

MEMORANDUM OF UNDERSTANDING
Chelan / Douglas

2012-2015

The following Memorandum of Understanding (MOU) between the North Central Washington Workforce Development Council and the following workforce agencies (hereinafter called partners) sets forth the terms of agreement for implementing the One Stop System as a network of affiliates and partners in Chelan Douglas Counties.

- ESD WorkSource Wenatchee (Certified Affiliate)
- SkillSource Wenatchee
- Department of Social and Health Services
- Wenatchee Valley College
- Opportunities Industrialization Center
- Chelan Douglas Community Action Council
- DSHS/Division of Vocational Rehabilitation
- Service Alternatives

I. Purpose of Agreement

This MOU establishes a cooperative and mutually beneficial relationship among the Partners and sets forth their relative responsibilities as they relate to one-stop duties, obligations, and responsibilities pursuant to section 121 of the Workforce Investment Act.

II. Strategic Vision for the System

The Partners agree to support the ***vision and strategic goals set forth by the Workforce Development Council Strategic Plan*** to the extent consistent with Partner missions.

Vision: The five counties will have a motivated, diverse workforce sustained by a workforce development system that is customer-driven. Thriving, collaborative relationships in the WorkSource system with all education and economic development will drive employment, skills advancement, enhanced quality of life and increased standard of living.

Goal #4: One Stop System Integration:

Deliver integrated services that are effective, efficient, timely and seamless

Objective 4.1: Develop leadership within the local workforce development system

Objective 4.2: Continuously improve one-stop processes

Objective 4.3: Regularly monitor report on and respond to performance indicators

III. Duration of Agreement

The Agreement will commence on the 1st day of October 2012 and shall remain in effect until the 30th day of June, 2015 or until the Agreement is canceled by the Partners in accordance with Section XI.

IV. Coordination

It is agreed by the Partners to conduct the following:

1. Promote the further integration of front end services, skills development services and business services;
2. Commit resources to the One Stop service delivery system;
3. Coordinate resources and programs to promote a streamlined and efficient workforce development system;
4. Share information and coordinate activities;
5. Identify and address barriers to coordination;
6. Implement a system of measuring and reporting Partner workforce activity performance;
7. Promote the development of common data systems to track progress and measure performance.
8. Recognize Employment Security as the one-stop operator for Wenatchee WorkSource Affiliate.

V. General Provisions

The Partners are expected to meet their responsibilities under this MOU in accordance with the laws and regulation which govern their activities. Nothing in this MOU is intended to negate or otherwise render ineffective any such provisions or operating procedures.

VI. Responsibilities of the Partners Under Agreement

The Partners agree that their respective responsibilities under this agreement shall be as follows:

A. The Workforce Development Council shall:

- Develop a two (2) year strategic plan for the local workforce development area
- Convene and support the One Stop System
- Develop and enter into a Memorandum of Understanding with Partners for the delivery of services in the local area
- Select One Stop Center operators and certify centers and affiliates Promote quality customer service
- Assist Local Elected Officials fulfill the requirements of the Workforce Investment Act
- Conduct Equal Opportunity Training and Reviews
- Ensure the One Stop Operator complies with the Operator Agreement

B. Partner Specific Commitments:

C.

Each Partner' s specific commitments to the one-stop system are listed in Appendix A.

- a) Core Services are provided (as outlined in 20 CFR 652 Part 662.240)
- b) Additional Services to be accessible to customers of each partner
- c) Participation in an integrated customer referral system (including the point of contact, intake, enrollment and assessment processes,)
- d) Estimated Costs for Core Services: (This MOU is a non-financial agreement. This figure represents each partners estimated annual cost to provide the listed Core services)

C. Partner Shared Roles and Responsibilities:

As outlined in **Appendix B**, partners will contribute to the delivery of the following services as applicable and agreed upon by the partnership.

1. Front End Services. Front End Services are the initial services that begin the customer's individual job search and skill improvement process. These services include, but are not limited to, front-end assessment and information about the services available at WorkSource. Services will address the employment and training needs of individuals through an integrated, seamless service delivery system that provides universal access to all services by job seekers and employers.

Upon entering a Comprehensive or Affiliate center, customers will encounter a friendly and informative reception staff equipped to handle a diverse population. Applicants will receive an orientation to the full array of services available in the center. The orientation may be provided in a group setting or through other means such as computer video presentation. Individuals may then self-access available resources, including labor market information, Internet access to career and training information, use of phones and fax machines, newspapers, employment information and a variety of employment and career workshops. Staff will generally be available for those customers requiring assistance in utilizing resources.

2. Skills Development Services:

Emphasis will also be placed on the ongoing utilization of multiple resources as a method of promoting skill enhancement needed to ensure career development, and job retention beyond the initial employment. The core and intensive service delivery process will promote the opportunities available to help customers move into jobs that facilitate career growth and self-sufficiency. Center partners provide information on skill development opportunities within the center and through eligible training providers. Financial aid workshops and career planning workshops assist customers to make decisions and find resources.

