

**MEMORANDUM OF UNDERSTANDING
and INFRASTRUCTURE FUNDING AGREEMENT
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 Innovation and Opportunities Act among the following agencies (the Agencies):

- Eastern Washington Partnership Workforce Development Council (WDC) and,
- Employment Security Department
- Blue Mountain Action Council
- Division of Vocational Rehabilitation
- Walla Walla Community College
- Department of Social and Health Services
- Rural Resources Community Action
- Spokane Community College
- Goodwill Industries
- Opportunities Industrialization Center

The following programs are not available at or near the Centers: Job Corps, HUD employment and training, Senior Community Service Employment Program, Department for the Services of the Blind 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 Innovation and Opportunities 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 Innovation and Opportunities Act of 2014. This will be achieved through the delivery of high quality and integrated workforce investment services for job seekers, incumbent workers, youth and employers where:

- Job seekers get the right combination of services at the right time to connect or

- reconnect to the workforce.
- Business and employers find the talent with the skills they need, at the time they need them.
- Staff are well equipped to provide services, based on customer need.

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 widely recognized as a rural model for the delivery of high quality, customer-focused workforce training, education and employment services.

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

Strategic Goals:

Goal 1. Eastern Washington's WorkSource partners provide an integrated service delivery system that aligns the available resources to seamlessly address the needs of both job seekers and businesses.

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

Goal 3: Businesses will value and increasingly use the services available to them through the WorkSource system.

III. Duration of MOU

The MOU will commence on January 1, 2018 and shall remain in full force and effect until June 30, 2020, 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 WorkSource Delivery System MOUs for the Eastern Washington Partnership Workforce Development Area.

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

The Eastern Washington Partnership WDC recognizes that WIOA creates a more integrated, job driven public workforce system. Partner programs and direct service providers (Title I, II, III, IV) ensure businesses and ALL job seekers have access to information and services to lead to positive educational and employment outcomes. To create and achieve optimum collaboration, our system will:

- Provide an environment of collegiality which supports a culture of delivering quality services to the customer
- Promote individual agency goals, as goals of the collective to create strategies which support each partner, which in turn enhances the performance of each partner
- Coordinate planning and integration of services across multiple programs
- Assist in meeting state and federal mandates to coordinate and collaborate
- Provide a learning environment and culture for staff to build and utilize new skills for effective and efficient customer service

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 basic career 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 ETO/WAWIN 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;
 - 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.

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 will be 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 ETO/WAWIN 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 ETO/WAWIN) – 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 ETO/WAWIN 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 ETO/WAWIN 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:

Basic Career Services for job seekers and employers will comply with the requirements specified in the Workforce Innovation and Opportunity Act of 2014 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. Basic Career Services must be available to customers in all certified service delivery locations (Centers and Affiliates). WorkSource Centers must also ensure the availability of Training Services (as funds are available).

Job Seeker Services

BASIC CAREER SERVICES	INDIVIDUAL CAREER SERVICES	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 ETO/WAWIN system;</p> <p>Initial assessments of basic skills, occupational skills, basic work skills, interests, and potential barriers and supportive service needs;</p> <p>Job search and placement assistance services;</p> <p>Local in-demand occupations, wage data and labor market information;</p> <p>Access to community resources and supportive services (such as housing, food and medical) and referral, as appropriate;</p> <p>Information and access to unemployment insurance;</p> <p>Eligibility for 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, occupational skills and apprenticeship programs, assistance in applying for financial aid and performance and cost;</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>Post-employment follow-up services and support.</p>	<p>Comprehensive 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>Career planning and 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>Workforce career pathway training support (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;</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>Adult education and literacy activities, including English language acquisition (ELA), provided in combination with the training services described above;</p> <p>On-the-Job Training (OJT);</p> <p>Programs that combine workplace training with related instruction which may include apprenticeship, 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

BASIC	INDIVIDUALIZED	TRAINING
<p>Provide access to labor market information such as wage data, labor force information, etc;</p> <p>Use of facilities for recruiting and interviewing job applicants;</p> <p>Access to the comprehensive web site (WorkSource.Wa) to list job postings or access on-line information relevant to their needs;</p> <p>Access to information for employee training and retraining information including skill enhancement, on-the-job training or other customized training options;</p>	<p>On-site Rapid Response activities regarding closures and downsizings;</p> <p>Access to layoff aversion strategies and Shared Work programs;</p> <p>Customized recruitment events/job fairs;</p> <p>Provide customized recruitment and job applicant screening, assessment and referral services;</p> <p>Unemployment Insurance Access;</p> <p>Assist with customization and interpretation of labor market information;</p> <p>Consult on human resource issues; and,</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>Develop opportunities for Occupational Skills Training through Individual Training Accounts (ITAs);</p> <p>Provide sector based services strategies for area employers;</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; and,</p> <p>Incumbent worker training,</p> <p>Develop opportunities for Apprenticeship 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 priority 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 Training Services funded by WIOA Title I Adult Program shall be based upon the WDC's WIOA Eligibility and Priority Selection Policy. The tracking of these customers and of the services they are provided will occur in the ETO/WAWIN 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 WIOA establishes the comprehensive one stop center as the physical location for service delivery programs funded under the WIOA, and its partner programs (WIOA Titles I-IV). 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 Operator.
- 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 WIOA Title I 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.

WIOA retains the nationwide system of one-stop centers, which directly provide an array of employment services and connect customers to work-related training and education. WIOA furthers a high quality one-stop center system by continuing to align investments in workforce, education, and economic development to regional in-demand jobs. The new law places greater emphasis on one-stops achieving results for jobseekers, workers, and businesses. WIOA reinforces the partnerships and strategies necessary for one-stops to provide job seekers and workers with the high-quality career services, education and training, and supportive services they need to get good jobs and stay employed, and to help businesses find skilled workers and access other supports, including education and training for their current workforce.

Under the Workforce Innovation and Opportunity Act (WIOA) each local area must have one comprehensive one-stop center that provides access to physical services of the core programs and other required partners.

