

# Northwest Washington Memorandum of Understanding For Implementation of the Workforce Investment Act

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

Northwest Workforce Council (Council) and,  
Bellingham Technical College  
Cascades Job Corps Center  
DSHS Division of Vocational Rehabilitation  
Employment Security Department  
OIC of Washington  
Skagit Valley College  
Whatcom Community College

## I. Purpose of Agreement

It is the purpose of this Agreement to establish a cooperative and mutually beneficial relationship among the organizations and to set forth the relative responsibilities of the organizations insofar as they relate to planning and implementation of individual and mutual duties, obligations, and responsibilities under the Workforce Investment Act. The Agreement is not intended to define nor describe all the myriad working relationships and partnerships prevalent in the workforce development system. Organizations party to this Agreement with the Workforce Development Council are encouraged to pursue and nurture working relationships with these and any other organizations which further the integration of services and enhanced outcomes for mutual customers.

To ensure the utmost flexibility for all organizations within this Agreement, it is understood and agreed that two or more organizations may enter into separate Supplemental Agreements among themselves. Such Supplemental Agreements, when relevant to the Workforce Investment Act, may become part of this Agreement as long as they are consistent with the terms of this Agreement and do not impose any duties or obligations on any other party to this Agreement without such party's express written consent. The Supplemental Agreements shall specify what the individual agreements are and the obligations that are applicable to the two or more organizations involved in such Supplemental Agreements. These Supplemental Agreements shall also be subject to all the terms in this Agreement, including but not limited to, the limitations set forth in Sections IV, VIII, IX of this Agreement.

## II. Strategic Vision for the System

The organizations agree to support the *vision, mission, and strategic goals set forth by the Council* for the workforce development system through organizational policies and resources, where appropriate.

**Vision:** To create a robust, sustainable, regional economy.

**Mission:** The preparation of a skilled, successful workforce aligned to the needs of businesses and industry.

**Strategic Goals:**

**A. LEAD THE REGION'S ONE-STOP CAREER CENTER SYSTEM WHICH:**

- Aligns education, employment and training services
- Reinforces retraining and retention of the current workforce
- Provides valued services and dependable results for business and the workforce
- Embeds the principles of continuous quality improvement

**B. STRENGTHEN THE REGIONAL WORKFORCE DEVELOPMENT SYSTEM WHICH:**

- Expands ways in which business is engaged
- Tailors its services and products responsive to business
- Leverages resources and aligns strategies of key partners
- Partners strategically to strengthen regional competitiveness and job creation
- Elevates support of workforce development issues, policies, and initiatives

**C. CHAMPION A SYSTEMIC APPROACH TO LIFELONG LEARNING WHICH:**

- Is responsive to business and industry needs
- Enables workers to identify opportunities and pathways for career success
- Offers workers opportunities to upgrade their skills in response to changing workforce needs and challenges
- Promotes competency-based education and training programs

**D. STRATEGICALLY PARTNER WITH REGIONAL ECONOMIC DEVELOPMENT:**

- Identify opportunities to align, education, workforce and economic development
- Leverage resources to achieve common goals

### **III. Duration of Agreement**

The Agreement will commence on the first day of July 2014, and shall remain in full force and effect until the 30<sup>th</sup> day of June 2019 or until the Agreement is canceled by the organizations or the Council in accordance with the terms set forth herein.

### **IV. Responsibilities of Organizations Under This Agreement**

It is agreed by the organizations listed in this agreement to conduct the following, whenever feasible:

1. To jointly promote and pursue the further alignment of programs through joint planning;
2. To align planning and budgeting processes;
3. To jointly identify, support and incorporate workforce skill standards and industry performance measures to drive common outcomes

4. To coordinate resources and programs and to promote a more streamlined and efficient workforce development system;
5. To promote information sharing and the coordination of activities to improve performance of local partners;
6. To use common release of information processes subject to all applicable confidentiality provisions to preserve the privacy of customer personal information and to preserve records for the period required by law;
7. To identify and remove barriers to the coordination and alignment of programs;
8. To promote the development and implementation of a unified system of measuring performance and accountability under the Workforce Investment Act;
9. To promote the development and/or use of common data systems to track progress and measure performance;
10. To participate in providing workforce development-related performance information to the Council to ensure effective workforce development system oversight;
11. To promote equal, effective and meaningful participation by all individuals through program accessibility, reasonable accommodations, and auxiliary aids and services; and
12. To participate in the certification or recertification process at the site(s) where the organization coordinates or provides their services.

