancement, on-the-job training or other customized training options;</p>	<p>Conduct on-site Rapid Response activities regarding closures and downsizings;</p> <p>Facilitate traditional and reverse job fairs;</p> <p>Provide customized recruitment and job applicant screening, assessment and referral services;</p> <p>Take and fill job orders;</p> <p>Assist with the interpretation of labor market information;</p> <p>Consult on human resource issues;</p> <p>Provide access to assistive technology or support resources to assist with disability accommodations.</p>	<p>Develop On-the-Job Training (OJT) Contracts;</p> <p>Provide employer and industry cluster driven Occupational Skills Training through Individual Training Accounts with eligible training providers;</p> <p>Develop customized training opportunities to meet specific employer and/or industry cluster needs;</p> <p>Coordinate with employers to develop and implement layoff aversion strategies.</p> <p>Incumbent worker training</p>

Eligibility for Services

In the universal access environment, priority services to job seekers will be given in the order mandated. Veterans and Persons with Disabilities will be provided preference in the promotion and development of employment opportunities and the provision of other employment and training services [Wagner-Peyser Act; 38 USC, Chapters 41 and 42; 20 CFR 653.100; 20 CFR 1001.120(a), and Department policy]. Veterans or spouses of eligible veterans will receive priority of service as required under the provisions of the Jobs for Veterans Act (PL 107-288.)

Eligibility for Intensive and Training Services funded by WIA shall be based upon the WDC's WIA Title I-B Participant Eligibility and Priority Selection Policy (attached).

The tracking of these customers and of the services they are provided will occur in the SKIES system.

Each of the agencies party to this MOU specifies individual agency commitments through the one-stop delivery system as found in Appendix A.

VI. Definition of Roles and Relationships of the Agencies

WorkSource is the name for Washington State's one-stop service delivery system. At the local level, WorkSource centers are sites in which the Agencies integrate services and workforce resources into a single seamless and accessible WorkSource Center, and provide quality services to job seekers, incumbent workers, and employers. WorkSource centers provide both direct access and technological connectivity to partner agencies and programs and meet employer demands for a dependable, high quality and properly trained workforce. Centers must be in facilities that accommodate individual and group work with customers, a common reception area, a self-serve resource area, space for itinerant staff, and space for employer interview functions.

The WIA establishes the comprehensive one stop center as the physical location for service delivery programs funded under the WIA, and its partner programs. Center management staff will eliminate duplication of common administrative functions and services, will manage public funds efficiently, and will assure team management and quality staff performance in a seamless integrated environment.

The following identifies the roles and responsibilities of the various entities relative to the local workforce development system:

A. Local Elected Officials (LEOs) and the Eastern Washington Partnership

WDC: The WDC and the Local Elected Officials (LEOs) play a major role in designing and overseeing the local service delivery system. The LEOs and the WDC:

- Develop and submit a comprehensive five-year plan to the Governor that identifies and describes policies, procedures, and local activities carried out in the local area that are consistent with the State Plan.
- Approve the selection, roles and responsibilities of the One Stop Operators.
- Select and certify the WorkSource centers, affiliates and connection sites.
- Ensure the presence and operational integrity of WorkSource Center(s) within the workforce development area.
- Establish and negotiate performance standards for the WorkSource system, including customer satisfaction measures.
- Approve annual budget allocations and select WIA Title 1-B service providers

- Develop and enter into a Memorandum of Understanding with the Agencies to ensure the required operational framework of the workforce development system is intact.
- Oversee the operations of the area WorkSource system.
- Review and evaluate the performance of the workforce development area system, including its Agencies, service delivery locations and Operators.

Title I of the Workforce Investment Act (WIA) assigns responsibilities at the local, State and Federal level to create and maintain a one-stop delivery system to enhance the range and quality of workforce development services for those seeking assistance. The system must include at least one comprehensive one-stop center in each local area that provides access to all services (core, intensive and training) as specified in the WIA.

The WIA provides that other entities that provide human resource programs and services, including Federal, State, or local, and private sector programs may also be partners in the one-stop system if the WDC and Local Elected Officials approve such participation.

B. One Stop Operators: The Eastern Washington Partnership WDC recognizes two distinct operator roles (the One-stop Operator Agreement is attached and incorporated by reference). The principal responsibilities of each role are as follows:

- **WorkSource System** – this role has responsibility for:
 - Agency 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 Agencies 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 WDC, 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** – this role has responsibility for:
 - WDC planning and policy development efforts
 - Contractor oversight and monitoring
 - Negotiating area performance measures (programmatic)
 - Coordinating workforce investment activities with economic development agencies and activities

- Administering WIA contracts 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 WDC, 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.

Integrated Service Delivery: Agencies will collaborate to develop operational processes to deliver services in a manner that is seamless to the customers. Such processes will enable them to easily transition between programs in order to readily access the array of available services.

C. WorkSource Center Agency Management Team

duties include:

- Managing the day-to-day on-site operations of the WorkSource Center facility.
- Determining functional teams necessary for the operation of the Center with approval of the One Stop Operator.
- Assigning appropriate staff to participate in functional teams.
- Developing operational procedures for the functional teams.
- Drafting position descriptions for the functional teams.
- Attending to and resolving facility issues
- Conducting training and developing systems to ensure the safety and security of center staff and equipment.
- Developing and maintaining procedures to protect the confidentiality of program participant information regarding the customer referral process.
- Providing WorkSource Center staff orientations to inform, establish expectations; and address issues and concerns.

D. WorkSource Center Agencies:

The Agencies located in the WorkSource Centers as well as the required Agencies listed in the Workforce Investment Act Final Rules (CFR 662.200) must be a party to the MOU. Exceptions may be made for agencies that do not offer services locally. Centers may also include the presence of other agencies, programs or services at the discretion of the local center management team. Physical site plans must integrate staff, equipment, and resources. Service delivery and center operational plans must integrate common functions. All staff at the center must understand their roles and responsibilities. Program partners will participate in functional teams.

At a minimum, eligibility determination for the following programs will be accessible at the WorkSource Centers.