One Stop Operator: The Eastern Washington Partnership WDC recognizes that the One-Stop Operator (OSO) has a distinct role over the WorkSource System, primarily to facilitate integrated partnerships and seamlessly incorporate services for common customers. (The One-stop Operator Agreement is incorporated by reference and can be found on the WDC's website at <http://ewpartnership.org>). The principal responsibilities are as follows:

- **Systemic**
 - One-Stop Partner engagement in joint planning and implementation of a fully integrated, system-wide service delivery model
 - Convening Partners to evaluate service delivery and integration, financial needs/resources, performance and quality improvement opportunities
 - Build effective and transparent communication to create trusting professional relationships
 - Understand and value individual programs while developing integrated services. Service integration=serve all customers seamlessly
 - Ensuring universal access for job seekers, workers and employers
 - Support and implement Human Centered Design concepts
 - Coordinate Business Services through the current system
 - Develop system for customer feedback
 - Ensure center staff are trained and equipped through an ongoing learning environment
 - Develop a culture where people look forward to going to work every day, take pride in the EWP workforce system and in their work
 - Reporting to the WDC, state and other interested stakeholders on system performance and results
- **Fiscal and Administrative** – this role is performed by the Eastern Washington Partnership WDC and 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 WIOA contracts with service providers
- 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 Operator and EWP-WDC Staff 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.

B. WorkSource Center Management Team Duties

- 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
- 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 and establish expectations and to address issues and concerns

C. WorkSource Center Agencies:

The Agencies located in the WorkSource Center(s) as well as the required Agencies listed in the Workforce Innovation and Opportunities Act Final Rules (20 CFR 678.500) 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
WIOA Title I - Adult, Youth & Dislocated Workers
WIOA Title II – Adult Education & Literacy
WIOA Title III –Wagner-Peyser
WIOA 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 and Affiliate Commitments

Each of the Agencies party to this MOU supports the following in regard to the operation of the WorkSource Center and Affiliate Site:

- Acceptance of the WDC’s designated one-stop operator
- Authorization of the Agency Management Team to manage the facilities on behalf of the Agencies located at each
- Acceptance of the 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 Infrastructure Funding Agreement:
 - The purpose of the Infrastructure Funding Agreement is to establish the terms and conditions under which the Agencies will share resources and costs in carrying out the local Operations plan at the WorkSource Walla Walla Center and the Colville WorkSource Affiliate sites.
 - Infrastructure costs include rent, IT, communications, utilities and maintenance/custodial costs, in both staff and common areas.
 - Additional Costs are costs associated with the delivery of Career Services. For the purpose of this IFA applicable career services costs were defined to mean the cost of staff delivering any Career Services.

VIII. Infrastructure Funding Agreement

A. Purpose

The purpose of this Agreement is to establish the terms and conditions under which the partnership will share infrastructure resources in performance of One-Stop Services at the Walla Walla WorkSource Center and the Colville WorkSource Affiliate. Through this agreement, the partners have identified those costs related to the infrastructure of the One-Stop Service Delivery System that are mutually beneficial and agreed upon as shared costs.

B. Cost Allocation Methodology

Allocation of costs for the WorkSource Center and Affiliate for Infrastructure Costs 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 as identified in current leases and Resource Sharing Agreements (RSA). The cost of delivering Career Services is based on salary and fringe of staff located in the center or affiliate, but are not allocated.

C. Billing

The WDC will not be billing participating agencies under the IFA.

D. 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.

E. Budgets

Budgets for WorkSource Walla Walla Center and the Colville WorkSource Affiliate can be found in Appendix B. The participating Agencies developed the system operating budgets and the IFA at meetings in Colfax and Spokane in August, September and December, 2017 and March of 2018.

F. Duration, Process and Timeline for Review

The IFA begins July 1, 2018 and remain in effect until June 30, 2019. A new budget and IFA will commence on July 1st each year, and will be approved by the WDC and its partners prior to June 30th of that year. The participating Agencies agree to meet within 15 days of the end of each quarter to review progress on the local operations plan and discuss any concerns related to the IFA. In April of each year the participating Agencies agree to meet to develop a new system budget and for the upcoming program year and if necessary make changes to the IFA for cost sharing.

G. Conflict Resolution

Every effort will be made among participating Agencies to achieve consensus regarding the IFA. If a conflict develops that cannot be resolved by consensus, the partners will use the dispute resolution process included in section XII.

IX. 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.

X. 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.

XI. 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.

XII. Amendment or Cancellation of MOU/IFA

- 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 an 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

a. Local Dispute Resolution

WIOA 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 in writing by the WDC to the Commissioner of the Employment Security Department (ESD) and to ESD's Employment Connections Director. The Commissioner shall engage the CLEO and any other parties deemed appropriate, in efforts to resolve the dispute. 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. The ESD Commissioner and the CLEO shall jointly issue a final decision to all parties.

Per WIOA Section 121(h) and proposed 20 CFR 678.725-750; local disputes related to funding of one-stop infrastructure costs are exempt from this policy and will instead be addressed through application of the state one-stop funding mechanism determined by the Governor and subject to a state-level appeals process established by the Governor

XIII. 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 Innovation and Opportunity Act of 2014 (WIOA), 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 WIOA Title I-financially assisted program or activity.

The Agencies shall comply with the nondiscrimination and equal opportunity laws described in section 120 of WIOA of 2014, 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 WIOA 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 38.25; including the Methods of Administration (MOA) developed by the state of Washington Employment Security Department and any WIOA 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 Innovation and Opportunity Act of 2014 (WIOA), 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 WIOA 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 WIOA Title I financially assisted programs or activities:

"[Insert Program or Activity] is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals 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.

XIV. 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 Customer Complaint Handbook procedures (located at the following link: <http://ewpartnership.org/wp-content/uploads/2011/06/EWP-ComplaintHandbook1.pdf>) will be followed by all parties to this MOU. Discrimination complaints shall be handled according to the WDC's Customer Complaint Handbook and shall be reported to the WDC's Equal Opportunity officer or to Employment Security's Equal Opportunity Officer for the State.

ELECTRONIC SIGNATURES, COUNTERPARTS, AND DELIVERY:

The parties agree that this contract may be executed in multiple counterparts, each of which is deemed an original and all of which constitute only one agreement; and that electronic signature, or e-signature, of this contract shall be the same as execution of an original ink signature; and that E-mail, electronic, or facsimile delivery of a signed copy of this contract shall be the same as delivery of an original.