In addition, each of the organizations party to this agreement and operating within WorkSource Centers or their affiliated site(s) commits to:

1. Employ strategies to achieve their commitments to the WorkSource Northwest one-stop delivery system to include:
  - a. provision of each respective on-site organization's Initial and CORE SERVICES as part of the one-stop delivery system
  - b. participation in a common referral system (see Appendix A for details)
  - c. use of Skill Standards as part of skills development services
  - d. participation in cross-organizational training to promote staff development and awareness
  - e. ensure customer groups are served
  - f. participate in the use of SKIES as the common technology for recording and reporting
  - g. participate in the common customer satisfaction system
  - h. employer and business services as defined in the Council's Regional Business Services Plan.
2. Use and continued evolution of the Northwest workforce system's common processes.
3. Participate in continuous quality improvement initiatives of the WorkSource Northwest one-stop system.
4. Each organization party to this agreement, and receiving federal funds, whether operating within WorkSource Centers or through other direct or indirect means, is compliant with equal opportunity and nondiscrimination requirements of Section 188 of the Workforce Investment Act of 1998 and Title VI of the Civil Rights Act of 1964, as amended.

## **V. General Provisions**

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

## **VI. Roles and Responsibilities**

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

### **A. The Workforce Development Council shall:**

In partnership with the Local Elected Officials, fulfill the requirements of the federal Workforce Investment Act of 1998 (P.L. 105-220) including:

- Develop and manage a five (5) year strategic plan that connects all investments in workforce development
- Provide strategic oversight to the workforce delivery system, including the WorkSource-Northwest One Stop Centers and their affiliated site(s)
- Ensure the One Stop Operator complies with the One Stop Operator Agreement
- Review the compliance of the organizations party to this agreement with equal opportunity and nondiscrimination requirements of Section 188 of the Workforce Investment Act of 1998 and Title VI of the Civil Rights Act of 1964, as amended
- Develop and enter into a Memorandum of Understanding with workforce development system partners for the implementation and operation of the service delivery system in the local area
- Certify WorkSource-Northwest one-stop centers and their affiliated sites
- Promote quality in customer service, products and processes
- Provide continuous accountability and evaluation through customer satisfaction surveys and other performance outcomes

### **B. Shared Roles and Responsibilities of Service Providing Organizations:**

1. Each organization agrees to promote the provision of that organization's authorized core services, as defined by WIA (1998), through the WorkSource Northwest one-stop delivery system. The minimum core services, as defined by WIA, for those organizations mandated to participate, may include:
  - A. eligibility determination
  - B. outreach, intake, and orientation to the information and other services available through the one-stop delivery system
  - C. initial assessment of skill levels, aptitudes, abilities, and support service needs
  - D. job search and placement assistance, and career counseling where appropriate
  - E. provision of labor market information (e.g., job vacancy listings, information on job skills required; information on demand occupations)
  - F. provision of performance information and program cost information from eligible

- training providers
- G. provision of information on the one-stop system's performance measures
- H. provision of information on the availability of support services, including child care and transportation, and referral to such services
- I. provision of information regarding filing for unemployment compensation
- J. assistance in establishing eligibility for financial aid assistance
- K. follow-up services for not less than twelve months after the first day of employment

## **2. WorkSource Northwest One Stop Career Centers**

Each of the organizations party to this agreement supports the following:

- A. Recognize Northwest Workforce Council as the designated One-Stop Operator for WorkSource Northwest Career Centers
- B. Cooperative operation and management of WorkSource-Northwest Career Centers and on-site staff, staff protocols, operational and organization protocols, and local policies
- C. Operate in accordance with the Council's certification quality standards
- D. Have resident staff attend Center All Staff meetings and partnership meetings, reflective of their membership
- E. Maintain security of the building, staff, customers, and equipment

## **C. Individual Organization Roles and Responsibilities**

Please refer to Appendix B attached to this document.

- 1. Employment Security Department (ESD)**
- 2. Division of Vocational Rehabilitation (DVR)**
- 3. Community and Technical Colleges**
- 4. Cascades Job Corps Center**
- 5. OIC of Washington (OIC)**
- 6. Northwest Workforce Council**

## **D. Methods for Referrals**

WorkSource Northwest Career Centers have a team of staff at each site who provide comprehensive services for core and next step services. These teams may include: WIA, ESD W-P, WorkFirst, Trade Act, Claimant Placement, Youth, Older Worker, Community and Technical Colleges' Worker Retraining, Veterans services, Vocational Rehabilitation, and Migrant Seasonal Farmworker. Informed referrals to offsite programs and community based organizations round out the comprehensive response services in the one-stop system. Upon triage or assessment, customers are immediately connected or referred to next step activities for job ready activities or for the development of an employability plan.

Core services for program enrolled and targeted participants are delivered not only through the WorkSource Centers' universally accessible services (as described above) but also via program operators. Orientations to services are provided for youth, adult, dislocated worker, displaced homemaker, and mature workers by the Council. DVR provides orientation to services in WorkSource centers and offers open enrollment in some workshops. Community and technical colleges attend and support Rapid Response, Dislocated Worker and Trade Act orientations and enrollments.

All customers including adults, dislocated workers, UI claimants, targeted populations, public assistance customers, veterans and eligible spouses, and low income individuals receive the core services as noted above.