Mandatory One Stop Partner Programs
WIA Title IB - Adult, Youth & Dislocated Workers
WIA Title III – Wagner-Peyser
WIA Title II – Adult Education & Literacy
WIA Title IV – Rehabilitation Act, as amended
Title V of the Older Americans Act
Postsecondary Carl Perkins Career & Technical Education / Access to post secondary Vocational-Technical programs
Trade Adjustment Assistance
Veterans Employment & Training
Worker Retraining Program
WorkFirst
Access to English as a Second Language
Access to Adult Basic Education
Unemployment Compensation – Claimant Placement program
Migrant & Seasonal Farm Workers

VII. WorkSource Center Commitments

Each of the Agencies party to this MOU supports the following in regard to the operation of the WorkSource Centers:

- Acceptance of the WDC’s designated one-stop operators
- Authorization of the Center’s Agency Management Team to manage the facility on behalf of the Agencies
- Acceptance of the Center’s Agency Management Team’s policies and procedures to manage onsite staff
- Agreement to operate in accordance with the WDC certification quality standards.
- Joint agreement for Resource Sharing:
 - The purpose of the Resource Sharing Agreement is to establish the terms and conditions under which the Agencies will share resources and costs in carrying out the local Operations plan. The parties will share system costs, i.e., those costs associated with operating the one-stop system and shared service costs, i.e., the costs associated with providing the shared services at the One Stop Centers, including but not limited to annual costs for lease, utilities, janitorial, and equipment.
 - For the Centers, the Agencies will also specify how service delivery will take place at the Centers and what activities and services each Agency will provide on site.

A. Cost Allocation Methodology

Allocation of costs for the WorkSource Centers are based upon the percentage of Full Time Equivalent (FTE) employees at the Centers (representing all required programs), the percentage of square footage space utilized, and otherwise directly charged as possible.

B. In-Kind Arrangements

Agencies may contribute to the costs of the partnership on an in-kind basis. Should an Agency wish to have such a contribution apply against its cash contribution, the proposal must be agreed to by all of the Agencies and may then be used to offset the cash costs of an Agency's responsibility under the cost allocation plan.

C. Fiscal Leads

The Employment Security Department (Walla Walla) and Rural Resources (Colville) have been designated as the responsible parties for all the fiscal activities related to the operation of the Resource Sharing Agreement for the Centers located in each community.

VIII. System Support

The participating Agencies commit to align, in accordance with each Agency's rules and regulations, available Agency resources toward the workforce development system integration. Resources may include cash, in-kind, or other. Each Agency is responsible for the costs of that Agency in carrying out that Agency's commitments. In no event, except as may be provided in a Supplemental Agreement, shall any Agency be obligated to pay or reimburse any expense incurred by another Agency under this MOU.

IX. Supplemental Agreements to the Memorandum of Understanding

Each Agency that is a party to this MOU understands and agrees that all of the terms and conditions contained within are binding and applicable to any subsequent Supplemental Agreement between Agencies. Supplemental Agreements are only binding to Agencies listed as signatories on said supplemental agreements.

The Agencies further agree that any Supplementary Agreements shall be in furtherance of and complementary to this MOU. Each Agency that is a party to a Supplemental Agreement shall provide all other Agencies with copies of any Supplemental Agreement they enter into within thirty days from the date of execution of the Supplemental Agreement.

X. Indemnification

The Agencies recognize that the partnership consists of various governmental organizations, non-profit, and for profit entities. To the fullest extent permitted by law, each party shall defend, protect, and hold harmless the other party from and against all claims, suits, and/or actions arising from any negligent or intentional act or omission of

that party's employees or agents while performing this MOU. In the case of joint negligence, any damages allowed shall be levied in proportion to the percentage of negligence attributed to each party.

XI. Amendment or Cancellation of MOU

- A.** The Workforce Development Council or an Agency may, from time to time, request changes in the services to be performed, or in the projects undertaken. Such changes, including any increase or decrease in the amount of payment or reimbursement, which are mutually agreed upon by and between the Workforce Development Council and an Agency shall be incorporated in written modifications to this MOU. All Agencies must be given a minimum of 60 days to comment prior to the inclusion of any amendment or modification. Oral amendments or modifications shall have no effect. If any provision of this Memorandum of Understanding is held invalid, the remainder of the Memorandum of Understanding shall not be affected.
- B.** An Agency may make changes to funding allocations, without a formal modification to the MOU and without securing the prior approval of the Workforce Development Council, under the following conditions:
- The revisions must not result in the need for additional funding.
 - Such changes must not alter the scope of the terms or partner commitments defined in the MOU and must not be prohibited by applicable federal or state statutes or regulations.
 - No transfers are allowed from funding categories intended to support customer activities to categories designed to cover administrative costs without a formal modification to this MOU.
- C.** Alteration of the terms of this MOU shall be valid only when in writing and signed by the authorized representatives of the parties.
- D.** The following are reasons for termination or suspension:
1. Termination or Suspension for Cause

In the event the Workforce Development Council determines an Agency has failed to comply with the conditions of this MOU in a timely manner, the Workforce Development Council has the right to suspend or terminate the MOU. Before suspending or terminating this MOU, the Workforce Development Council shall notify the Agency in writing of the need to take corrective action. If corrective action is not taken within thirty (30) days, the MOU may be terminated or suspended. In the event of termination or suspension, the Agency shall be liable for damages as authorized by law including, but not limited to, any cost difference between the original MOU and the replacement MOU and all administrative costs directly related to the replacement MOU, e.g., cost of the competitive bidding, mailing, advertising, and staff time.

The Workforce Development Council reserves the right to suspend all or part of this MOU, withhold further payments, or prohibit the Agency from incurring additional obligations of funds during investigation of the alleged compliance breach and pending corrective action by the Agency or a decision by the Workforce Development Council to terminate this MOU. A termination shall be deemed to be a "Termination for Convenience" if it is determined that the Agency: (1) was not in default; or (2) failure to perform was outside of the control, fault or negligence. The rights and remedies of the Workforce Development Council provided in this MOU are not exclusive and are addition to any other rights and remedies provided by law.

The Workforce Development Council reserves the right to immediately suspend all, or part of, this MOU, and to withhold further payments, or to prohibit the Agency from incurring additional obligations of funds when it has reason to believe that fraud, abuse, malfeasance, misfeasance or nonfeasance has occurred on the part of the Agency under this MOU.

2. Termination for Funding Reasons

The Workforce Development Council may unilaterally terminate this MOU in the event that funding from federal, state or other sources becomes no longer available to the Workforce Development Council or is not allocated for the purpose of meeting the Workforce Development Council's obligation hereunder. In the event funding is limited in any way, this MOU is subject to re-negotiation under any new funding limitations and conditions. Such action is effective upon receipt of written notification by the Agency.