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**

Eastern Washington Partnership WDC Eastern Washington Partnership WDC

By: William Clemens
William Clemens (Nov 8, 2018)
Name

Board Chair Nov 8, 2018
Title Date

By: Scott M. Hutsell
Scott M. Hutsell (Nov 9, 2018)
Name

Chief Local Elected Nov 9, 2018
Title Date

Blue Mountain Action Council

By: Kathy Covey
Kathy Covey (Nov 9, 2018)
Name

Director Nov 9, 2018
Title Date

Employment Security Department

By: Jennie L. Weber
Jennie L. Weber (Dec 3, 2018)
Name

Eastern Region Director Dec 3, 2018
Title Date

Walla Walla Community College

By: Gerald J. Anhorn
Gerald J. Anhorn (Dec 10, 2018)
Name

Dean, Workforce Education Dec 10, 2018
Title Date

Spokane Community College

By: Jenni Martin
Jenni Martin (Dec 14, 2018)
Name

Vice President of Instruction Dec 14, 2018
Title Date

Division of Vocational Rehabilitation

By: [Signature]
Name

CONTRACT SPECIALIST 12/20/18
Title Date

DSHS for TANF/Workfirst

By: [Signature]
Name

Director 3/29/2019
Title Date

Rural Resources Community Action

Department of Services for the Blind

By: Nancy Joll
Name

By: _____
Name

Interim Exec. Director 3-29-19
Title Date

Title Date

Organization

Organization

By: _____
Name

By: _____
Name

Title Date

Title Date

Organization

Organization

By: _____
Name

By: _____
Name

Title Date

Title Date

Organization

Organization

By: _____
Name

By: _____
Name

Title Date

Title Date

Organization

Organization

By: _____
Name

By: _____
Name

Title Date

Title Date

Appendix A

Agency Name: Blue Mt. Action Council

a) Please describe the services and resources that you will be contributing to the WorkSource delivery system. Please provide information regarding Individualized and

Training services that your organization offers, and which programs you administer within the system.

Blue Mountain Action Council provides Basic Career services for job seekers and employers as defined by WIOA through the one-stop delivery system. Blue Mountain Action Council administers the following programs:

Workforce Innovation and Opportunity Act (WIOA) Title1 Youth

Workforce Innovation and Opportunity Act (WIOA) Title 1 Adult Services

Through the delivery of these programs, BMAC provides individualized and training services that target various populations served through the One Stop system. These services include:

Individualized 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 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
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 ETO 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 ETO which enables the WDC to track enrollments. Additionally, BMAC maintains its own database to track monthly activity and agency goals. Reports from ETO 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) 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.**

Blue Mountain Action Council regularly participates in Partnership meetings to review the business practices of system staffs, results achieved and performance outcomes. 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 provided at the WorkSource Center for the Mandatory One Stop Partner Programs that your organization administers.

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

Participant enrollment is initiated by completing an ETO 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 WIOA adult or youth services, a referral is made by telephone, and the candidate is connected with a WIOA staff at BMAC. An appointment is scheduled on the spot, and frequently the candidate is invited to come in immediately.

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.

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.

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.

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.**

Blue Mountain Action Council is committed to providing the basic career services that are the beginning point in the system for most customers who later receive

individualized 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. ETO 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.

Appendix A

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 Individualized 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 dedicated staffing and resource presence at five distinct service sites 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 WIOA Basic and Individualized Career services and Labor Exchange (WIOA Title III – Wagner Peyser) activities for job seeker and employer customers. Additional service access is supported through regularly scheduled ESD outreach efforts to sites in Pend Oreille, Ferry and Lincoln Counties.

In addition to the provision of Basic Career services for job seekers and employers, ESD administers the following programs throughout the area:

- Unemployment Insurance Services/Programs
- Veterans Employment & Training Services
- Trade Adjustment Assistance
- WorkFirst Job Search and Employment Services
- Migrant & Seasonal Farmworker Program
- WIOA Title 1 B – Dislocated Worker Program
- Labor Exchange
- Basic Food Employment & Training (BFET)
- Strategies for Success

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

For Job Seekers

Individualized Career Services

- Comprehensive and specialized evaluation to identify barriers to employment and employment goals
- Development of individual employment plans
- Career / Vocational Planning
- Individual and Group Counseling
- Short-term Pre-employment / Vocational Services
- Workforce Preparation Activities
- Out of Area Job Search and Relocation Assistance
- Follow-up Services

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)
- Referral and access to skill upgrading and retraining services
- Entrepreneurial Training
- TAA Approved Training
- Increased Capacity Training / Sector Based
- Adult education and literacy activities provided in combination with the training services described above; including referral / access to English as a Secondary Language (ESL)
- Incumbent Worker and Customized Training activities conducted with a commitment by an employer or group of employers to employ or advance individuals upon successful completion of the training

Employers / Business Services

Business Services

- Assistance in managing reductions in force through layoff aversion strategies and access to the **Shared Work** program
- On-site Rapid Response activities in the event of closures and downsizings
- Customized recruitment events / job fairs / access to facilities
- Provision of customized labor market information for specific employers, sectors, industries, or clusters; assistance with the interpretation of labor market information
- Human resource consultation including: access and utilization of customer accessible technology systems, guidance on improving job descriptions and recruitment methods, information and access regarding agencies / organizations that oversee laws, rules, regulations
- Unemployment Insurance Access, including Tax and Wage information
- Assist employers in accessing State and Federal Tax Credits

Training Services

- Develop / deliver innovative sector based services and strategies for area employers including career pathways, skills upgrading, and training aligned to recognized skill standards or post-secondary credential attainment
- Customized screening, assessment and referral of participants for consideration in work based training services
- Develop On-the-Job Training (OJT) Contracts
- Develop / coordinate incumbent and customized training opportunities to meet specific employer and / or industry requirements

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

Employment Security ensures that all staff members assigned to provide direct services

to job seekers and employers are fully trained in the usage of ETO and are informed of the expectations and processes surrounding its use. Staffs are regularly evaluated on the accuracy and completeness of their ETO entries relative to their roles and work assignments. Staffs understand that documentation in ETO 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 attainment of system performance measures and outcomes.