3. Coordinated Employer and Business Services:

- Core services to businesses are delivered in coordination with center partners.
- Outreach and marketing to businesses is conducted by applicable partners in a coordinated effort to avoid duplication.
- All-partner business services teams meet regularly to discuss outreach, recruitment and placement.
- Business services staff provide information to employers about hiring practices, retention and training opportunities.
- Interview space is provided and coordinated on the center calendar.
- Rapid Response is coordinated with the partners that will best meet the needs of the business and employees affected by down-sizing or closure.
- Additional business services include but are not limited to screening, recruitment, testing and follow up.

4. Partners commit to the Continuous Quality Improvement Initiatives of the Partnership

Certified Affiliates agree to provide a report to the WDC, at least annually, on progress toward their Continuous Improvement Plans developed in the Certification process.

VII. Customer Complaint Procedure

Customer complaints, either program or discrimination, arising within a Certified WorkSource Affiliate, shall be handled in accordance with all applicable laws, policies and organization

agreements. Furthermore, Certified Affiliates agree to follow their Initial Customer Complaint Procedure established in accordance with the WorkSource Service Delivery System Policy #1012.

VIII. System Support

The participating Partners commit to align, in accordance with each Partner's rules and regulations, available agency resources toward the workforce development system integration over time. Resources may include cash, in-kind, or other. Each Partner is responsible for the costs of their Agency in carrying out that Agency's commitments of Section VI, Part B. 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 Agreement.

Each partner's proportionate responsibility is based on the Estimated Cost for Core Services reported in appendix A element d. This amount relative to the total indicates each partner's fair share contribution to the one-stop delivery system. Element d estimates the total human and physical costs to deliver core services. In general, this is an activity-based cost allocation approach.

IX. Supplemental Agreements

To ensure the utmost flexibility for all Partners within this Agreement, it is understood and agreed that two or more Partners may enter into separate Supplemental Agreements among themselves. These Supplemental Agreements shall not preclude or negate any terms or conditions set forth in this Agreement (MOU).

X. Indemnification

The Partners recognize that the partnership consists of local, state, federal agencies, not for profit, and for profit entities. Each Partner shall indemnify and hold harmless other Partners from all claims, costs, damages, or expenses arising out of the negligence of the Partners. In the case of negligence of two or more Partners, any damages allowed shall be levied in proportion to the percentage of negligence attributable to each Partner.

XI. Amendment or Cancellation of Agreement

The Agreement may be amended at any time in writing and by mutual consent of the Partners, and the Workforce Development Council. Partners suggesting a modification to any element in the MOU must submit the proposed change in writing to the WDC providing 60 days for discussion with the other Partners. Each partner may cancel its participation in the Agreement upon sixty (60) days written notice to the other Partners. In the event a Partner determines that funds are unavailable to carry out the activities set forth in this Agreement, the Partner shall terminate this Agreement by notifying all other Partners and the Workforce Development 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 other Partners.

XII. Jobs for Veterans Act

Partners agree to comply with the federal Jobs for Veterans Act (P.L. 107-228) as applicable, as well as Washington State Policy 1009 Revision 1: Priority of Service for Veterans and Eligible Spouses.

XIII. Federal and State Non-Discrimination Requirements

Each of the Partners party to this agreement shall comply with all applicable local, state, and federal nondiscrimination laws, regulations, rules, and ordinances. Partners 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, creed, color, national origin, religion, political affiliation or belief, or disability, in both program participation and employment, and on the basis of citizenship and participating in Workforce Investment Act programs.

State Info Memo 001-02: Determining Scope of Authority for Local Equal Opportunity Officers states "It is a condition of participation in the System at the One-Stop Center that partners agree to all the non-discrimination requirements of Title I, including compliance reviews and complaint investigations."

As such, Partners agree to adhere to the following Non-discrimination requirements:

- Section 188 of the Workforce Investment Act of 1998, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any Workforce Investment Title 1-financially assisted program or activity;
- Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color or national origin;
- Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
- The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and
- Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.
- 29 CFR part 37 and all other regulations implementing the laws listed above.

XIV. Local MOU Dispute Resolution:

One Stop 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. The parties to this agreement agree to communicate openly and directly and that every effort will be made to resolve any problems or disputes in a cooperative manner.

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

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

APPROVED:

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

SkillsSource EMPLOYMENT SECURITY	Employment Security Department SKILLSOURCE
By: <u>Marcia Henkle</u>	By: <u>Leta Pernice</u>
Title: <u>WDAE Area Director</u>	Title: <u>Managing Director</u>
Date: <u>9-18-2012</u>	Date: <u>9-18-2012</u>
Wenatchee Valley College	DSHS/ESA /Community Services Division Region 1
By: <u>Mary Wilson</u>	By: _____
Title: <u>Asst. Dean Workforce Ed</u>	Title: _____
Date: <u>9/18/12</u>	Date: _____
Opportunities Industrialization Center	Chelan Douglas Community Action Council
By: _____	By: _____
Title: _____	Title: _____
Date: _____	Date: _____
DSHS/Division of Vocational Rehabilitation	Service Alternatives
By: _____	By: _____
Title: _____	Title: _____
Date: _____	Date: _____
North Central Workforce Development Council	
By: <u>David Peterson</u>	
Title: <u>Executive Director</u>	
Date: <u>9-18-12</u>	