3. Termination for Convenience

In the event funding identified in support of this MOU is suspended or terminated during the term of this MOU, or reduced substantially, then an Agency may terminate its participation in this MOU. An Agency's termination shall be effective only after giving the Operators at least ninety (90) days prior written notice. The terminating Agency shall be responsible for and agrees to pay its share of costs and expenses to the date of termination or vacating the premises, whichever is later.

Upon termination of a Agency, the costs associated with this MOU shall be reallocated by the Operators among the remaining Agencies and the MOU shall be modified, in writing accordingly.

4. Dispute Resolution

WIA emphasizes full and effective partnerships between local boards, chief elected officials and one-stop partners. The WDC and the Agencies must enter into good-faith negotiations. The parties to this MOU agree to communicate openly and directly and that every effort will be made to resolve any problems or disputes in a cooperative manner.

As the parties negotiate the MOU or amendments, issues concerning provisions,

language, performance or administration of this MOU, may result in failure to agree. If an impasse in negotiations occurs between any of the Agencies (except the WDC), the following steps will occur:

(1) the parties will document the negotiations and efforts that have taken place to resolve the issues; (2) 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.

If the parties do not agree to the aforementioned written recommendation, or if the dispute is between the WDC and an Agency, the WDC, chief elected official and Agency may request assistance from Employment Security, the Governor, the State Board, or other appropriate parties. The Employment Security Department, the State Board, and the Governor may also consult with the appropriate Federal agencies to address impasse situations after exhausting other alternatives. The entity that has been consulted can issue a recommendation for resolving the issue. If this recommendation is not accepted by all parties, the following steps must occur:

The WDC and Agencies must document the negotiations and efforts that have taken place. Any failure to execute an MOU between the WDC and a required Agency must be reported by the WDC to the Commissioner of the Employment Security Department (ESD) and to ESD's Assistant Commissioner for its WorkSource Standards and Integration Division (WSID). The Commissioner, in consultation with the Chief Local Elected Official, can issue a recommendation for resolving the impasse. Alternatively, the Commissioner may propose options such as asking the parties to seek third-party mediation or consultation with the Governor's Office to develop a resolution.

If an impasse has not been resolved through the alternatives available under this section, any Agency that fails to execute an MOU may not be permitted to serve on the WDC. In addition, if the WDC fails to execute an MOU with all of the required Agencies, it is not eligible for State incentive grants awarded on the basis of local coordination of activities under 20 CFR 665.200(d)(2). These sanctions are in addition to, not in lieu of, any other remedies that may be applicable to the WDC or to each Agency for failure to comply with the statutory requirement.

XII. Federal and State Non-Discrimination Clause

No individual shall be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with, any such program or activity funded in whole or in part by this MOU on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship /status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIA Title I-financially assisted program or activity.

The Agencies shall comply with the nondiscrimination and equal opportunity laws described in section 188 of WIA of 1998, including Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972; and the Americans with Disabilities Act of 1990.

The Agencies must not discriminate in any of the following areas:

- Deciding who will be admitted, or have access, to any WIA Title I - financially assisted program or activity;
- Providing opportunities in, or treating any person in regard to, such a program or activity; or
- Making employment decision in the administration of, or in connection with, such a program or activity.

The Agencies also ensure that they will comply with 29 CFR, Part 37; including the Methods of Administration (MOA) developed by the state of Washington Employment Security Department and any WIA policies and procedures issued.

An Agency shall promptly notify the State Equal Opportunity (EO) Officer at the Employment Security Department of any administrative enforcement actions or lawsuits filed against it alleging discrimination on the grounds of race, color, religion, sex, national origin, age, disability, or political affiliation or belief; and against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIA Title I-financially assisted program or activity. The State EO Officer will notify the Director, Civil Rights Center (CRC), Office of the Assistant Secretary for Administration and Management, U.S. Department of Labor.

Agencies shall post the "Equal Opportunity is the Law" notice prominently in reasonable numbers and places; shall disseminate the notice in internal memoranda, other written or electronic communications; shall include the notice in handbooks or manuals; make the notice available during orientations and to each participant. A signed copy of the notice will also be made a part of the participant's file. All medical information and/or information regarding a participant's disability must be kept confidential and maintained in a file that is separate from the participant's file.

Agencies shall include the following Equal Opportunity tagline in recruitment brochures and other materials that are ordinarily distributed or communicated in written and/or oral form, electronically and/or on paper, to staff, clients, or the public at large, to describe WIA Title I financially assisted programs or activities:

"[Insert name of Organization] is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to persons with disabilities."

In the event that one of the parties hereto refuses to comply with the above provision, the

Termination, Suspension and Remedies clause may be utilized.

XIII. Complaint Procedures

WorkSource customer complaints, including either program or discrimination complaints, shall be handled in accordance with all applicable laws, policies, and organization agreements. The WDC's Initial Customer Complaint procedures (attached) will be followed by all parties to this MOU. Discrimination complaints shall be handled according to the WDC's Complaint Procedures (#103) policy (attached) and shall be reported to the WDC's Equal Opportunity officer.

APPROVED:

The undersigned Agencies bind themselves to the faithful performance of this MOU. It is mutually understood that this MOU shall not become effective until executed by all Parties involved.

**Eastern Washington Partnership
Memorandum of Understanding
(January 1, 2011)**

Employment Security Department

By: Huber
Name
Area Director 1/20/2011
Title Date

Blue Mountain Action Council

By: [Signature]
Name
CEO 1.26.2011
Title Date

Walla Walla Community College

By: [Signature]
Name
VP Workforce 1.24.11
Title Date

Division of Vocational Rehabilitation

By: Wicki Sprague
Name
DVR Contracts 2/28/2011
Title Coordinator Date

Department of Social & Health Services

By: Fritz Reber
Name
CSO Administrator 1-19-11
Title Date

Rural Resources Community Action

By: [Signature]
Name
E. D. 1/20/11
Title Date

Institute for Extended Learning

By: [Signature]
Name
VP of Instruction 1/25/2011
Title Date

Eastern Washington Partnership WDC

By: Tom O'Brien
Name
Director 1/23/11
Title Date

APPENDIX A – SPECIFIC AGENCY COMMITMENTS

Agency Name: Employment Security Department

a) Please describe the services and resources that you will be contributing to the WorkSource delivery system. Please provide information regarding the Intensive and Training services that your organization offers and which programs you administer within the system.