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 the goals of integrated service delivery and full collaboration with partners through the implementation of functional teams. 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, ESD contributes to integrated service delivery by:

- Engaging in planning activities to integrate programs and resources leading to a streamlined and efficient system;
- Collaborating to deliver WIOA Basic and Individualized services and Training services to WorkSource customers
- Ensuring universal access for the various customer groups
- Engaging in joint planning around infrastructure, and financial requirements of the system
- 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 / integration
- Utilizing common customer satisfaction tools and resources with the goal of exceeding customer expectations
- Utilizing the ETO system to maintain customer records and service delivery history and to ensure that service documentation is captured in support of shared system and program performance measures.
- Sharing in the accountability for systemic performance outcomes
- Committing to the implementation of a customer centric focused service delivery system

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 Center 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

principal lessee in the Colville WorkSource site. ESD staffs assigned to support the delivery of required programs are physically located at these offices thereby ensuring access and eligibility determination as required for a mandatory system 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 all standard business practices and processes of the area system. 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 regularly collaborate with other partner leaders to evaluate the consistency and uniformity of service delivery across the area, and to identify variations in business practices that may require corrective action.

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 is committed to the principles of Lean and continuous quality improvement, and creating a culture that understands and responds to customer needs.

To this end, ESD has committed to sponsoring Customer First / Human Centered Design training for all system partner staff. This professional development investment explicitly addresses the challenges of understanding customer needs and preferences, and supports partner efforts to build relevant and meaningful service options designed to meet or exceed customer expectations.

Based on these foundational elements, ESD is committed to the utilization of commonly agreed upon customer satisfaction tools required of local system partners. Additionally, ESD adheres to all state, federal and system policies that define 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 seeking assistance 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.**

The Employment Security department plays a lead role in the operation of a wide array of required system services and programs which directly support the shared performance outcomes of the area system. In order to effectively contribute to the common performance elements of the system, Employment Security leaders and staffs work to ensure that the services provided to customers are consistently and accurately recorded in the various information technology and performance tracking systems utilized by the area partnership. These systems include ETO / WorkSourceWa, EJAS, UTAB, CATS, etc.

In addition to ensuring that work performed by agency staffs is documented consistently, ESD routinely evaluates 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 Economists. The Economists provide valuable labor market data and assist partners in identifying and understanding changes and trends that affect the areas workforce and employer base. This valuable insight enables the system to identify emerging needs, and creates opportunity for the system to proactively respond 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.

Appendix A

Agency Name: Walla Walla Community College

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.

Parties agree to coordinate services in the delivery of core services as part of the WorkSource delivery system that:

- Maintains a customer focused comprehensive delivery system.
- Ensures the needs of adults, youth, and dislocated workers, and individuals with barriers to employment, including individuals with disabilities, are addressed through the One-Stop system.
- Align intake, case management and job placement services in an effort to maximize efficiencies and effectiveness.
- Develops collaborative relationships with the network of other agencies and partners in the local/regional area.
- Conducts initial assessment of skill levels, career interests, aptitudes, abilities and characteristics of customers to determine their eligibility for adult education and/or career services.
- Provides updated information concerning new programs, initiatives, and grant.

Provides Adult Education and Literacy services under WIOA Title II that:

- (1) assist adults to become literate and obtain the knowledge and skills necessary for employment and economic self- sufficiency;
- (2) assist adults who are parents or family members to obtain the education and skills that (A) are necessary to becoming full partners in the educational development of their children; and (B) lead to sustainable improvements in the economic opportunities for their family;
- (3) assist adults in attaining a secondary school diploma and in the transition to postsecondary education and training, including through career pathways; and
- (4) assist immigrants and other individuals who are English language learners in (A) improving their (i) reading, writing, speaking, and comprehension skills in English; and (ii) mathematics skills; and (B) acquiring an understanding of the American system of Government, individual freedom, and the responsibilities of citizenship.
- Provides College and Career Pathways programs under the Carl D. Perkins Career and Technical Education Act, and align such programs with the occupational and industry demands described in the Eastern Washington Partnership local and WIOA Plan.
- Assesses and refer adult education students in need of career services to the

One-Stop center(s) for employment opportunities consistent with their unique strengths, priorities, concerns, abilities, capabilities, interests and informed choice.

- Provides performance and cost information data on local adult education programs funded by state and federal resources for access at and through the system to assist customers in making appropriate educational decisions.
- Provides data on the number of customers attending Partner funded activities in the region. The data should include numbers enrolled, completing and attaining a high school diploma or its equivalent or post-secondary certificate or credential.
- Provides an up to date directory of adult education and career training programs funded by the Partner under WIOA Title II and Carl D. Perkins Career and Technical Education Act to One-Stop partners and staff.

Please explain how your organization ensures that services provided to WorkSource customers are recorded in the *SKIES system (is this the current system used by WorkSource?)* as stated in *Section V. of the MOU - "Responsibilities of the Agencies Under Agreement" – item 11.* (Does this ask how WWCC will maintain data input?)

- Participate in the development and implementation of local WorkSource plan following applicable laws, regulations, and policies with respect to use or disclosure of program and /or customer specific information.
- Maintains confidentiality provisions and preserves records for the period required by law.
- Promote use of the data systems as feasible, by affiliate site to maintain customer.
- Maintains records and service delivery history.

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?

- When one of the partner agencies learns that a customer could benefit from the services of another of the partner agencies, that agency will provide to the customer a referral to the other agency.
- Customers accessing services through the One-Stop will receive assistance in determining which of the partner agencies may have services the customer needs.
- Provide basic career services, including orientation, job search assistance, information on and referral to support services, labor market information, and employment related workshops.

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.

Provide on-campus access to the WorkSource Delivery System by providing the following services:

- The Parties commit to promote capacity building and professional development for staff in order to increase awareness and understanding of serving individuals with barriers to employment and individuals with disabilities.
- Provide navigation services to dislocated workers and low-income individuals with barriers to employment, including comprehensive and specialized assessments, development of an individual education and employment plan, career counseling, short-term pre-vocational and workforce preparation activities, internships and work experiences.

2. Collaborate in review of eligible WorkSource training referrals

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 agencies rules and regulations, the standard business practices and processes supporting workforce development delivery system integration.

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

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.

Appendix A

Agency Name: Spokane Community College

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

Provide training to basic skills deficient adults and youth with the goal to obtain the knowledge and skills necessary for employment and economic self-sufficiency. Skill upgrading and retraining and literacy activities related to work readiness, obtain high school equivalency and transition to postsecondary training within a career pathway in order to obtain a living wage job.