## **VII. Complaint Procedures**

Customer complaints, either a program complaint or a discrimination complaint, arising within the WorkSource-Northwest One Stop system shall be handled in accordance with all applicable laws, policies, organization agreements and regional protocols. The Council's Initial Customer Complaint Policy ([Council 1012-1 Revision 1](#)) will be followed by all parties to this agreement when complaint originates in a WorkSource Northwest Career Center or affiliated site. Each signatory partner to this MOU operating programs or delivering services from a WorkSource Northwest Career Center or affiliated site shall maintain an on-site complaint contact and keep that individual's information updated with the one stop operator. Appendix D – Complaint Procedure contains the flow chart of this process.

In general, complaints arising regarding program services shall be referred to the appropriate organization's designated staff person who will make a report regarding the resolution of that complaint to the One Stop Operator.

Complaints arising from customers' use of universal services or non-program services shall be forwarded to the site's Center Manager/Coordinator and, if a particular employee is involved, their organization's manager, who in turn, shall forward a resolution report to the One Stop operator. If it is a confidential personnel matter, a general statement of resolution will be forwarded. Complaints regarding issues of equal access or equal opportunity shall be forwarded to the Equal Opportunity Officer of the One Stop Operator, who shall report on the resolution to the Executive Committee of the Council.

## **VIII. Resource Sharing**

The purpose of the Resource Sharing Agreement is to establish the terms and conditions under which the parties share resources in performance of the WorkSource-Northwest system of career centers. (PL 105-220 WIA Law (Section 121(c)(2)(A)(ii)). While the program services may be coordinated to prevent duplication or overlap, each program pays for its costs as direct program costs to its own program. The parties will share costs and resources needed to operate the WorkSource-Northwest Career Centers, i.e., the costs associated with providing services at each Career Center, which include but are not limited to: One-Stop management, general operational and maintenance supplies, copier rent, technology costs including software licenses and maintenance, and supplies.

### **A. Cost Allocation Methodology**

Allocations of partner's costs for the WorkSource Northwest Career Centers (Center) shall be consistent with applicable Federal law and regulation [20 CFR 662.270]. Acceptable methodologies are defined within the OMB circulars and the Department of Labor (DOL) One-Stop Comprehensive Financial Management Technical Assistance Guide, (e.g., the proportionate share of the use of services at the Center by individuals attributable to the partners' programs, the percentage of the organization's full time equivalent (FTE) employees or workstations at the Center, the square footage occupied by the organization), will be considered, negotiated

amongst the One Stop partners and used if deemed appropriate.

Costs associated with operating WorkSource Affiliated Sites are borne by the hosting organization/agency.

**B. In-Kind Arrangements**

Partners and other parties may also contribute to the WorkSource-Northwest system on an in-kind basis, in addition to their allocated share of on-going costs.

**C. Fiscal Leads**

The Council, as a member of the WorkSource Northwest one-stop system, is designated by the organizations to be responsible for the fiscal activities related to the operation of the Resource Sharing (Part VIII) of this Agreement.

**IX. System Support**

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

**X. Indemnification**

The parties recognize the WorkSource Northwest one-stop system consists of various levels of government, not for profit, and for profit entities. Each party to this Agreement shall be responsible for injury to persons or damage to property resulting from negligence on the part of itself, its employees, its agents, or its officers. No party assumes any responsibility to any other party, state or non-state, for the consequences of any act or omission of any third party. Each party will hold harmless and defend all other parties to this Agreement from any and all claims for damages, including costs and attorney's fees resulting in whole or in part from the party or its agent's activities under the Agreement.

**XI. Amendment or Cancellation of Agreement**

The Agreement may be amended at any time in writing and by mutual consent of the organizations and Northwest Workforce Council. Each organization may cancel its participation in the Agreement upon sixty (60) days written notice to the Council. In the event an organization determines that funds are unavailable to carry out the activities set forth in this Agreement, the organization shall terminate this Agreement by notifying Northwest Workforce Council in writing immediately and the Agreement shall terminate upon the delivery of such written notification. When the cancellation is for cause, i.e., a material and significant breach of any of the provisions of this Agreement, it may be canceled upon delivery of written notice to the Council.

## **XII. Dispute Resolution**

Refer to Northwest Workforce Council [Dispute Resolution Policy – 1030](#). This policy is designed to fulfill the requirements of CFR 662.310(b) & (c) which says:

*(b) WIA emphasizes full and effective partnerships between Local Boards, chief elected officials and One-Stop partners. Local Boards and partners must enter into good-faith negotiations. Local Boards, chief elected officials and partners may request assistance from a State agency responsible for administering the partner program, the Governor, State Board, or other appropriate parties. The State agencies, the State Board, and the Governor may also consult with the appropriate Federal agencies to address impasse situations after exhausting other alternatives. The Local Board and partners must document the negotiations and efforts that have taken place. Any failure to execute an MOU between a Local Board and a required partner must be reported by the Local Board and the required partner to the Governor or State Board, and the State agency responsible for administering the partner's program, and by the Governor or the State Board and the responsible State agency to the Secretary of Labor and to the head of any other Federal agency with responsibility to oversight of a partner's program. (WIA sec. 121(c).)*