The Employment Security Department (ESD) is a principal partner in the Eastern Washington Partnership Workforce Development Area and has been an integral part of the One Stop Delivery system since the inception of the Workforce Investment Act in 2000. As a partner with staffing and resource presence throughout the nine county service delivery area, ESD brings capacity to the local system that draws from multiple fund sources and includes resources that contribute heavily to the delivery of core services and Labor Exchange (WIA Title III – Wagner Peyser) activities for job seeker and employer customers. In addition to core service delivery for job seekers and employers, ESD administers the following programs throughout the area:

- Unemployment Insurance Services / Claimant Placement Program
- Veterans Employment & Training Services
- Trade Adjustment Assistance
- WorkFirst Job Search and Employment Services
- Migrant & Seasonal Farmworker Program
- WIA Title 1B – Dislocated Worker Program
- Worker Retraining Program (Walla Walla only)

Through the operation and delivery of these programs, ESD provides a comprehensive array of intensive and training services that target various populations served through the One Stop system. These services include:

For Job Seekers

Intensive Services

- Comprehensive and specialized assessments of skill levels;
- Development of individual employability plans to identify employment goals, interests, needs, and potential employment barriers for the purpose of engaging the customer into an appropriate combination of services leading to attainment of their employment goals;
- Referral to training services;
- Group counseling;
- Literacy activities related to work readiness;
- Individual counseling and career planning;
- Individual job search, referral and placement assistance;
- Work experience;
- Short-term prevocational services (i.e. development of learning skills, punctuality, communication skills, interviewing skills, personal maintenance, literacy skills and professional conduct) to prepare individuals for unsubsidized employment or training

Training Services

- Occupational Skills Training through Individual Training Accounts (ITAs);
- On-the-Job Training (OJT contracted with area employers);
- Programs that combine workplace training with related instruction which may include cooperative education;
- Training programs developed and operated with a commitment from an employer or group of employers
- Referral and access to skill upgrading and retraining services;
- Adult education and literacy activities provided in combination with the training services described above; and
- Incumbent Worker and Customized Training activities conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training (as funding is available)

For Employers

Intensive Services

- On-site Rapid Response activities in the event of closures and downsizings;
- Facilitation of job fairs / hiring events;
- Customized recruitment and job applicant screening, assessment and referral services;
- Receive employer job orders and provide recruitment assistance;
- Assist with the interpretation of labor market information;
- Consult on human resource issues;
- Provide access to assistive technology or support resources to assist with disability accommodations

Training Services

- Develop On-the-Job Training (OJT) Contracts;
- Provide employer and industry cluster driven Occupational Skills Training through Individual Training Accounts with eligible training providers;
- Develop customized training opportunities to meet specific employer and/or industry cluster needs;
- Coordinate with employers to develop and implement layoff aversion strategies and to offer access to programs such as "Shared Work".

b) Please explain how your organization ensures that services provided to WorkSource customers are recorded in the SKIES system as stated in *Section V. of the MOU - "Responsibilities of the Agencies Under Agreement" – item 11.*

Employment Security ensures that all staffs assigned to provide direct services to job seekers and employers are fully trained in the usage of SKIES and are informed of the expectations and processes surrounding its use. Staffs are regularly evaluated on the accuracy and completeness of their SKIES entries relative to their roles and work assignments. Staffs understand that documentation in SKIES is essential to maintaining a complete picture of the customer's interactions with WorkSource and in minimizing the need for the customer to restate their needs and background information. Staffs also understand that documentation is essential to ensuring the area receives full credit relative to the performance outcomes and measures the area is accountable for.

c) Please describe how your organization will effectively contribute to integrated service delivery as defined in **Section VI. Definition of Roles and Relationships of Partners – part B One Stop Operators** and as referenced in **Section V. of the MOU - “Responsibilities of the Agencies Under Agreement” – item 2.**

Employment Security is an active and visible partner in the area One Stop system and is committed to integrating and collaborating with partners around shared functions and activities needed to meet the demands of WorkSource customers. ESD takes a lead role in ensuring the integration and coordination of Wagner Peyser / labor exchange services and business services in the Eastern Washington Partnership. Additionally, EDS contributes to integrated service delivery by:

- Engaging in joint planning to integrate programs and resources leading to a streamlined and efficient system;
- Collaborating to deliver core, intensive and training services to WorkSource customers
- Ensuring universal access for the various customer groups
- Engaging in joint planning around budgeting and financial needs and processes
- Ensuring that ESD staffs participate in common system training or cross training activities
- Utilizing information sharing and common release of information processes (subject to confidentiality provisions) and preserving records for the period required by law.
- Identifying and addressing barriers to coordination;
- Utilizing common customer satisfaction tools and resources
- Utilizing the SKIES system to maintain customer records and service delivery history and to ensure that required documentation is captured that will support system and program performance measures.
- Sharing in the accountability for systemic performance outcomes

d) Per **Section VI. “Definition of Roles and Relationships of Partners” – part D**, please explain how you will ensure that access and eligibility determination will be provided at the WorkSource Centers (Colville and Walla Walla) for the Mandatory One Stop Partner Programs that your organization administers.

ESD is the facility owner / manager for the WorkSource Center in Walla Walla and a principle lessee in the Colville Center. Staffs assigned to support the delivery of required programs are physically located at the Centers thereby ensuring access and eligibility determination as required for a mandatory partner.

e) Please describe how your organization will adhere to standard business practices and processes as referenced in **Section V. “Responsibilities of the Agencies Under Agreement” – Other Areas of Common Agreement.**

ESD is committed to adhering to the standard business practices and processes of the area system and leaders and supervisors ensure that staffs understand these expectations and are held accountable to agreed upon standards as part of the formal evaluation process for individual workers and programs. ESD leaders collaborate with other partner leaders to evaluate the consistency and uniformity of service delivery across the area and to identify inconsistencies in business practices that may require follow-up by leaders.

g) In addition to complying with the usage of common customer satisfaction tools as referenced in **Section V. of the MOU - “Responsibilities of the Agencies Under Agreement” – item 10**, please describe any additional methods or tools that your organization employs to measure and respond to customer feedback.

Employment Security utilizes the common customer satisfaction tools of the WDA and also adheres to Washington State agency policies that prescribe formal processes to receive and respond to various types of customer inquiries and complaints. ESD also receives customer input through:

- Contractual or partnered service relationships with other one stop agencies (DSHS, Community Colleges, etc.)
- Formal committees that provide guidance or information directly related to One Stop system priorities (WorkSource Employer Committee, Economic Development, Chambers, etc.)
- Staff outreach activities to contact and engage various job seeker populations or area employers (may include utilization of formal surveying instruments)
- Direct input from area business and employers listing job orders or seeking other services from WorkSource.