Provide information and referral to training options, as well as, information and assistance in applying for financial aid and other workforce funding programs;

- Worker Retraining
 - Basic Food Employment and Training (BFET)
 - WorkFirst
 - Opportunity Grant
-
- 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 ETO 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) 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.

- 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 and those in need of basic skills and those interested in postsecondary training
- 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 Partners" – part D, Please explain how you will ensure that access and eligibility determination will be provided at the WorkSource Center 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
- DSS service, tutoring for enrolled SCC students

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.

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.

- None

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.

Support performance outcome measurement and reporting.

Appendix A

Agency Name: Division of Vocational Rehabilitation

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

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

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 ETO 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) 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.**

- Promote integration of programs and resources through joint planning and cross-training of staff, as appropriate, 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 Partners” – part D**, Please explain how you will ensure that access and eligibility determination will be provided at the WorkSource Center 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.
 - Report results for the common measures in a consistent manner.

Appendix A

Agency Name: DSHS for TANF/Workfirst

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

DSHS/ESA/CSD, on behalf of TANF, commits support for the identified infrastructure costs in the amount of (\$ to be determined) for the initial six(6) month Infrastructure Funding Agreement (IFA). These funds shall be contributed to the Workforce Development Council by the Employment Security Department (ESD) on behalf of TANF. These funds utilized by ESD are part of the current allocation that DSHS/ESA/CSD has contracted to ESD for the delivery of TANF/WorkFirst services. If for any reason ESD does not have the identified amount available to pay IFA costs on behalf of TANF, or fails to do so, this agreement is void and must be renegotiated.

b) Please explain how your organization ensures that services provided to WorkSource customers are recorded in the ETO 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 in the ETO system by the partner receiving the referral.

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.**

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

A link to Washington Connection on resource room computers at WorkSource sites. Mandatory: "comprehensive" WorkSource Center sites; optional/additional: Affiliate sites. Training resources available to WorkSource staff to assist customers in navigating the site, if needed:

Washington Connection Training on Learning Management System (LMS) that is available to anyone else that wants to take it.

Washington Connection brochure and a Client Benefit Account (CBA) brochure for information sharing.

On Washington Connection, there are six tutorials that help guide users as well as two Word documents for step-by-step assistance on creating the Secure Access Washington (SAW) User ID and the CBA.

There is a technical assistance team that can provide assistance in setting up the CBA

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 Center (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 to ensure that customers have access to the WorkSource Center.

Pre-screening eligibility for TANF and related services must involve existing "demographic profiles" developed by CSD to minimize misinterpretation by one-stop staff or customers.

All relevant one-stop staff trained to facilitate customer use of the WA Connection CONN benefit eligibility calculator.

If eligibility is likely, one-stop staff can provide application options and be able to facilitate the online WA Connection benefit application (if client needs assistance with the application).

Following existing CSD process, customer calls Statewide Call Center (CSCC) to request interview.

Customer could have the choice of call-back for eligibility interview from CSD staff while at one-stop (within 2-4 hours) or scheduled appointment at a later date (within 2 business days). Appointment may be for a phone interview or in-person at the CSO.

There should also be some mechanism for one-stop staff to learn when customer is TANF-eligible. This may be through eJAS or another identified method, to be determined.

After the pre-screening and use of WA Connection CONN benefit calculator, customers should always have the option to submit paper applications, with applications, addressed envelopes, and directions to the nearest CSO available at the one-stop.

Note: Washington Connection is not just a website that provides information; it is also an application portal. Once the application is received (almost instantly), the application is reviewed as soon as possible on the date it's received, and no later than 10:00 AM the following day.

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.

Appendix A

Agency Name: Rural Resources Community Action

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

Rural Resources Community Action (Rural Resources) operates the Workforce Innovation and Opportunity Act (WIOA) Title I Adult and Youth programs. Rural Resources is a partner working in the Colville WorkSource, and operates connection sites in Clarkston and Newport. Eligible adults (18 years and over) may receive Basic Career Services available through WIOA Title I. Eligible Adults and Youth (16-24 years) may receive Training Services available through WIOA Title I.

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

Rural Resources Employment and Training staff members are trained ETO users. Rural Resources participates in area-wide discussions regarding common use of ETO and ETO Reporting.

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.**

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 provided at the WorkSource Center for the Mandatory One Stop Partner Programs that your organization administers.

Rural Resources is co-located at the Colville WorkSource and has staff on site to determine eligibility for mandatory one-stop programs operated by Rural Resources. Rural Resources has offices in three other counties and provides regular outreach to the other three counties, to ensure that access and eligibility determination for mandated one-stop programs operated by Rural Resources will be provided to customers unable to easily access the 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.**

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 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 ETO and the reporting of outcomes through the system.

Appendix A

Agency Name: The Department of Services for the Blind (a WIOA Title IV Vocational Rehabilitation agency)

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

The Department of Services for the Blind (DSB) may provide the following array of services for eligible individuals with a visual disability. These services may be provided in a DSB office, in the community, in a participant home, or on a job site, as appropriate to the situation. The services may be provided directly by DSB staff, contracted through service providers, or secured through negotiating with partner programs and entities.

- Initial assessment of skill levels and skills gaps (including literacy; English language proficiency; educational levels; proficiency with technology; work history; proficiency with adaptive skills of blindness), aptitudes, interests, abilities, social/emotional skills, and degree of personal network and support systems in place.
- Labor exchange services, including job search and placement assistance, career counseling, provision of information on in-demand industry sectors and occupations, provision of information on nontraditional employment
- Workforce and labor market employment statistics information, including accurate information relating to local, regional, and national labor market areas; job vacancy listings in labor market areas; information on job skills necessary to obtain the jobs; and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for such occupations
- Information (in formats that are accessible, usable by & understandable to DSB job-seekers) and appropriate referrals relating to the availability of supportive services or assistance, including child care; child support; medical or child health assistance benefits under the supplemental nutrition assistance program; assistance through the earned income tax credit; assistance under state program for temporary assistance for needy families; impact to current benefits through work; and other supportive services and transportation provided through funds made available in the local area
- Provide performance information and program cost information on agency-qualified providers of training and technical services; eligible providers of youth activities; providers of adult education; providers of career and technical education activities at the postsecondary level; and career and technical education activities available to students and out-of-school youth
- Eligibility determination for vocational rehabilitation services for individuals with a visual disability
- Referrals to and coordination of activities with other programs and services,

including programs and services within the one-stop delivery system and other workforce development programs