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<i>SkillSource</i>	<i>Employment Security Department</i>
By: _____ Title: _____ Date: _____	By: _____ Title: _____ Date: _____
<i>Wenatchee Valley College</i>	<i>DSHS/ESA /Community Services Division Region 1</i>
By: _____ Title: _____ Date: _____	By: <i>Deborah Johnson</i> Title: <i>Community Service Office Administrator</i> Date: <i>9/20/12</i>
<i>Opportunities Industrialization Center</i>	<i>Chelan Douglas Community Action Council</i>
By: _____ Title: _____ Date: _____	By: _____ Title: _____ Date: _____
<i>DSHS/Division of Vocational Rehabilitation</i>	<i>Service Alternatives</i>
By: _____ Title: _____ Date: _____	By: _____ Title: _____ Date: _____
<i>North Central Workforce Development Council</i>	
By: _____ Title: _____ Date: _____	

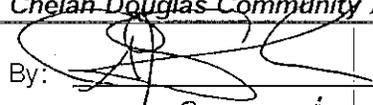
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SkillSource	Employment Security Department
By: _____	By: _____
Title: _____	Title: _____
Date: _____	Date: _____
Wenatchee Valley College	DSHS/ESA /Community Services Division Region 1
By: _____	By: _____
Title: _____	Title: _____
Date: _____	Date: _____
Opportunities Industrialization Center	Chelan Douglas Community Action Council
By: <u>Steve Mitchell</u>	By: _____
Title: <u>CEO</u>	Title: _____
Date: <u>9-20-12</u>	Date: _____
DSHS/Division of Vocational Rehabilitation	Service Alternatives
By: _____	By: _____
Title: _____	Title: _____
Date: _____	Date: _____
North Central Workforce Development Council	
By: _____	
Title: _____	
Date: _____	

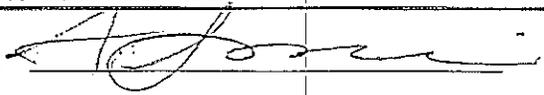
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By: _____	By: _____
Title: _____	Title: _____
Date: _____	Date: _____
Wenatchee Valley College	DSHS/ESA /Community Services Division Region 1
By: _____	By: _____
Title: _____	Title: _____
Date: _____	Date: _____
Opportunities Industrialization Center	Chelan Douglas Community Action Council
By: _____	By:  _____
Title: _____	Title: <u>Executive Director</u>
Date: _____	Date: <u>9-20-2012</u>
DSHS/Division of Vocational Rehabilitation	Service Alternatives
By: _____	By: _____
Title: _____	Title: _____
Date: _____	Date: _____
North Central Workforce Development Council	
By: _____	
Title: _____	
Date: _____	

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<i>SkillSource</i>	<i>Employment Security Department</i>
By: _____	By: _____
Title: _____	Title: _____
Date: _____	Date: _____
<i>Wenatchee Valley College</i>	<i>DSHS/ESA /Community Services Division Region 1</i>
By: _____	By: _____
Title: _____	Title: _____
Date: _____	Date: _____
<i>Opportunities Industrialization Center</i>	<i>Chelan Douglas Community Action Council</i>
By: _____	By: _____
Title: _____	Title: _____
Date: _____	Date: _____
<i>DSHS/Division of Vocational Rehabilitation</i>	<i>Service Alternatives</i>
By: _____	By: 
Title: _____	Title: <i>Director, Comm. & Emp. - SW.</i>
Date: _____	Date: <i>9-21-12</i>
<i>North Central Workforce Development Council</i>	
By: _____	
Title: _____	
Date: _____	

APPROVED:

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SkillSource	Employment Security Department
By: _____ Title: _____ Date: _____	By: _____ Title: _____ Date: _____
Wenatchee Valley College	DSHS/ESA /Community Services Division Region 1
By: _____ Title: _____ Date: _____	By: _____ Title: _____ Date: _____
Opportunities Industrialization Center	Chelan Douglas Community Action Council
By: _____ Title: _____ Date: _____	By: _____ Title: _____ Date: _____
DSHS/Division of Vocational Rehabilitation	Service Alternatives
By: <u>Wicki Sprague</u> Title: <u>Contracts Coordinator</u> Date: <u>10/25/2012</u>	By: _____ Title: _____ Date: _____
North Central Workforce Development Council	
By: _____ Title: _____ Date: _____	

APPENDIX A – SPECIFIC AGENCY COMMITMENTS

SECTION VI PART B ADDENDUM

I. **SKILLSOURCE WENATCHEE (CERTIFIED AFFILIATE)** as the area' s Workforce Investment Title I-B service provider commits to the following:

a) Core Services:

Core services are the beginning point in the system for most customers who later receive intensive program or training services provided by SkillSource. Core services are an important opportunity for customer self-assessment and the determination of what additional services may be useful and appropriate to assist in their goal attainment. Additionally, a customer' s use of core services is a source of valuable assessment information on the potential program client to determine their appropriateness and readiness to participate in operated intensive and training services.