Collectively, these tools and systems provide a comprehensive framework for collecting, analyzing and acting upon customer feedback.

h) Please describe how your organization contributes to the shared performance outcomes of the WorkSource system as referenced in **Section V. of the MOU - “Responsibilities of the Agencies Under Agreement” – item 12**.

In order to contribute to the shared performance outcomes of the WorkSource system, Employment Security leaders and staffs work to ensure that the services and activities provided to customers are consistently and accurately recorded in the various information technology and performance tracking systems utilized in the state One Stop system. These systems include SKIES, EJAS / JFS, GUIDE, CATS, etc.

In addition to ensuring that work performed by agency staff is documented consistently, ESD routinely studies its contributions to the shared performance outcomes of the system by analyzing the impacts of contractual and programmatic outcomes or the influences to performance that may be related to special populations served by ESD operated programs. ESD also incorporates labor market information and data into area planning efforts through inclusion of the Regional Labor Market Economist stationed at WorkSource Walla Walla. This role assists partners in identifying and understanding critical shifts in the composition of the areas workforce and employer base thereby enabling the system to respond in a proactive manner to changes that affect customer results and system outcomes.

ESD leaders are committed to continuously improving the services and performance of the area One Stop system and frequently lead or participate in partnered efforts to increase the quality or performance results of the system.

Employment & Career Development Division Addendum to Memorandum of Understanding

The principal role of the Employment and Career Development Division (ECDD) of the Employment Security Department (ESD) is to ensure the delivery of services authorized under section 7 (a) of the Wagner-Peyser Act. In addition to universal services to businesses and job seekers, the division is responsible for services and programs to special populations including veterans, unemployment insurance claimants, WorkFirst parents, dislocated workers, those with criminal conviction histories, farm workers and persons with disabilities.

The Workforce Investment Act of 1998 amended Wagner-Peyser envisioning a partnership in which labor exchange services (funded by Wagner Peyser allocations) are coordinated with other activities provided by other partners in a One Stop setting. Moreover, state Employment Service Offices providing labor exchange services may operate as affiliates in the local one stop systems, but not as independent offices. ECDD herewith provides the assurance that it will operate in good faith as a full partner in certified WorkSource Centers, or as WorkSource Affiliates where so designated by Workforce Development Councils.

In accordance with 20 CFR 652.215 and .216, ECDD complies with the Department of Labor regulations that require labor exchange services provided under authority of Wagner-Peyser, including services to veterans, be provided by public merit-staff employees of Employment Security. Furthermore, with the concurrence of the local Administrator(s), ES Area Director or Assistant Commissioner of ECDD, the department may agree, in the local Memorandum of Understanding, to have ESD staff receive guidance from the One-Stop operator and/or partners regarding the provision of labor exchange services, except that all personnel matters, performance and accountability of department employees must remain under the authority of the Employment Security Department and in compliance with any Collective Bargaining Agreement covering its employees.

Regarding the provision of employment programs and services under the responsibility of ECDD, there are three necessary principles the division holds as it joins in good faith with its partners to the MOU:

- In addition to the roles and responsibilities outlined in this MOU, ECDD will retain appropriate managerial control of programs it is directly responsible for, which are guided by its agency's strategic plan and its division operating plan.
- In addition to this MOU, ECDD will coordinate service delivery efforts with other MOU partners in each local area to the extent those services are also aligned with Workforce Administration policies; ESD senior leadership directives and guidance; and all contractual and legal obligations.
- ECDD expects shared costs to be allocated and funded according to DOL's One-Stop Comprehensive Financial Management Technical Assistance Guide; and will negotiate equitable sharing of financial risks associated with lease terms and resource sharing agreements to match the terms of the underlying obligation of the leaseholder.

MOU Appendix Document for the Department of Social and Health Services

- a) Identify the programs and services (including front end, core, intensive (including skill development) and training services as applicable) and resources that your organization will be contributing to the WorkSource delivery system.

DSHS administers the WorkFirst program determining eligibility and providing cash, food, medical and child care benefits. We also provide support services to families that include gas, clothing, car repairs, etc. to help customers participate in activities and/or employment

- b) Please explain how your organization ensures that services provided to WorkSource customers are recorded in the SKIES system as stated in **Section V. of the MOU - "Responsibilities of the Agencies Under Agreement" – item 11.**

WorkFirst customers are referred to the WorkSource system for job search, training, other activities and are entered into SKIES by the partner receiving the referral

- c) How do you ensure that the services and programs that your organization provides are effectively integrated into the area WorkSource system customer flow and are accessible to customers who need them?

Meet with partners to discuss and case manage WorkFirst customers to engage in joint planning and service delivery implementation to ensure participation and discuss challenges and options

- d) Per **Section VI. "Definition of Roles and Relationships of Partners" – part D**, please explain how you will ensure that access and eligibility determination will be available at the WorkSource Centers (Colville and Walla Walla) for the Mandatory One Stop Partner Programs that your organization administers.

Collaborate with WorkSource system partners in the Centers on mutual clients and program availability

- e) Please describe how your organization will adhere to standard business practices and processes as referenced in **Section V. "Responsibilities of the Agencies Under Agreement" – Other Areas of Common Agreement.**

DSHS supports the vision, mission and strategic goals of the WorkSource system

- f) In addition to complying with the usage of common customer satisfaction tools as referenced in **Section V. of the MOU - "Responsibilities of the Agencies Under Agreement" – item 10**, please describe any additional methods or tools that your organization employs to measure and respond to customer feedback.

Verbal and written feedback from customers

- g) Please describe how your organization contributes to the shared performance outcomes of the WorkSource system as referenced in **Section V. of the MOU - “Responsibilities of the Agencies Under Agreement” – item 12.**

DSHS supports the vision, mission and strategic goals of the system. Staff meets with WorkSource staff to develop plans for mutual customers that will lead to positive outcomes.

Support performance outcome measurement and reporting requirements. Staff works with partner WorkSource

MOU Appendix Document for Blue Mt. Action Council

- a) Identify the programs and services (including front end, core, intensive (including skill development) and training services as applicable) and resources that your organization will be contributing to the WorkSource delivery system.