- Comprehensive and specialized evaluation to Identify barriers to employment and employment goals
- Development of Individualized Employment Plan (IEP)
- May provide group counseling opportunities as appropriate
- Provide individual vocational counseling and guidance to all DSB participants; provide adjustment to blindness counseling as appropriate
- Career and vocational planning services for job seekers and career advancement and/or retention services for current workers
- Provide skill building and training for incumbent workers who have experienced changes to functional vision – assist individuals to maintain current job & current wages and avoid becoming reliant on public assistance supports.
- Provide accessibility and technology assessments for participant’s new/current job site and job tasks
- Pre-employment, career exploration and job readiness services for youth and adults
- Paid and unpaid internships and work experiences
- Workforce preparation activities
- Financial literacy services
- Out-of-area job search and relocation assistance
- English language acquisition and integrated education and training programs
- Follow up services – includes ensuring necessary support services are in place and job stabilization has been achieved
- Provide adaptive skills of blindness training, including: Braille; Orientation and Mobility and travel techniques; Home Management; Communications; Adaptive Technologies (low and high tech); Self-Advocacy and addressing issues of disability in the workplace.
- Provide tools, aids and technologies required for successful progression towards identified vocational goal
- Assist individuals in self-identification of entrepreneurial aptitude and abilities, and assist in establishing small business

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

As a non-located partner, providing and accessing shared data through use of the ETO system will be an issue for further development among the Eastern WDC partners

and the agency. DSB currently does not have access to use of the ETO.

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.**

DSB offers these possible contributions to integrated and streamlined services:

- Assist in shared efforts to integrate vocational rehabilitation service delivery within the WorkSource delivery system by partnering to streamline information and processes for orientation, referral and joint service delivery for the benefit of the system’s job-seekers.
- Assist to educate front-line staff (including DSB front-line staff) on eligibility criteria and range of services provided by workforce partner entities
- Refer and coordinate services for DSB’s vocational rehabilitation job-seekers who are eligible for - and for whom funds are available - so they receive the WIOA Title I and III WorkSource services needed in order to achieve their employment goals, based on the local WorkSource protocols.
- Explore contracted service provision opportunities with local WDCs and partner agencies to provide necessary vocational and/or pre-vocational services for DSB’s job-seekers.
- Share agency’s long history of expertise and experience with providing customer-focused, comprehensive and individualized services for job seekers
Provide expertise in assisting of development of a disability-friendly environment: DSB can provide information, referral, and professional development trainings to system partners.
- Provide professional development on importance addressing self-employment as potential vocational goal for job-seekers
- Participate in annual reviews of WorkSource programmatic and physical accessibility, and identify subject matter experts for local barriers and access solutions task force.
- Work in strong partnership with One Stop business services teams throughout the state to ensure DSB expertise and individuals with disabilities are included in WIOA and One Stop business engagement efforts.
- Develop agreements to share data with WorksourceWA to be able to track customer rates of participation and successful job placement at state and local levels.
- Develop collaborative working relationships with Washington State School for the Blind (WSSB), local educational agencies, blind consumer groups, business entities and other community partners to engage youth and adults in job readiness activities throughout the state.

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 Center for the Mandatory One Stop Partner Programs that your organization administers.

As a non-located partner, DSB will engage in conversation among Eastern WDC partners for how best to fulfill requirements for the third of the three options for access to services – a workable system for direct linkage between the center and agency will be critical for DSB to meet the requirement.

Options for required access to services:

1. Having a program staff member physically present at the Comprehensive WorkSource Center; and/or
 2. Having a staff member from a different partner program physically present at the comprehensive WorkSource Center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; and/or
 3. Making available a direct linkage through technology to program staff who can provide meaningful information or services.
 - a. A “direct linkage” means providing direct connection at the Comprehensive WorkSource Center, within a reasonable time, by telephone or through a real-time web-based communication to a program staff member who can provide program information or services to the customer.
 - b. A “direct linkage” cannot exclusively be providing a phone number or computer website or providing information, pamphlets, or materials.
- 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.**

DSB is a new partner among the array of Eastern WDC workforce delivery service providers. DSB acts within the greater workforce delivery system, and we are not co-located at the comprehensive American Jobs Center.

Our goal in the period of this MOU will be to build relationship among partners, engage in professional development activities to understand and to educate other workforce delivery line staff about the array of services available to the customers we/they work with, and to find ways to streamline connecting those customers seamlessly to the services they qualify for and will benefit from.

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.

- The agency’s State Rehabilitation Council (a WIOA-mandated and governor’s office-selected board to provide the agency guidance and consumer perspective on agency services) conducts an on-going customer satisfaction

survey, utilizing online survey tools, email and phone connections.

- The agency's Orientation and Training Center conducts satisfaction survey for every student upon exit from the training program.
- The agency's website has an info@dsb.wa.gov email to accept and respond to public comments.
- Major policy changes require a public comment process, per WIOA regulations

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.**

DSB, as one of the two WIOA Title IV Vocational Rehabilitation programs in the state, is bound by the performance measures all WIOA Title programs must track: WIOA regulations provide a set of shared performance measures that track employment retention and wages at the second and fourth quarters after exit from the program; training and skills achievements up to a year beyond exit for the program; and business engagement measures.

Appendix B
Colville WorkSource

Component A
Infrastructure Worksheet
Colville WorkSource

This worksheet identifies the costs to operate your facility. Entries are made in the gray boxes.