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

## **XIII. Federal and State Non-Discrimination Clause**

Parties to this agreement shall comply with all applicable local, state, and federal nondiscrimination laws, regulations, rules, and ordinances. Parties shall not discriminate or deny services and shall ensure that equal access is provided to all eligible individuals without regard to age, sex, marital status, race, color, national origin, religion, political affiliation, belief, creed, disability, the use of a trained guide dog or service animal, sexual orientation, gender identification or honorably discharged veteran or military status in both program participation and employment, and on the basis of citizenship and participation for WIA programs.



#### **XIV. References**

Additional policies and documents which support and supplement this Memorandum of Understanding may be found at [www.nwboard.org](http://www.nwboard.org). They include:

- [One Stop Operator Agreement](#)
- [Initial Customer Complaint Policy \(1012-1 Revision 1\)](#)
- [Dispute Resolution Policy \(1030 Revision 1\)](#)
- [WorkSource System Equal Opportunity & Nondiscrimination Policy \(3445, Revision 1\)](#)
- [Washington State Methods of Administration \(2102 Recertification\)](#)
- WIA (1998) CFR 662.310(b) & (c)

## APPENDICES

### Appendix A - Common Referral System

Services to be provided through the One-Stop delivery system including methods of referral of individuals between the One-Stop partners for the appropriate services and activities: (PL 105-220 WIA Law (Section 121(c)(2)(A)(i)).

All WorkSource staff shall assist with referrals and access to information to one stop partners and their programs. The purpose of a common referral system is to:

- Ensure services to customers that support them in their job search;
- Ensure customers do not have to provide the same information more than once; and
- Ensure a well-informed hand-off for the customer.

The referral of customers between one stop partners' services and program activities are supported through the use of the following:

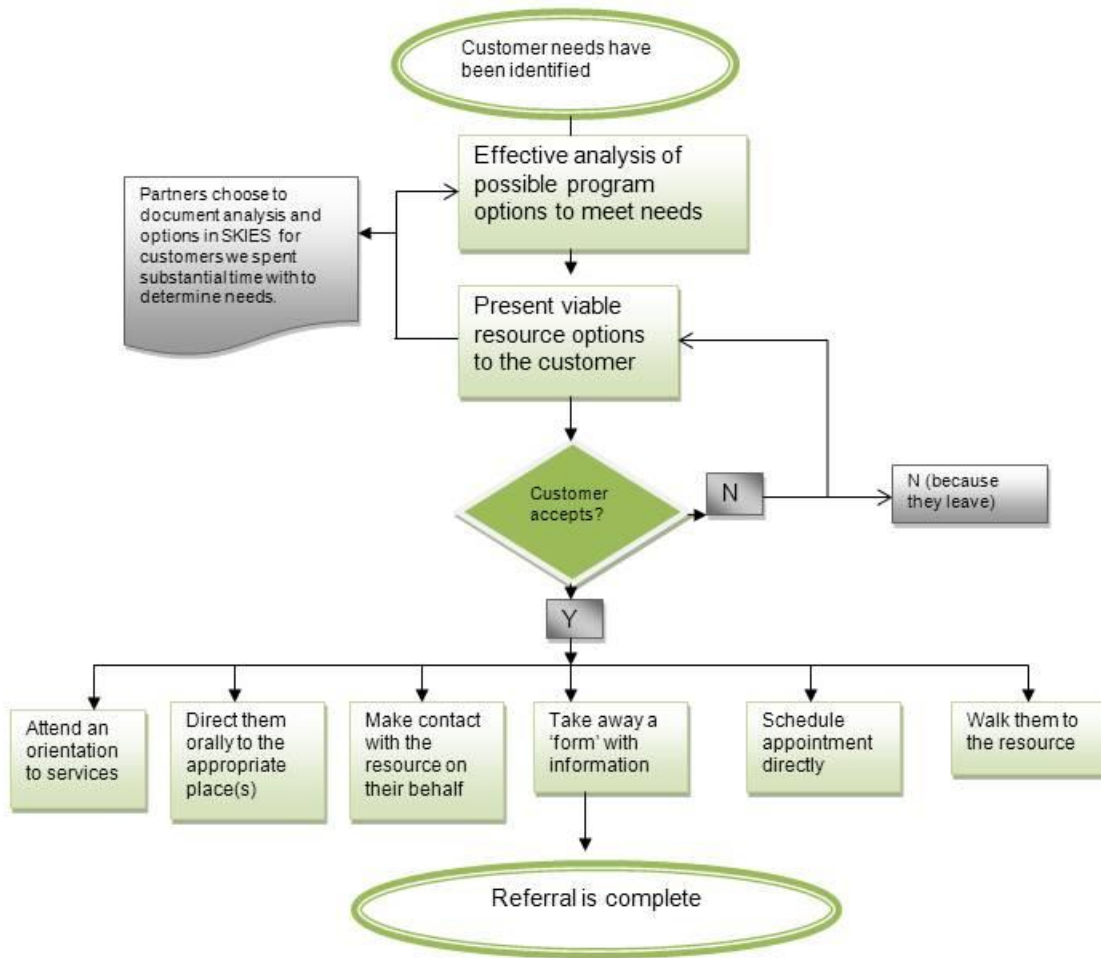
- A common customer flow model in each WorkSource Northwest Career Center
- A shared customer database (SKIES)
- An on-line Partner Program Information Referral Guide, and
- The following Northwest Workforce Council policies and plans:
  - Priority of Service for Veterans and Eligible Spouses Policy
  - Integrated Front End Services Policy
  - Regional Business Services Plan
  - Provision of Reasonable Accommodation, Reasonable Modification and Auxiliary Aids and Services to Persons with Disabilities Policy