Blue Mountain Action Council provides core services as defined by WIA through the one-stop delivery system. The minimum core services, as defined by WIA include:

- Eligibility determination
- Outreach, intake, and orientation to the information and other services available through the one-stop delivery system.
- Initial assessment of skill levels, aptitudes, abilities and support service needs.
- Job search, referral and placement assistance.
- Provision of labor market information (e.g. job vacancy listings, information on job skills required; information on demand occupations).
- Provision of information on training/retraining opportunities including financial aid assistance and program cost and performance information from eligible training providers.
- Provision of information on the one-stop systems performance measures.
- Provision of information on the availability of support services, including child care and transportation and referral to such services.
- Provision of information regarding filing for unemployment compensation.
- Follow-up and job retention services for not less than twelve months after the first day of employment.
- Provision of counseling services specific to customer needs and goals.
- Translation provided in the customers first language via bilingual staff or technology.
- Employer and business services.

Blue Mountain Action Council administers the following programs:

Workforce Investment Act (WIA) Title1-B Youth

Workforce Investment Act (WIA) Title 1-B Adult Services

Training and Intensive services provided are as follows:

Intensive Services:

Work/Internship Experiences within the for profit business sector.
Comprehensive evaluation and skill assessments
Career/Vocational Planning
Comprehensive Assessments
Individual Employment Plans
Barriers to Employment Identification
Work/Internship Experience
Youth Leadership Development Opportunities
Youth Community Service

Youth Mentoring
Literacy Activities
Case Management
Short Term Prevocational Services (soft skill development)
Follow Up and Job Retention Service

Training Services:

Adult Education and Literacy With Training
Automated Office Skills
Customized Training
Educational Achievement Services (Youth)
Employment Services (Youth)
Occupational Skills Training
On The Job Training
Paid Work Experience
Pursuing GED/Diploma Certificate
Short Term Classroom Training
Summer Youth Employment (Youth)
Youth Drop Out Prevention
Youth Skill Goals: Basic Skills, Occupational and Work Readiness Skills

- b) Please explain how your organization ensures that services provided to WorkSource customers are recorded in the SKIES system as stated in **Section V. of the MOU - "Responsibilities of the Agencies Under Agreement" – item 11.**

Self monitoring of all areas of service provision is a constant on-going process. Programmatically, planned enrollments and targets are compared to actual enrollments on a monthly basis. As each enrollment is made, it is entered into SKIES which enables the WDC to track enrollments. Additionally, BMAC maintains its own database to track monthly activity and agency goals. Reports from SKIES and the agency database are compared to track cumulative enrollments to date, to the planned enrollments by program. This same process is used for exits as they occur in order to monitor and track against planned figures. This process allows for corrections to be implemented in a timely manner.

- c) How do you ensure that the services and programs that your organization provides are effectively integrated into the area WorkSource system customer flow and are accessible to customers who need them?

Blue Mountain Action Council regularly participates in Partnership leaders meetings to review the business practices of system staffs, results achieved and performance outcomes. Partners utilize a GMAP (Government Management Accountability & Performance) framework to measure the effectiveness and value of services for job seekers and employer customers of the local one stop system. Meetings frequently focus on the coordination of programs, funding resources and collaboration between partner agencies and staff. When the need for improvement or change is identified, strategies are developed to ensure that the information is communicated to all partner staff in a timely manner. Partner staffs regularly

participate in joint training activities to ensure consistency in service delivery practices and business process.

When customer needs require access to other programs within the community, staffs are required to make a facilitated referral (typically a direct communication with the receiving entity via phone or e-mail) introducing the customer, the purpose of the referral and clarifying any resources that the consortium partner may be providing to the customer.

d) Per **Section VI. "Definition of Roles and Relationships of Partners" – part D**, please explain how you will ensure that access and eligibility determination will be available at the WorkSource Centers (Colville and Walla Walla) for the Mandatory One Stop Partner Programs that your organization administers.

The eligibility is initiated by completing a SKIES application for each participant. Eligibility is based upon information contained in this application and every application must be complete and accurate for eligibility determination purposes. WorkSource Walla Walla and WorkSource affiliate staff have access to this information. The agencies have developed facilitated referral processes and coordinated delivery strategies and informational resources. When a potential participant starts services at the WorkSource Center and is deemed a possible candidate for WIA adult or youth services, a referral is made by telephone, and the candidate is connected with a WIA staff at BMAC. An appointment is scheduled on the spot, and frequently the candidate is invited to come in immediately.

BMAC staff is at the WorkSource Center approximately 12 hours a month facilitating specialized assessments (Bridges). Individuals are identified as likely candidates for the WIA program are queried and scheduled for an appointment to further explore eligibility determination and possible enrollment. BMAC staff also attends the weekly all staff meetings at the WorkSource Center.

e) Please describe how your organization will adhere to standard business practices and processes as referenced in **Section V. "Responsibilities of the Agencies Under Agreement" – Other Areas of Common Agreement**.

BMAC adheres to the following business practices and processes:

- A commitment to the use and continued evolution of the partnership's customer feedback products and processes.
- A commitment to the Continuous Quality Improvement initiatives of the Partnership.
- Assurances that partners will comply with the Americans with Disabilities Act requirements. This assurance requires accessibility to both the physical facilities and the activities provided customers.
- Support for the development and implementation of the partnership's business services plan.
- A commitment to communicate openly and directly with each other and to make every effort to resolve problems and disputes at the lowest level of intervention possible. For disputes that cannot be resolved through communication between partners, the WDC and Local elected Officials will be called upon to assist in the resolution of the differences.

- f) In addition to complying with the usage of common customer satisfaction tools as referenced in **Section V. of the MOU - “Responsibilities of the Agencies Under Agreement” – item 10**, please describe any additional methods or tools that your organization employs to measure and respond to customer feedback.

Feedback is actively sought from job seekers through the usage of formal survey tools and processes. A “how are we doing?” survey is located at several locations throughout the building. Feedback is sought in the form of activity evaluations (i.e. workshops) the formal complaint process, customer generated documentation, verbal responses/comments and program follow-up surveys.

Employer feedback is collected through local employer advisory committees, employer generated documentation, verbal responses/comments and personal contact by staff members who perform outreach, job development or marketing functions.

All customer feedback is reviewed, evaluated and shared with appropriate staff. This may require that the feedback be disseminated to other partner staff. The type and nature of the feedback received determines which evaluation approach will be utilized.

- g) Please describe how your organization contributes to the shared performance outcomes of the WorkSource system as referenced in **Section V. of the MOU - “Responsibilities of the Agencies Under Agreement” – item 12**.