1. Enter the total square feet for your facility for direct space and shared & common area space such as hallways, bathrooms, work spaces, resource room training room, etc.
2. Enter the annual cost for each applicable item (rent, utilities, etc.)
3. Enter a "0" if no costs are anticipated for a specific item

	Direct staff space and common areas (sf)	Shared space (lobby, resource room, classrooms, etc.) (sf)
Total Sq Ft	6,314	1,749
	4,565	
Facilities		
Rent	\$ 58,064	\$ 16,084
Improvements	\$ -	\$ -
Utilities	\$ 12,243	\$ 3,391
Janitorial/Maintenance	\$ 15,478	\$ 4,288
Other	\$ 8,163	\$ 2,261
Total	\$ 93,948	\$ 26,024
	Annual Cost Per Sq Ft	14.88

Rent is based on current lease/RSA

Utilities, Janitorial/Maintenance and Other based on actuals from January 17 through December '17

	Annual Cost Per Sq Ft
Operations	
Furniture	\$ -
Telephone	\$ 2,845
Data	\$ -
Managed Print / IT Maintenance	\$ -
Shared Equipment	\$ -
Equipment Maintenance	\$ -
Supplies (Office Expenses)	\$ -
Postage	\$ -
Other (Subscriptions & Other Services)	\$ -
Total	\$ 2,845
	Annual Cost Per Sq Ft
	0.45
Total Infrastructure Costs	\$ 96,793
Annual Cost Per Sq Ft	\$ 15.33

Phones based on actuals from January '17 to December '17

#REF!

**Component B
Career Services Worksheet
Colville WorkSource**

This worksheet identifies career & shared services FTE and costs.
1. FTE's working at integrated site are carried over from Staff Space Worksheet
Staffing costs are made up of salary and benefits.

Title I (Adult)	Title I (ESD-DW)	TANF (ESD/WorkFirst)	ESD (BFET)	ESD SFS	TAA	UI Admin	RESEA	CPP	CVSR	Title III 90% (ESD - WP)	Title IV (DVR)	Title II (CCS)	Total
3.9	1.25	1	0.75	1	1.5	0.7	0.5	2	1	3.2	2	0	18.8
3.9	1.25	1	0.75	1	1.5	0.7	0.5	2	1	3.2	2	0	18.8
0.21	0.07	0.05	0.04	0.05	0.08	0.04	0.03	0.11	0.05	0.17	0.11	0.00	1.00
\$ 224,071	\$ 92,500	\$ 74,000	\$ 55,500	\$ 74,000	\$ 111,000	\$ 51,800	\$ 37,000	\$ 148,000	\$ 74,000	\$ 236,800	\$ 97,196	\$ -	\$ 1,275,867
Percent of total FTE													0
Salaries and Benefits for Program Staff													0

All Staff Working at Integrated Site-FTE
Career & Shared Services Staff Totals
Percent of total FTE
Salaries and Benefits for Program Staff

Appendix B
WorkSource Colville

Colville
WorkSource

Allocation Bases
Occupancy Dedicated space
Position Usage Program FTE

Allocation Bases (Adjusted for Direct Cost Deductions)	Title I (ESD- DW)	ESD (TANF/wkFst)	ESD (BFET)	ESD (SFS)	TAA	UI Admin	RESEA	CPP	Title III (90%)	CVSR	Title IV (DVR)	Title II (CCS)*	Totals
Occupancy													
Direct Staff/Common	\$ 4,759.81	\$ 3,807.85	\$ 2,855.89	\$ 3,807.85	\$ 5,711.77	\$ 2,665.49	\$ 1,903.92	\$ 7,615.70	\$ 9,519.62	\$ 3,807.85	\$ 6,914.65	\$ -	\$ 69,981.23
Shared Space	\$ 1,823.64	\$ 1,458.91	\$ 1,094.18	\$ 1,458.91	\$ 2,188.37	\$ 1,021.24	\$ 729.46	\$ 2,917.82	\$ 3,647.28	\$ 1,458.91	\$ 2,649.23	\$ -	\$ 26,812.09
Percent	6.8%	5.4%	4.1%	5.4%	8.2%	3.8%	2.7%	10.9%	13.6%	5.4%	9.9%	0.0%	100%
Position Usage													
FTE	1.25	1	0.75	1	1.5	0.7	0.5	2	3.2	1	2	0	18.8
Percent	6.6%	5.3%	4.0%	5.3%	8.0%	3.7%	2.7%	10.6%	17.0%	5.3%	10.6%	0.0%	100%
Position Usage													
FTE	1.25	1	0.75	1	1.5	0.7	0.5	2	3.2	1	2	0	18.8
Percent	6.6%	5.3%	4.0%	5.3%	8.0%	3.7%	2.7%	10.6%	17.0%	5.3%	10.6%	0.0%	100%

*Not located
at WorkSource

Infrastructure Worksheet Colville WorkSource

Partner Name	Total Estimated Cost From Lease and Fiscal Reports	Percent of total	Total Infrastructure Cost From Tab A	Infrastructure Cost Staff and Common	Infrastructure Cost Shared	Calc Check
Employment Security Department	\$ 64,254.24	0.66	\$ 64,254.45	\$ 46,455.75	\$ 17,798.71	0.00
Rural Resources	\$ 22,974.91	0.24	\$ 22,974.99	\$ 16,610.83	\$ 6,364.15	0.00
Division of Vocational Rehabilitation	\$ 9,563.85	0.10	\$ 9,563.88	\$ 6,914.65	\$ 2,649.23	0.00
Community Colleges of Spokane	\$ -	-	\$ -	\$ -	\$ 0	0.00
Total	\$ 96,793.00	1.00	\$ 96,793.32			

	Total Space	Staff and Common	Shared
Total Infrastructure Costs	\$ 96,793	\$ 69,981	\$ 26,812
Percentage of Total Space	0.32	72%	28%

Calculations for ESD Breakouts

ESD FTE Breakout	FTE	Percent of Total	Staff and Common	Shared
Title I ESD-DW	1.25	0.10	\$ 4,759.81	\$ 1,823.64
ESD TANF/WKFst	1	0.08	\$ 3,807.85	\$ 1,458.91
ESD BFET	0.75	0.06	\$ 2,855.89	\$ 1,094.18
ESD SFS	1	0.08	\$ 3,807.85	\$ 1,458.91
TAA	1.5	0.12	\$ 5,711.77	\$ 2,188.37
UI Admin	0.7	0.06	\$ 2,665.49	\$ 1,021.24
RESEA	0.5	0.04	\$ 1,903.92	\$ 729.46
CPP	2	0.16	\$ 7,615.70	\$ 2,917.82
CVSR	1	0.08	\$ 3,807.85	\$ 1,458.91
Title III 90%	2.5	0.20	\$ 9,519.62	\$ 3,647.28
Total	12.2	1.00	\$ 46,455.75	\$ 17,798.71

Component A
Infrastructure Worksheet
WorkSource Walla Walla

Appendix B
WorkSource Walla Walla

This worksheet identifies the costs to operate your facility. Entries are made in the gray boxes.