- Eligibility determination for Title I-B and other programs operated by SkillSource,
- Outreach, intake, and orientation activities are provided for adults & older youth.
- Initial assessment, includes but not limited to, basic skills, work readiness, interest and aptitude, and support service needs,
- Job search, placement assistance and career counseling,
- Local labor market information including employment opportunities and demand occupations.
- Performance information and program cost information from eligible training providers.
- Information on the one-stop system' s performance measures.
- Information on the availability of support services and referral to such services.
- Information regarding filing for unemployment compensation.
- Assistance in establishing eligibility for programs of financial aid assistance not funded under Title I-B.
- Follow-up services for any of its Workforce Investment program customers.

b) Additional Services:

SkillSource provides access to intensive and training services as determined appropriate for individual customers. Customers may access these services after participating in Core services and ACE assessment. Eligibility and priority criteria apply. Access to these services will be obtained through consultation with a SkillSource Trainer. Services may include, but are not limited to: career counseling, basic and computer skills instruction, short-term prevocational services, financial support for vocational education, on-the-job training.

Business services include but are not limited to: Labor market and business assistance information, access to job listings and career fairs, employee recruitment, assessment and training. Additional services such use of facilities for recruitment and interviewing as well as layoff aversion and assistance services are made available to local employers.

c) Coordinated Customer Referral System:

Participate in a coordinated customer referral system that includes accepting information (i.e. demographic, assessment and other information) previously collected on the customer through the WorkSource system. SkillSource agrees to provide information back to referring Partners or co-management Partners on the status of the referral or customer progress when appropriate and to the extent the customer agrees to share confidential information. Referrals will be made in a variety of ways through SkillSource Trainers (i.e.: personal introduction, phone call to partner agency, through SKIES electronic means, etc). SkillSource coordinates with Wenatchee School District to provide basic skills, drop-out retrieval and transition services to at-risk- youth.

The point of contact is Orientation held weekly at SkillSource. Intake begins with an application at ACE assessment workshop and enrollment into services occurs after eligibility is determined and an employment plan is developed.

d) Estimated Cost for Core Services (per year): SkillSource Wenatchee

Estimated Cost for Core Svcs	Funding Source
\$96,600	WIA Title I-B

II. EMPLOYMENT SECURITY WORKSOURCE WENATCHEE (CERTIFIED AFFILIATE) agrees to provide the following:

a) Core Services:

- Outreach, intake and orientation to information and other services through the One Stop delivery system on site, on line. Special emphasis for Veterans, Migrant and Seasonal farm worker, WorkFirst and Unemployment Insurance Claimants. Group orientations to WorkSource services are provided weekly, electronic information daily (self-service) and one on one as needed.
- Initial assessment of skill levels, aptitudes, abilities and support services needs on site, on line, facilitated referral. Initial assessment is available to all customers via the Resource Center. WorkFirst staff provides individual assessment of TANF clients and provides support services as needed. Assessment is part of the group orientation, initial registration and referral process.
- Job search, placement assistance and career counseling when appropriate on site, on line. All job seekers are provided job search and placement assistance. This is available through the electronic labor exchange via 27 Resource Center PCs group workshops, and one-on-one referrals. Counseling is primarily done with target populations such as veterans, migrant and seasonal farm workers and TANF clients.
- Provision of labor market information (e.g., job vacancy listings, information on job skills required; information on demand occupations) on site, on line. Universally accessible.
- Provision of performance information and program cost information from eligible training providers on line, facilitated referrals, flyers, and brochures as prepared by the State level Employment Security Department and the Workforce Training Board.
- Provision of information on the one-stop systems performance measures on site, on line.
- Provision of information on the availability of support services, including childcare, and transportation and referral to such services on site, on line, facilitated referral.
- Provision of information regarding filing for unemployment compensation on site, on line, facilitated referral, and kiosk. This service is provided by telephone kiosk (with fax machine) in the lobby and pamphlets including toll-free telephones provided by kiosk and reception staff.
- Assistance in establishing financial aid assistance, facilitated referral, co-located staff.

b) Additional Services:

WorkSource Wenatchee Affiliate provides access to intensive and training services as determined appropriate for individual customers. Services associated with Skill Development include e-learning in conjunction with Microsoft; KeyTrain, an academic software curriculum; tutorials in office skills; job seeking skills workshops; and workshops in resume writing, interviewing skills, and identifying job skills in writing and orally. Intensive services for target groups may also include case management; one-on-one monthly contact; access to training

services including apprenticeships, On-the-Job training, and work experience opportunities with partner agencies or through specific programs like Veterans and WorkFirst. Customers may access these services through WorkSource Wenatchee Affiliate, electronic connections, or coordinated referral to partner agencies.

WorkSource Wenatchee Affiliate provides basic business services to employers, accessed by telephone, email or through outreach by a business services representative. Services include job listings on Go2WorkSource.com; applicant screening, testing and assessment; facilities access for interviewing or hiring events; labor market information; business closure and downsizing support; referral to incumbent worker and new employee training; hiring tax credit information; and referral to other state agencies.

c) Coordinated Customer Referral System:

The initial point of contact for WorkSource Wenatchee Affiliate is the front counter in the office. Job seekers are registered into SKIES (database), enrolled into appropriate programs or service, and assessed for job readiness to guide which services may be most beneficial. Often a referral to a partner agency is the most direct path toward the services requested by the job seeker.