Blue Mountain Action Council is committed to providing the core services that are the beginning point in the system for most customers who later receive intensive program or training services provided by the WDA partnership. Blue Mountain Action Council participates in the common customer referral system that includes accepting information previously collected on the customer through the WorkSource system. We provide information back to referring agencies on the status of the referral or client customer progress. SKIES is the primary method for recording referral activity. Blue Mountain Action Council participates in cross-training and other staff development activities, provide training in areas of particular expertise, open internal staff training to partnership staff based upon availability and participate, as feasible on the partnership’s training team.

BMAC takes specific action to insure that the targeted customers are aware of the services available and accessible to them. Some customers are served through joint client-customer management relationships with other system and non-system partners.

BMAC uses the mutually agreed upon technological tools and solutions to aid in customer management, integration of services and providers and the unified measurement and accountability systems.

BMAC will continue to participate in the common customer satisfaction system through the collection of customer data, participation in the analysis of this data by site (through quality teams), and continue improvement through the continuous improvement strategies identified through the CQI processes.

MOU Appendix Document for Rural Resources

- a) Identify the programs and services (including front end, core, intensive (including skill development) and training services as applicable) and resources that your organization will be contributing to the WorkSource delivery system.

Rural Resources Community Action (Rural Resources) operates the Workforce Investment Act (WIA) Title I-B Adult and Youth programs and the Title II Adult Education and Literacy programs. Rural Resources is a partner working in the Colville WorkSource Center, WorkSource Pullman Affiliate, and operates Affiliate Sites in Clarkston, Newport and Republic. Eligible Adults (18 years and over) may receive Intensive Services available through WIA Title I-B. Eligible Adults and Youth (16-21 years) may receive Training Services available through WIA Title I-B.

- b) Please explain how your organization ensures that services provided to WorkSource customers are recorded in the SKIES system as stated in **Section V. of the MOU - "Responsibilities of the Agencies Under Agreement" – item 11.**

Rural Resources Employment and Training staff are trained SKIES Users. Rural Resources participates in area wide discussions regarding common use of SKIES and SKIES Reporting.

- c) How do you ensure that the services and programs that your organization provides are effectively integrated into the area WorkSource system customer flow and are accessible to customers who need them?

Rural Resources regularly participates in area wide discussions regarding system wide integration and service delivery.

- d) Per **Section VI. "Definition of Roles and Relationships of Partners" – part D**, please explain how you will ensure that access and eligibility determination will be available at the WorkSource Centers (Colville and Walla Walla) for the Mandatory One Stop Partner Programs that your organization administers.

Rural Resources is a co-located at the Colville WorkSource Center and has staff on site to determine eligibility for Mandatory One Stop Programs operated by Rural Resources.

- e) Please describe how your organization will adhere to standard business practices and processes as referenced in **Section V. "Responsibilities of the Agencies Under Agreement" – Other Areas of Common Agreement.**

Rural Resources regularly participates in area wide discussions regarding business practices and system wide delivery models. Rural Resources has committed to the Continuous Quality Improvement Initiatives of the Partnership and already operates with an understanding of the Americans with Disabilities Act and Jobs for Veterans Act.

- f) In addition to complying with the usage of common customer satisfaction tools as referenced in **Section V. of the MOU - "Responsibilities of the Agencies Under**

Agreement” – item 10, please describe any additional methods or tools that your organization employs to measure and respond to customer feedback.

Rural Resources only uses the common customer satisfaction tools agreed to by the partnership.

g) Please describe how your organization contributes to the shared performance outcomes of the WorkSource system as referenced in **Section V. of the MOU - “Responsibilities of the Agencies Under Agreement” – item 12.**

Rural Resources participates in area wide discussions regarding the shared performance outcomes, including having an understanding of the use of SKIES and the reporting of outcomes through the system.

MOU Appendix Document for Walla Walla Community College

A.) Identify the programs and services (including front end, core, intensive (including skill development) and training services as applicable) and resources that your organization will be contributing to the WorkSource delivery system.

1. Provide opportunity for core services delivery associated with affiliate site as part of the WorkSource delivery system.
 - Initial Assessment
 - Job Search
 - Job Counseling
 - Job Referral
 - Labor Information access
 - WorkSource, training or Community Service Referral
 - Training information
 - Internet access
 - Unemployment Insurance phone access
 - Translation service
2. Provide office space as required to support core services.
3. Provide telephone and internet access
4. Provide Post Secondary Career and Technical training programs with degree, certificate and endorsement options to include transfer and referral options to statewide/nationwide training.
 - 36 CTE programs with strong emphasis on high demand occupations
 - Transitional support
5. Provide trainee support programs to include:
 - Worker Retraining
 - WorkFirst
 - Perkins
 - Adult Basic Education
 - English as Second Language
 - Opportunity Grant / High Demand Careers

B.) Please explain how your organization ensures that services provided to WorkSource customers are recorded in the SKIES system as stated in *Section V. of the MOU - "Responsibilities of the Agencies Under Agreement" – item 11.*

1. Promote information sharing and common release of information processes (subject to confidentiality provisions) and preserve records for the period required by law.
2. Promote use of the SKIES system, as feasible, by affiliate site to maintain customer records and service delivery history.

C.) How do you ensure that the services and programs that your organization provides are effectively integrated into the area WorkSource system customer flow and are accessible to customers who need them?

1. Promote Integration of programs and resources through joint planning to

- ensure a streamlined and efficient system.
- 2. Promote partner engagement in joint planning and service delivery implementation.
- 3. Support universal access for job seekers, workers and employers
- 4. Support evaluation of service delivery and integration, financial needs / resources, performance and quality improvement opportunities
- 5. Respond to customer and community needs and inquiries

D.) Per **Section VI. "Definition of Roles and Relationships of Partners"** – part D, please explain how you will ensure that access and eligibility determination will be available at the WorkSource Centers (Colville and Walla Walla) for the Mandatory One Stop Partner Programs that your organization administers.

- 1. Provide on-campus access to the WorkSource Delivery System by providing the following services:
 - a. disabled person building access
 - b. parking area including handicapped access
 - c. translation service for non-English speaking clients
- 2. Collaborate in review of eligible WorkSource training referrals

E.) Please describe how your organization will adhere to standard business practices and processes as referenced in **Section V. "Responsibilities of the Agencies Under Agreement"** – **Other Areas of Common Agreement.**

- 1. Collaborate in development of service delivery operation process that provides for staff understanding of partner organizational structure, related program requirements and business processes.
- 2. Align, in accordance with each agencies rules and regulations, the standard business practices and processes supporting workforce development delivery system integration.