Taken together, these elements form a common system of referrals for the WorkSource Northwest Career Centers. These shared values and desk top tools assure WorkSource Northwest customers will experience: continuity of their experience between one-stop partners; a customer flow which does not require them to repeat information already provided; a value added next step and the transportability of their personal data and file information.

(See also, Methods for Referral, p.5.VI D)

A detailed flow chart of the referral process to be used by staff follows.

## Referral to Resources



**Appendix B – Individual Organizational Roles and Responsibilities**

ORGANIZATION	ROLES	RESPONSIBILITIES WITHIN ONE-STOP CAREER CENTER(S)
EMPLOYMENT SECURITY DEPARTMENT (SEE ALSO APPENDIX C)	CUSTOMER POINT OF CONTACT	<ul style="list-style-type: none"> <li>• WORKSOURCE NORTHWEST CAREER CENTERS</li> <li>• INTERNET</li> </ul>
	PROGRAMS DELIVERED	<ul style="list-style-type: none"> <li>• LVER/DVOP</li> <li>• MSFW</li> <li>• TAA</li> <li>• WAGNER-PEYSER</li> <li>• REEMPLOYMENT ASSISTANCE (REA)</li> <li>• WORKFIRST (EMPLOYMENT SERVICES)</li> <li>• H2A AND H2B</li> </ul>
	FRONT END SERVICES PROVIDER	<ul style="list-style-type: none"> <li>• INITIAL ASSESSMENT</li> <li>• LABOR MARKET INFORMATION</li> <li>• REFERRAL TO SERVICES</li> <li>• ACCESS TO UI INFORMATION</li> <li>• JOB REFERRALS</li> <li>• FRONT DESK</li> <li>• SKIES DATA ENTRY</li> </ul>
	SKILLS DEVELOPMENT SERVICES PROVIDER	<ul style="list-style-type: none"> <li>• JOB HUNTER/JOB SEARCH SKILLS TRAINING</li> </ul>
	BUSINESS SERVICES PROVIDER	<ul style="list-style-type: none"> <li>• BASIC BUSINESS SERVICES</li> <li>• BUSINESS OUTREACH (VETERANS)</li> <li>• HIRING EVENTS</li> <li>• LABOR EXCHANGE SERVICES</li> </ul>
NORTHWEST WORKFORCE COUNCIL	CUSTOMER POINT OF CONTACT	<ul style="list-style-type: none"> <li>• WORKSOURCE NORTHWEST CAREER CENTERS</li> </ul>
	PROGRAMS DELIVERED	<ul style="list-style-type: none"> <li>• SENIOR COMMUNITY SERVICE EMPLOYMENT</li> <li>• WIA 1-B ADULT</li> <li>• WIA 1-B DISLOCATED WORKER</li> <li>• WIA 1-B YOUTH</li> </ul>
	FRONT END SERVICES PROVIDER	<ul style="list-style-type: none"> <li>• OUTREACH, INTAKE &amp; ORIENTATION</li> <li>• WEB MASTER (NWDOWN.ORG)</li> <li>• SKIES DATA ENTRY</li> <li>• PUBLIC INFORMATION MANAGEMENT</li> <li>• INITIAL ASSESSMENT</li> <li>• PROVISION OF INFORMATION</li> <li>• FINANCIAL AID ELIGIBILITY INFORMATION</li> <li>• JOB REFERRALS</li> </ul>
	SKILLS DEVELOPMENT SERVICES PROVIDER	<ul style="list-style-type: none"> <li>• INCUMBENT WORKER TRAINING</li> <li>• INSTITUTIONAL SKILLS TRAINING</li> <li>• NW CLIC BASIC COMPUTER CLASSES</li> <li>• ON-THE JOB TRAINING PROGRAM</li> <li>• CUSTOMIZED WORK-BASED/EMPLOYER-BASED PROGRAMS</li> </ul>
	BUSINESS SERVICES PROVIDER (SOME MAY BE FEE BASED SERVICES)	<ul style="list-style-type: none"> <li>• CAREER OPPORTUNITY PROMOTION</li> <li>• CUSTOMIZED TRAINING</li> <li>• INCUMBENT WORKER SKILL UPGRADE</li> <li>• LABOR EXCHANGE SERVICES</li> <li>• ON THE JOB TRAINING</li> <li>• PREEMPLOYMENT ASSESSMENT</li> <li>• PROGRAM PARTICIPANT PLACEMENT</li> <li>• RAPID RESPONSE SERVICES</li> </ul>