WorkSource Wenatchee participates in a coordinated referral system. Direct referrals to partner agencies are made via email, telephone, introductory card, on site or direct appointment. Direct referrals via electronic means have been enhanced with the implementation of SKIES and 4people.org. Prescreening for partner eligibility requirements, Veterans programs, Migrant and Seasonal Farm worker Program, NAFTA/TAA, and WorkFirst, claimant placement /Worker Profiling are available.

d) Estimated Cost for Core Services (per year): Employment Security

Estimated Costs for Core Services	Funding Source
\$ 135,590	UI Re-Employment
\$ 380,890	Labor Exchange
\$ 63,958	WorkFirst

e) Principal Role (Added by Employment & Career Development Division 2- 2009)

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

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

In accordance with 20 CFR 652.215 and .216, ECDD complies with the Department of Labor regulations that require labor exchange services provided under authority of Wagner-Peyser, including services to veterans, be provided by public merit-staff employees of Employment

Security. Furthermore, with the concurrence of the local Administrator(s), ES Area Director or Assistant Commissioner of ECDD, the department may agree, in the local Memorandum of Understanding, to have ESD staff receive guidance from the One-Stop operator and/or partners regarding the provision of labor exchange services, except that all personnel matters, performance and accountability of department employees must remain under the authority of the Employment Security Department and in compliance with any Collective Bargaining Agreement covering its employees.

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

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

IV. WENATCHEE VALLEY COLLEGE (WVC)

a) Core Services:

- WVC will provide information about WVC programs and access to intake and orientation for all WVC programs. A specialist is available on-campus and is available to go on-site for business closures. A team provides College and referral information on-site for workers ready to be laid off.
- Assessment of skill levels, aptitudes and abilities is provided so that informed decisions can be made by individuals about which classes/programs will be most beneficial to meet their current situation and need. Full-time students or those who take math or English must take the Compass Test placement tool. They are advised of the placement results immediately following their test. CASAS- A free placement tool for those with less developed skills. Students are self-referred or referred after completing the Compass.
- Job Search and Placement information is provided by college staff located in Wenatchi Hall at the college. Job placement information is also provided in course catalogues. In addition, ES staff provides information workshops and overview services in the classroom. Information is also distributed at various opportune venues.
- Provision of labor market information and individual educational planning career guidance is available in student services. Career classes in both continuing education and tech/professional are also available.
- Program information regarding cost, graduation rates and other directory information is available.
- Local area one-stop system performance measures are available.
- Information and assistance for individuals to establish eligibility for WorkFirst and other financial aid are available through WVC.

b) Additional Services:

Additional services available include classes and services as defined in the Wenatchee Valley College Carl Perkins and Adult Basic Education proposal submitted to and approved by the State Board for Community and Technical Colleges.

c) Coordinated Customer Referral System:

Participate in a coordinated referral system. The individual's right to privacy shall be respected in all exchanges of information.

d) Estimated Cost for Core Services (per year): Wenatchee Valley College: Wenatchee

Estimated Costs for Core Services	Funding Source
\$15,000	WorkFirst
\$15,000	Work Based Learning
\$24,000	WA State
\$7,500	Carl-Perkins

IV. DEPARTMENT OF SOCIAL AND HEALTH SERVICES

a) Core Services:

DSHS provides outreach, intake and orientation to information and other services available through the One Stop system. Through internal DSHS, community partnerships and interdisciplinary service teams provide wrap around services to individuals and families, opportunities to provide information regarding One Stop services are utilized.

At initial eligibility determination for TANF, assessment and development of an individual responsibility plan for WorkFirst (TANF) recipients is completed. This Initial assessment of skill levels, aptitudes, abilities and support service needs are addressed in the foundational assessment with WorkFirst parents. Individual responsibility plans include strategies to access education, training and job search.

DSHS provides assistance in establishing eligibility for welfare-to-work via data available to the CSO.

DSHS provides information on the availability of support services including child care and transportation and referral to such services.

b) Additional Services:

DSHS CSO will provide additional services that will assist individuals in overcoming a variety of barriers to self-sufficiency through assessments, consultations and treatment plans. Referral to One Stop programs and services in the community is a natural next step once barriers begin to dissolve.

c) Coordinated Customer Referral System:

TANF parents participate in standardized activities that lead to self-sufficiency whether required or as a non-mandatory volunteer. The point of contact are WorkFirst Case Managers and Social Workers at DSHS who first determine program eligibility and then coordinate activities, resources and referrals based on the individual family's needs and circumstances.

d) Estimated Costs for Core Services (per year): DSHS

All employment and training activities under WorkFirst are delivered through contracts with various partner agencies such as Employment Security, Community Colleges and other community agencies. Support services for core activities are goods and services purchased to help parents become independent.