F.) In addition to complying with the usage of common customer satisfaction tools as referenced in **Section V. of the MOU - "Responsibilities of the Agencies Under Agreement"** – **item 10**, please describe any additional methods or tools that your organization employs to measure and respond to customer feedback.

- 1. None

G.) Please describe how your organization contributes to the shared performance outcomes of the WorkSource system as referenced in **Section V. of the MOU - "Responsibilities of the Agencies Under Agreement"** – **item 12.**

- 1. Support performance outcome measurement and reporting.

MOU Appendix Document for Institute for Extended Learning

- a) Identify the programs and services (including front end, core, intensive (including skill development) and training services as applicable) and resources that your organization will be contributing to the WorkSource delivery system.

Provide core services as follows:

- Job counseling
- Job referral
- Labor market information access
- WorkSource, training or community service referral
- Training information
- Internet access

Provide Post Secondary Career and Technical training programs with degree, certificate and endorsement options to include transfer and referral options to statewide/nationwide training.

- CTE program areas with strong emphasis on high demand occupational training opportunities.
- Transitional support

Provide trainee programs to include:

- Worker Retraining
- WorkFirst
- Perkins
- Adult Basic Education
- English as Second Language
- Opportunity Grant / High Demand Careers

- b) Please explain how your organization ensures that services provided to WorkSource customers are recorded in the SKIES system as stated in **Section V. of the MOU - "Responsibilities of the Agencies Under Agreement" – item 11.**

Promote information sharing and common release of information processes (subject to confidentiality provisions) and preserve records for the period required by law.

- c) How do you ensure that the services and programs that your organization provides are effectively integrated into the area WorkSource system customer flow and are accessible to customers who need them?

- Promote integration of programs and resources through joint planning to ensure a streamlined and efficient system.

- Promote partner engagement in joint planning and service delivery implementation.
 - Support universal access for job seekers
 - Support evaluation of service delivery and integration, financial needs / resources, performance and quality improvement opportunities
 - Respond to customer and community needs and inquiries
- d) Per **Section VI. “Definition of Roles and Relationships of the Agencies” – part D**, please explain how you will ensure that access and eligibility determination will be available at the WorkSource Centers (Colville and Walla Walla) for the Mandatory One Stop Partner Programs that your organization administers.
- Provide on-campus access to the WorkSource Delivery System by providing the following services:
 - disabled person building access
 - parking area including handicapped access
 - Collaborate in review of eligible WorkSource training referrals
- e) Please describe how your organization will adhere to standard business practices and processes as referenced in **Section V. “Responsibilities of the Agencies Under Agreement” – Other Areas of Common Agreement**.
- Collaborate in development of service delivery operation process that provides for staff understanding of partner organizational structure, related program requirements and business processes.
 - Align, in accordance with each agency’s rules and regulations, the standard business practices and processes supporting workforce development delivery system integration.
- f) In addition to complying with the usage of common customer satisfaction tools as referenced in **Section V. of the MOU - “Responsibilities of the Agencies Under Agreement” – item 10**, please describe any additional methods or tools that your organization employs to measure and respond to customer feedback.
- None
- g) Please describe how your organization contributes to the shared performance outcomes of the WorkSource system as referenced in **Section V. of the MOU - “Responsibilities of the Agencies Under Agreement” – item 12**.
- Support performance outcome measurement and reporting.

MOU Appendix Document for the Division of Vocational Rehabilitation

- a) Identify the programs and services (including front end, core, intensive (including skill development) and training services as applicable) and resources that your organization will be contributing to the WorkSource delivery system.

The Division of Vocational Rehabilitation (DVR) shall promote the equal, effective, and meaningful participation by individuals with disabilities in the one-stop delivery system per Section IV, General Provisions. DVR will:

1. Provide opportunity for core services delivery as part of the WorkSource delivery system as they pertain to DVR clients:

- Eligibility determination for vocational rehabilitation services
- Outreach, intake and orientation to the one-stop delivery system for persons who are interested in DVR services or are eligible DVR clients who are interested in receiving services from the WorkSource system
- Initial assessment of skill levels, aptitudes, abilities and support service needs
- Job search and job placement services
- Job counseling
- Job referral
- Labor information access
- WorkSource, training and community service referral
- Training information
- Internet access

2. Provide access to customers to post-secondary career and technical training programs with degree, certificate and endorsement options to include transfer and referral options to statewide/nationwide training.

- CTE program areas with strong emphasis on high demand occupational training opportunities.
- Transitional support

- b) Please explain how your organization ensures that services provided to WorkSource customers are recorded in the SKIES system as stated in **Section V. of the MOU - "Responsibilities of the Agencies Under Agreement" – item 11.**

- Promote information sharing and common release of information processes (subject to confidentiality provisions) and preserve records for the period required by law.

- c) How do you ensure that the services and programs that your organization provides are effectively integrated into the area WorkSource system customer flow and are accessible to customers who need them?

- Promote integration of programs and resources through joint planning to ensure a

streamlined and efficient system.

- Promote partner engagement in joint planning and service delivery implementation.
- Support universal access for job seekers
- Support evaluation of service delivery and integration, financial needs / resources, performance and quality improvement opportunities
- Respond to customer and community needs and inquiries

d) Per **Section VI. "Definition of Roles and Relationships of the Agencies"** – part D, please explain how you will ensure that access and eligibility determination will be available at the WorkSource Centers (Colville and Walla Walla) for the Mandatory One Stop Partner Programs that your organization administers.

- Provide on-site access and eligibility determination for vocational rehabilitation services at the WorkSource Center in Colville
- Collaborate in review of eligible WorkSource training referrals.

e) Please describe how your organization will adhere to standard business practices and processes as referenced in **Section V. "Responsibilities of the Agencies Under Agreement"** – **Other Areas of Common Agreement**.

- Collaborate in development of service delivery operation process that provides for staff understanding of partner organizational structure, related program requirements and business processes.
- Align, in accordance with each agency's rules and regulations, the standard business practices and processes supporting workforce development delivery system integration.

f) In addition to complying with the usage of common customer satisfaction tools as referenced in **Section V. of the MOU - "Responsibilities of the Agencies Under Agreement"** – **item 10**, please describe any additional methods or tools that your organization employs to measure and respond to customer feedback.

- None

g) Please describe how your organization contributes to the shared performance outcomes of the WorkSource system as referenced in **Section V. of the MOU - "Responsibilities of the Agencies Under Agreement"** – **item 12**.

- Support performance outcome measurement and reporting