<b>DSHS - DEPARTMENT OF VOCATIONAL REHABILITATION</b>	CUSTOMER POINT OF CONTACT	<ul style="list-style-type: none"> <li>• WORKSOURCE WHATCOM INTERNET</li> <li>• DVR OFFICES BELLINGHAM, MOUNT VERNON &amp; OAK HARBOR</li> </ul>
	PROGRAMS DELIVERED	<ul style="list-style-type: none"> <li>• WIA TITLE 1 VOCATIONAL REHABILITATION</li> </ul>
	FRONT END SERVICES PROVIDER	<ul style="list-style-type: none"> <li>• OUTREACH, INTAKE &amp; ORIENTATION</li> <li>• INITIAL ASSESSMENT</li> <li>• PROVISION OF INFORMATION</li> <li>• ASSISTANCE COMPLETING APPLICATIONS</li> <li>• SKIES DATA ENTRY (FUNCTION DEPENDENT)</li> </ul>
	SKILLS DEVELOPMENT SERVICES PROVIDER	<ul style="list-style-type: none"> <li>• MASTERING JOB SPECIFIC SKILLS</li> <li>• INSTITUTIONAL SKILLS TRAINING</li> </ul>
	BUSINESS SERVICES PROVIDER	<ul style="list-style-type: none"> <li>• BENEFIT PLANNING</li> <li>• PARTICIPANT JOB DEVELOPMENT</li> <li>• LABOR EXCHANGE SERVICES</li> <li>• ASSISTIVE TECHNOLOGY SERVICES</li> <li>• TECHNICAL ASSISTANCE ON ADA AND DISABILITY ISSUES</li> </ul>
<b>COMMUNITY AND TECHNICAL COLLEGES</b>	CUSTOMER POINT OF CONTACT	<ul style="list-style-type: none"> <li>• WORKSOURCE NORTHWEST CAREER CENTERS</li> <li>• INTERNET</li> <li>• CAMPUSES OF WHATCOM COMMUNITY COLLEGE, SKAGIT VALLEY COLLEGE &amp; BELLINGHAM TECHNICAL COLLEGE</li> </ul>
	PROGRAMS DELIVERED <i>ARE OFF SITE, ALIGNED WITH ONE STOP CENTER SERVICES</i>	<ul style="list-style-type: none"> <li>• ADULT EDUCATION &amp; LITERACY</li> <li>• CARL PERKINS (POST-SECONDARY)</li> <li>• ENGLISH AS A SECOND LANGUAGE</li> <li>• POST-SECONDARY EDUCATION</li> <li>• WORKER RETRAINING PROGRAM</li> <li>• FINANCIAL AID</li> </ul>
	SKILLS DEVELOPMENT SERVICES PROVIDER	<ul style="list-style-type: none"> <li>• POSTSECONDARY TECHNICAL EDUCATION</li> <li>• ADULT BASIC EDUCATION</li> <li>• OCCUPATIONAL CERTIFICATE PROGRAMS</li> <li>• JOB SKILLS PROGRAM</li> <li>• CUSTOMIZED TRAINING PROGRAM</li> </ul>
	BUSINESS SERVICES PROVIDER	<ul style="list-style-type: none"> <li>• INCUMBENT WORKER TRAINING</li> <li>• LABOR EXCHANGE SERVICES</li> <li>• CUSTOMIZED AND CONTRACT TRAINING</li> <li>• EMPLOYER ADVISORY BOARDS</li> </ul>
<b>CASCADES JOB CORPS CENTER</b>	CUSTOMER POINT OF CONTACT	<ul style="list-style-type: none"> <li>• WORKSOURCE NORTHWEST CAREER CENTERS INTERNET</li> <li>• CASCADES JOB CORPS CENTER</li> </ul>
	PROGRAMS DELIVERED	<ul style="list-style-type: none"> <li>• JOB CORPS OCCUPATIONAL TRAINING</li> </ul>
	FRONT END SERVICES PROVIDER	<ul style="list-style-type: none"> <li>• OUTREACH, INTAKE &amp; ORIENTATION</li> <li>• INITIAL ASSESSMENT</li> <li>• ASSISTANCE COMPLETING APPLICATIONS</li> <li>• PROVISION OF INFORMATION</li> </ul>
	SKILLS DEVELOPMENT SERVICES PROVIDER  <i>-- RESIDENTIAL TRAINING DELIVERED ON JOB CORPS CAMPUS.--</i>	<ul style="list-style-type: none"> <li>• BUSINESS OCCUPATIONS</li> <li>• HEALTH OCCUPATIONS</li> <li>• DENTAL ASSISTING</li> <li>• MEDICAL ASSISTING</li> <li>• MEDICAL OFFICE SPECIALIST</li> <li>• ELECTRICIAN</li> <li>• FACILITIES MAINTENANCE</li> <li>• CARPENTRY</li> <li>• CEMENT MASONRY</li> <li>• CULINARY ARTS</li> <li>• PAINTING</li> </ul>
	BUSINESS SERVICES PROVIDER	<ul style="list-style-type: none"> <li>• SKILLS ENHANCEMENT</li> <li>• ON THE JOB TRAINING</li> <li>• BUSINESS ASSESSMENT</li> <li>• CUSTOMIZED EMPLOYER BASED TRAINING</li> <li>• APPLICANT REFERRAL</li> <li>• LABOR EXCHANGE SERVICES</li> </ul>