Estimated Costs for Core Services	Funding Source
\$42,261	TANF

V. OPPORTUNITIES INDUSTRIALIZATION CENTER

Opportunities Industrialization Center of WA (OIC) is the U.S. Department of Labor grantee under WIA 167 to provide employment, training, and related services to eligible migrant and seasonal farm workers and their families in the state of Washington. OIC plans to provide the following core services to qualified applicants through the local Wenatchee OIC office.

a) Core Services:

- Outreach, information and orientation to services available through the One Stop delivery system to include all partner services, how partners work together and a clear understanding of the SKIES system.
- Determine eligibility and perform intake for WIA 167 program applicants.
- Initial assessment of skill levels (basic, work readiness and occupational/vocational) aptitudes, interests and abilities (CASAS, TABE, etc) and supportive service needs.
- Career counseling (e.g. identifying job skill requirements and local employment opportunities), job search and placement assistance (e.g. filling out applications; paper and online, completing resumes, interviewing practice, referrals, etc.), and labor market information.
- Provision of performance information and program cost information from eligible training providers including links to ETPL lists, school or training provider websites, and funding options
- Provision of information on the One Stop system' s performance and outcome measures including the impact for the local economy and state budget.
- Provision of information on the availability of supportive services such as childcare, clothing, tools and transportation, from service providers outside the One Stop system, and referrals to such services.
- Provision of information regarding filing for unemployment compensation including the assistance in the use of computerized or telephone application process.
- Assistance in establishing eligibility for welfare-to-work, food stamps, or financial aid assistance including preparation of paper or online applications, referrals, faxing of related financial documents or assistance in scheduling appointments with partners for related services.
- Provision of required follow-up services including gathering employment and wage information for 12 months following exit, inputting information into SKIES for area performance reports, documenting retention and wage gain as common measures and assisting those clients lacking employment with job placement.
- Assistance in establishing eligibility for DVR 304 including referral to DVR intake staff, gathering or faxing related documents and coordinating service plans
- Assistance in determining eligibility for HEP and GED services, referrals to appropriate training sites and completion of application process

b) Additional Services:

OIC provides access to intensive and training services following development of individual service strategies called IEP' s done through collaboration between program participants and their case managers. Many times program participants are co-enrolled between a variety of partner services. When this occurs, OIC works actively with the other partners to ensure a clean service delivery plan and avoid duplication of services between partners. All services are documented and recorded into SKIES for local common measures, communication and tracking purposes. Presently, some intensive and training services are provided on site, such as GED instruction, while others are contracted out, to local area providers such as Certified Nursing Instruction, Commercial Drivers Licensing, Welding, or Office/MOS Certification training.

OIC provides business services in partnership with the One Stop Delivery Team. Monthly meetings between partner staff ensure clear goals and outcomes while reducing duplication. Businesses are a key customer of the workforce delivery system, as such; OIC provides on-going services to assist with referrals, selection and training of local employees. OIC ensures businesses access the local WorkSource system, place local job orders and receive quality services tailored to their needs. OIC staff meets with the local MSFW workers to provide both business and customer/employee service and outreach within Chelan/Douglas Counties.

c) Coordinated Customer Referral System:

The target population consists exclusively of migrant and seasonal farm workers and their family members who meet U.S. Department of Labor program requirements. A listing of these eligibility requirements have been provided to One-Stop partners in an on-going process including staff meetings, 1-1 discussions and within the One Stop Center resource area.

Many participants hear of program services through word-of-mouth, family and friends. Referrals are also received through other partners within and outside the One Stop system. Partners (e.g. ESD, DVR, Wenatchee Valley College, SkillSource, Job Corps, AARP, WorkFirst/DSHS,); presentations made at Parent Advisory Committee meetings through local public schools, migrant education forums, WA State Migrant Council, Migrant Daycare or Provider sites; flyers placed in public places and common areas (library, grocery store, bakery, laundromat, farm worker housing units); public service announcements are made over broadcast and print media.

For those who are not eligible for program services, and for participants in need of services beyond those which can be provided, referrals are made to other appropriate Partners and organizations throughout the region, which always includes referrals to WorkSource Central Basin and registration into SKIES with appropriate services or referrals noted.

OIC attends local One-Stop job seeker orientations and provides intake process within our local office or satellite sites within the service delivery area. Clients are referred through SKIES by partners to OIC with the use of the Seeker Services " Referral to WIA 167". This generates a referral list, which is accessed by OIC staff. OIC staff contacts those potential applicants to provide an orientation on services and determine potential eligibility into program. Those not interested or not qualified are referred to other services within the area and this information is noted in SKIES through services and case notes.

Other clients are referred directly to the office through paper referrals, phone calls, partner scheduling intakes or by One-Stop staff providing a business card and instructing the job seeker to contact our Wenatchee office.

Upon referral and pre-screening, potential applicants are provided an intake appointment along with the required eligibility documents list. Intake process takes approximately 1 hour and eligibility is approved through the quality control process within 3 business days. Following approval for services clients are moved to either intensive or emergency only services.

d) Estimated Cost for Core Services (per year): OIC

Estimated Costs for Core Services	Funding Source
\$38,500	WIA Title I-D Section 167

VI. CHELAN/DOUGLAS COMMUNITY ACTION COUNCIL

Chelan/Douglas Community Action Council agrees to provide the following:

a) Core Services:

- Outreach, intake, and orientation to the information and other services through the one-stop delivery system.
- Initial assessment of skill levels, work readiness, aptitudes, abilities, and support service needs.
- Job search and placement assistance, and career counseling where appropriate. Development of individualized training & work search plans.
- Information on the availability of support services and referral to such services.
- Provision of labor market information (e.g., job vacancy listings, information on job skills required; information on demand occupation) ONET.
- Provision of information on the availability of support services, including childcare and transportation, and referral to such services.

b) Additional Services:

Based on funding availability, CDCAC will use the Community Action Family Development System to provide services that will assist clients in overcoming barriers to self-sufficiency.