1. Enter the total square feet for your facility for direct space and shared & common area space such as hallways, bathrooms, work spaces, resource room training room, etc.
2. Enter the annual cost for each applicable item (rent, utilities, etc.)
3. Enter a "0" if no costs are anticipated for a specific item

	Total Sq Ft	Direct staff space and common areas (sf)	Shared space (lobby, resource room, classrooms, etc.) (sf)
	7,250	4,524	2,726
Facilities			
Rent	\$ -	\$ -	\$ -
Improvements	\$ -	\$ -	\$ -
Maintenance	\$ 12,080	\$ 7,538	\$ 4,542
Utilities	\$ 24,447	\$ 15,255	\$ 9,192
Janitorial	\$ 12,380	\$ 7,725	\$ 4,655
Security	\$ -	\$ -	\$ -
Total	\$ 48,907	\$ 30,518	\$ 18,389
		Annual Cost Per Sq Ft 6.75	

Operations			
Furniture	\$ -	\$ -	\$ -
Telephone	\$ 3,240	\$ 2,022	\$ 1,218
Data	\$ -	\$ -	\$ -
Managed Print / IT Maintenance	\$ -	\$ -	\$ -
Shared Equipment	\$ 168	\$ 105	\$ 63
Equipment Maintenance	\$ -	\$ -	\$ -
Supplies (Office Expenses)	\$ -	\$ -	\$ -
Postage	\$ -	\$ -	\$ -
Other (Subscriptions & Other Services)	\$ -	\$ -	\$ -
Total	\$ 3,408	\$ 2,127	\$ 1,281
		Annual Cost Per Sq Ft 0.47	
Total Infrastructure Costs	\$ 52,315	\$ 32,645	\$ 19,670
Annual Cost Per Sq Ft	\$ 7.22		

#REF!

This worksheet identifies costs & shared services FTE and costs.
 1. FTEs working at Integrated Site services are from Staff Space Worksheet
 Staffing costs are made up of salary and benefits.

**Component B
Career Services Worksheet
WorkSource Walla Walla**

0	Title I (Adult)	Title (ESD - DW)	TANF (ESD/WorkPnt)	ESD (BET)	ESD (LEP)	ESD (SFS/RISE)	TAA	UT Admin.	RESEA	CPP	DVGP	CVSR	Reservy	Title III 10% (MSFW)	Title III 90% (ESD - WP)	Title IV (DVR)	DIC	Goodwill	Title II (WWCC)	Total
---	-----------------	------------------	--------------------	-----------	-----------	----------------	-----	-----------	-------	-----	------	------	---------	----------------------	--------------------------	----------------	-----	----------	-----------------	-------

1	1	1	0.5	0.75	0	1	0	0.5	0.5	3	0	1	1	1	2.5	2	1	2	1	19.75
1	1	1	0.5	0.75	0	1	0	0.5	0.5	3	0	1	1	1	2.5	2	1	2	1	39.75
	0.05	0.05	0.03	0.04	0.00	0.05	0.00	0.03	0.03	0.15	0.20	0.05	0.05	0.05	0.13	0.10	0.05	0.10	0.05	1.00
	\$ 74,000	\$ 74,000	\$ 37,000	\$ 55,500	\$ -	\$ 74,000	\$ -	\$ 37,000	\$ 37,000	\$ 232,000	\$ -	\$ 74,000	\$ 74,000	\$ 74,000	\$ 185,000	\$ 148,000	\$ 74,000	\$ 148,000	\$ 74,000	\$ 1,461,500
	Salaries and Benefits for Program Staff																			

All Staff Working at Integrated Site-FTE
 Career & Shared Services Staff Totals

Percent of total FTE

Salaries and Benefits for Program Staff

Infrastructure Worksheet WorkSource Walla Walla

Partner Name	Total Estimated Cost From RSA	Percent of total	Total Infrastructure Cost From Tab A	Infrastructure Cost Staff and Common	Infrastructure Cost Shared	Calc Check
Employment Security Department	\$ 37,965.69	0.71	\$ 37,375.69	\$ 23,322.43	\$ 14,053.26	0.00
Blue Mountain Action Council	\$ 2,499.04	0.05	\$ 2,460.20	\$ 1,535.17	\$ 925.04	0.00
Division of Vocational Rehabilitation	\$ 1,829.06	0.03	\$ 1,800.64	\$ 1,123.60	\$ 677.04	0.00
Opportunities Industrialization Center	\$ 3,615.68	0.07	\$ 3,559.49	\$ 2,221.12	\$ 1,338.37	0.00
Goodwill Industries	\$ 7,231.35	0.14	\$ 7,118.97	\$ 4,442.24	\$ 2,676.73	0.00
Walla Walla Community College	\$ -	-	\$ -	\$ -	\$ 0	0.00
Total	\$ 53,140.82	1.00	\$ 52,315.00			

Total Infrastructure Costs \$ 52,315 \$ 32,645 \$ 19,670
 Shared 38%
Total Space 62%
 Difference between RSA and Total Infrastructure Costs \$ (825.82)

Calculations for ESD Breakouts ESD FTE Breakout

	FTE	Percent of Total	Staff and Common	Shared
Title I ESD-DW	1	0.08	\$ 1,829.21	\$ 1,102.22
ESD TANF/WkFst	0.5	0.04	\$ 914.61	\$ 551.11
ESD BFET	0.75	0.06	\$ 1,371.91	\$ 826.66
ESD SFS	1	0.08	\$ 1,829.21	\$ 1,102.22
UI Admin	0.5	0.04	\$ 914.61	\$ 551.11
RESEA	0.5	0.04	\$ 914.61	\$ 551.11
CPP	3	0.24	\$ 5,487.63	\$ 3,306.65
CVSR	1	0.08	\$ 1,829.21	\$ 1,102.22
Re-Entry	1	0.08	\$ 1,829.21	\$ 1,102.22
Title III 10%	1	0.08	\$ 1,829.21	\$ 1,102.22
Title III 90%	2.5	0.20	\$ 4,573.03	\$ 2,755.54
Total	12.75	1.00	\$ 23,322.43	\$ 14,053.26