<b>OIC</b>	POINT OF CONTACT	<ul style="list-style-type: none"> <li>• WORKSOURCE SKAGIT</li> </ul>
	PROGRAMS DELIVERED	<ul style="list-style-type: none"> <li>• NATIONAL FARMWORKER JOBS PROGRAM</li> </ul>
	FRONT END SERVICES PROVIDER	<ul style="list-style-type: none"> <li>• OUTREACH, INTAKE &amp; ORIENTATION</li> <li>• LABOR MARKET INFORMATION</li> <li>• REFERRAL TO SERVICES</li> <li>• SKIES DATA ENTRY</li> <li>• CAREER COUNSELING</li> <li>• JOB REFERRALS</li> </ul>
	SKILLS DEVELOPMENT SERVICES PROVIDER	<ul style="list-style-type: none"> <li>• EMPLOYMENT TRAINING</li> <li>• CUSTOMIZED EDUCATION PLAN</li> <li>• WORK READINESS TRAINING</li> <li>• SELF-SUFFICIENCY TRAINING</li> </ul>
<b>NORTHWEST WORKFORCE COUNCIL</b>	ONE STOP OPERATOR	<ul style="list-style-type: none"> <li>• REFER TO ONE STOP OPERATOR AGREEMENT</li> </ul>

Neither Community Service Block Grants Employment and Training or Housing and Urban Development Employment and Training programs are currently applicable in this WDA.

## **Appendix C - Employment Security Department Role and Responsibilities Detail**

### **Core Services:**

The core service component provides tools to assist the job seeker make an effective job search.

These services may include any of the following: Business outreach, SKIES registration, initial job readiness evaluation/assessments, job referrals, employment referrals, staff assisted job match, service orientations, Job Search Reviews, Labor Exchange, Job Hunter, Bonding Assistance, Labor Market Information, WOTC Certification, Training and Re-training Information, Rapid Response, Referrals to Partner Programs and Community Resources.

### **Intensive Services:**

Intensive services are provided through direct interaction with service delivery staff. The intensive services tier is geared to provide more in-depth job search and career management assistance.

WorkFirst, Veterans Employment, H2-A and H-2B are examples of programs that require intensive services to customers, most of which are guided through federal requirements.

### **Initial Assessment: (Desk-level Interview)**

Assist customer in determining employment and or career development pathways by job readiness and skills assessment.

### **Job Referrals:**

As part of the coordinated effort, ESD staff will provide labor exchange services: job referrals, employment referrals, staff assisted job match and will provide placement and career counseling for Veteran's Employment Programs, Labor Exchange, Migrant and Seasonal Farm Worker Services, WorkFirst customers and the general public.

### **Labor Market information:**

Provide labor market information (e.g., job vacancy listings, providing occupation information e.g. demand, decline or balance, information on job skills required; information on demand occupations).

### **UI Information:**

All WorkSource and Affiliated sites at a minimum are required to provide phone accessibility and internet connections so that potential UI customers can file for unemployment insurance benefits.

### **Referrals to Training Resources:**

Sharing of eligibility information and next step guidance for candidates interested in attending training. Assistance may be offered by WIA, TAA, local training providers, community and technical colleges or others.

**Employment Readiness Job Hunter Workshops:**

ESD staff will provide a series of employment readiness modules as part of core services to all job seekers that are accessing employment services through WorkSource sites where ES staff are co-located.

During group presentations ESD staff present an overview of all training programs and opportunities offered through the WorkSource system and WorkSource partners. Referrals to training are documented in SKIES by Employment Security staff at that time of the interview.

**Business Services:**

The overall employer-services outcomes are to provide excellent services to businesses and jobseekers, transitioning job seekers to viable new employment as quickly as possible and helping employers to solve their human resource problems by directly providing or brokering information, tools, services, and resources they need to be successful.