c) Coordinated Customer Referral System:

Participate in a coordinated referral system. CDCAC will refer customers to One-Stop partners, community organizations and other available resources as needed.

d) Estimated Costs for Core Services (per year): CD Community Action Council

Estimated Costs for Core Services	Funding Source
\$27,241	CDBG/CSBG – Family Development
\$28,833	CDBG/CSBG – Family Self-Sufficiency

VII. DSHS / DIVISION OF VOCATIONAL REHABILITATION

The Division of Vocational Rehabilitation shall promote the equal, effective and meaningful participation by individuals with disabilities in all One Stop activities and shall, through the One Stop Delivery system:

a) Core Services: (for DVR applicants and eligible participants)

- Orientation, intake, and outreach which includes information of other services through partner agencies which also include Wenatchee WorkSource and SkillSource.
- Initial assessment of skill levels, aptitudes, abilities, and support service needs;

- Vocational Counseling and Job search and placement assistance as necessary.
- Provision of labor market and employment statistics information
- Provision of performance information and program cost information on eligible training providers, adult education, vocational education, vocational rehab;
- Provision of information on the availability of support services, including child care and transportation, and referral to such services;
- Financial aid assistance

b) Additional Services: (for DVR applicants and eligible participants)

- Eligibility determination for Division of Vocational Rehabilitation services.
- Make referrals to partners as appropriate
- Administer services to empower individuals with disabilities to achieve a greater quality of life by obtaining and maintaining employment.
- Identify and address individual barriers to employment
- Provide rehabilitation technology services
- Provide job placement and retention services
- Training services to learn work skills needed to achieve the job goal
- Counseling and guidance provided one-on-one throughout the rehabilitation process.
- Physical or mental restoration services to help the customer go to work.
- Provide Social Security Work Incentive Information and referral.
- Provide consultation and technical assistance to assist the partnership in assuring all WorkSource Services are programmatically and physically welcoming and fully accessible to people with disabilities.
- Follow-up services for **DVR** customers placed into unsubsidized employment, for not less than thirty six months after the first day of employment, to include counseling regarding the workplace for DVR participants, services to maintain, regain or advance in employment that is consistent with your strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice.
- As practicable, serve DVR customers at WorkSource locations in order to promote close coordination and seamless service delivery for those individuals with disabilities who choose to utilize both DVR and other WorkSource services.
- Assist local WorkSource operators in evaluating the accessibility of service delivery for those individuals with disabilities who choose to utilize both DVR and other WorkSource services.
- Maintain current Memorandum of Understanding with each local Workforce Development Council in the state, in order to assure consistency and clearly define DVR' s role in local WorkSource operations and involvement in local workforce development activities.
- Provide shared leadership to reduce unemployment experienced by working age citizens with disabilities.
- Assist all partners in the WorkSource system recognize and respect the different legal requirements that define the responsibilities of each organization in serving customers with disabilities.
- Share data that enables each partner to effectively track and serve mutual customers with disabilities. DVR is also willing to provide consultation, if desired by partnership, to assist in developing effective ways tracing overall WorkSource usage by customers with disabilities beyond those also served by DVR.
- Skills Development is addressed in a step and service of the Individual Plan for Employment.
- Business Services are addressed through shared exchange of information of Center Partners contacts with Business.

c) Coordinated Customer Referral System:

- Develop and implement an effective process for referring customers to and from DVR within the WorkSource system with customer written consent.
- Point of contact for job seekers, the intake, and enrollment process is the Rehabilitation Technician. The Rehabilitation Technician follows up on referrals, coordinates and completes initial intake and application with customer. Assessment process and rehabilitation plan development are completed thereafter by the Vocational Rehabilitation Counselor.

d) Estimated Cost for Core Services (per year): Division of Vocational Rehabilitation

Estimated Costs for Core Services	Funding Source
\$45,000	Rehabilitation Act

VIII. SERVICE ALTERNATIVES

a) Core Services:

- Initial assessment of skill levels, aptitudes, abilities, and support service needs (Via TANF, Supported Employment (DD), and DVR intakes)
- Job search and placement assistance, and career counseling where appropriate. (Direct service to above clients while at the WorkSource center (staff present occasionally))
- Provision of labor market and employment statistics information (e.g., job vacancy listings information on job skills required; information on demand occupations) (Direct service to above clients while at the WorkSource center (staff present occasionally))
- Provision of information on the availability of support services, including child care and transportation, and referral to such services
- Provision of information regarding filing for unemployment compensation (As needed for our clients who become unemployed.)

b) Additional Services:

- For TANF recipients as referred: Community Jobs Initiative.
- For eligible individuals with developmental disabilities: Supported Employment Services
- For others with disabilities as well as individuals with developmental disabilities: Vocational Rehabilitation services including Community Based Assessments, Trial Work Experiences, Job placement, Job retention and intensive training services.

c) Coordinated Customer Referral System:

Point of Contact: Employment Specialist, Service Alternatives, Inc. (509) 630-2896. Clients are referred by: WorkFirst program specialists for Community Jobs; Vocational Rehabilitation Counselors and / or Division of Developmental Disabilities Case / Resource Managers for individuals with disabilities. Our intake and assessment process meets CARF accreditation standards.