Within the Northwest WDA, ESD staff will work collaboratively with partners within the context of the ***Northwest Regional Business Services Plan*** to identify and deliver pertinent, value-added services available from the WorkSource Northwest partnership of organizations and programs. ESD staff will work to increase quality job orders, to narrow the inventory gap between desired occupations and available opportunities, and to identify steps to meet business recruiting and placement needs. ESD business services staff will utilize available data, such as job seeker inventory and O\*Net codes, to customize and concentrate services to better match job seekers and available jobs.

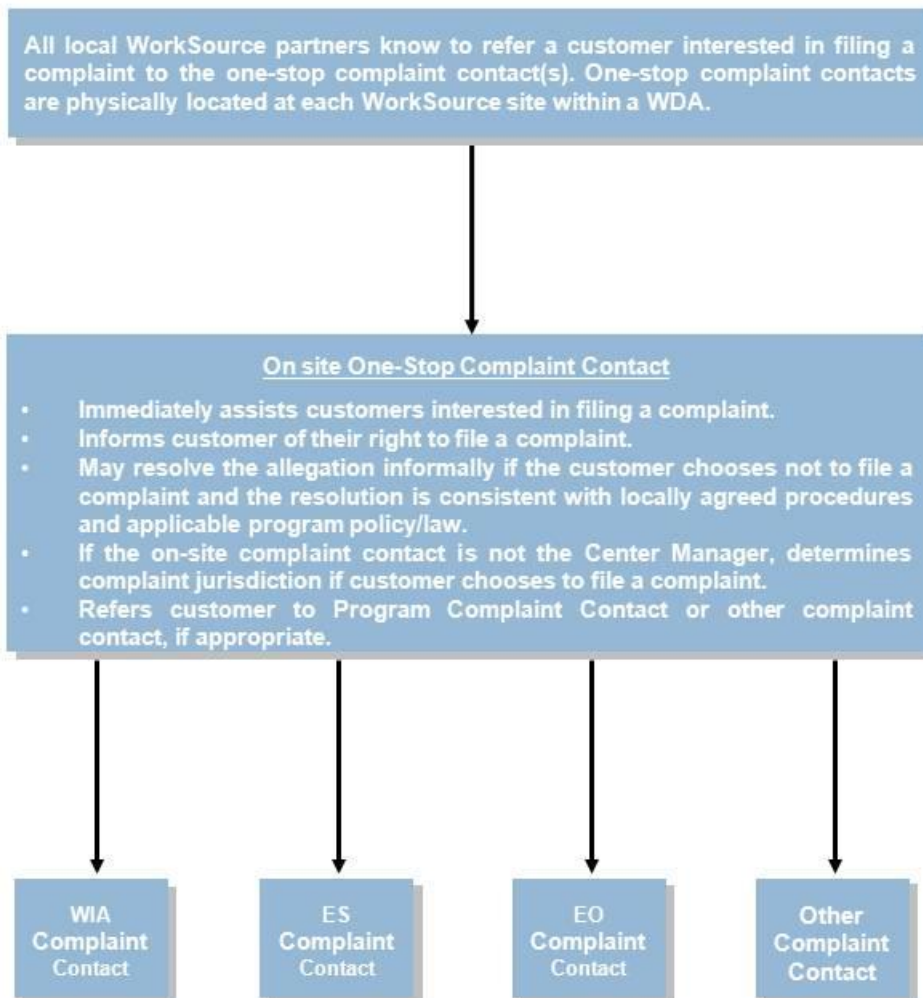


## Appendix D - Complaint Procedures

Initial Customer Complaint Policy (Council [Policy 1012-1 Revision 1](#))

All WorkSource Partners are expected to adhere to Council Policy 1012-1 Revision 1 procedures and processes:

### Initial Customer Complaint Flow Chart



**APPROVED:**

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

**Northwest Workforce Council**

By: [Signature]  
Name

CHAIR 7/25/14  
Title Date

**OIC of Washington**

By: [Signature]  
Name Steve Mitchell

CEO 8-12-14  
Title Date

**Bellingham Technical College**

By: [Signature]  
Name

President 7/31/14  
Title Date

**Skagit Valley College**

By: [Signature]  
Name

President 9/4/14  
Title Date

**Cascades Job Corps Center**

By: [Signature]  
Name

Programs Director 7/28/14  
Title Date

**Whatcom Community College**

By: [Signature]  
Name

President 7/28/14  
Title Date

**Division of Vocational Rehabilitation**

By: [Signature]  
Name

VR 7-29-14  
Title Date

**Northwest Workforce Council**

(As program operator for WIA Title 1B Adult, Youth and Dislocated Worker and for the Older Americans Act – Title V.)

By: [Signature]  
Name

CEO 7/25/14  
Title Date

**Employment Security Department**

By: [Signature]  
Name

Regional Director 7/30/14  
Title Date