Participate with other partners in using a common referral form. Most common referrals are between: DSHS, DVR, SkillSource, CAC (housing and rental assistance; budgeting class), OIC for additional training and support services if in fruit industry over 120 hrs, DCS for child support issues.

d) Estimated Cost for Core Services (per year): Service Alternatives

Estimated Costs for Core Services	Funding Source
\$15,000	TANF (primary), DVR, Chelan County (secondary)

SUMMARY OF CHELAN/DOUGLAS PARTNER CORE SERVICES

SERVICES	SKILL SOURCE	ESD	WVC	DSHS	OIC	CD CAC	DIV OF VOC REHAB	SVC ALT
Eligibility Determination Workforce Investment Title I-B	X							
Outreach, intake, orientation to OS system	X	X	X		X	X	X	
Initial assessment	X	X	X	X	X	X	X	X
Job Search/ Placement	X	X	X	X	X	X	X	X
Labor Market Info	X	X	X		X	X	X	X
Training Provider Performance Info	X	X	X		X		X	
One Stop Info	X	X	X	X	X		X	
Info on SS & referral	X	X	X	X	X	X	X	X
Info on filing for UI	X	X			X			X
Financial Aid Assistance	X	X	X		X		X	
Follow Up Services for WIA placed in unsub. employment	X				X			

Appendix B: Roles and Responsibilities of Shared Activities - Wenatchee

ORGANIZATION	Roles	Responsibilities with One- Stop System	
EMPLOYMENT SECURITY DEPARTMENT	CUSTOMER POINT OF CONTACT	<ul style="list-style-type: none"> WORKSOURCE WENATCHEE AFFILIATE FRONT END STAFF AND INTERNET 	
	PROGRAMS DELIVERED	<ul style="list-style-type: none"> WAGNER-PEYSER-LABOR EXCHANGE CPP LVER/DVOP MSFW 	<ul style="list-style-type: none"> TAA WORKER PROFILING LEP- TANF AND NON TANF WORKFIRST (EMPLOYMENT SVCS) UI
	FRONT END SERVICES PROVIDER	<ul style="list-style-type: none"> INITIAL ASSESSMENT LABOR MARKET INFORMATION UI INFORMATION/ORIENTATIONS REFERRAL TO PARTNER SERVICES 	<ul style="list-style-type: none"> JOB REFERRALS SKIES DATA ENTRY SEE DETAIL DESCRIPTION APPENDIX A
	SKILLS DEVELOPMENT PROVIDER	<ul style="list-style-type: none"> EMPLOYMENT READINESS (JOB HUNTER) KEYTRAIN & E-LEARNING 	
	BUSINESS SERVICES PROVIDER	<ul style="list-style-type: none"> BUSINESS SERVICES TEAM MEMBER OUTREACH BASIC BUSINESS SERVICES HIRING EVENTS 	<ul style="list-style-type: none"> LABOR EXCHANGE SERVICES RAPID RESPONSE TEAM MEMBER
SKILLSOURCE	CUSTOMER POINT OF CONTACT	<ul style="list-style-type: none"> ORIENTATION AND ACE WORKSHOP FRONT DESK STAFF 	
	PROGRAMS DELIVERED	<ul style="list-style-type: none"> WIA I-B ADULT, DISLOCATED WORKER AND YOUTH AND OTHER SPECIAL PROJECTS SENIOR COMMUNITY SERVICE EMPLOYMENT 	
	FRONT END SERVICES PROVIDER	<ul style="list-style-type: none"> OUTREACH, INTAKE & ORIENTATION INITIAL ASSESSMENT OF INTEREST & ABILITIES CAREER PLANNING, JOB SEARCH TOOLS & NETWORKING INFORMATION & REFERRAL TO SUPPORT AND FINANCIAL AID REFERRAL TO PARTNER SERVICES ALL CORE SERVICES DESCRIBED IN APPENDIX A 	
	SKILLS DEVELOPMENT PROVIDER	<ul style="list-style-type: none"> SKILLS ASSESSMENT TOOLS BASIC EDUCATION AND COMPUTER SKILLS ON-THE-JOB TRAINING ACCESS TO VOCATIONAL EDUCATION FINANCIAL AID INCUMBENT WORKER AND CUSTOMIZED TRAINING 	
	BUSINESS SERVICES PROVIDER	<ul style="list-style-type: none"> BUSINESS SERVICES TEAM MEMBER OUTREACH BASIC BUSINESS SERVICES HIRING EVENTS 	<ul style="list-style-type: none"> RAPID RESPONSE TEAM MEMBER JOB INSTRUCTION TRAINING/ OJT CUSTOMIZED EMPLOYER TRAINING SKILLS ASSESSMENT (FEE)

DSHS- DEPARTMENT OF VOCATIONAL REHABILITATION	CUSTOMER POINT OF CONTACT	<ul style="list-style-type: none"> • INTAKE & ENROLLMENT WITH REHABILITATION TECHNICIAN
	PROGRAMS DELIVERED	<ul style="list-style-type: none"> • VOCATIONAL REHABILITATION SERVICES FOR INDIVIDUALS WITH DISABILITIES (REHABILITATION ACT)
	FRONT END SERVICES PROVIDER	<ul style="list-style-type: none"> • OUTREACH, INTAKE & ORIENTATION FOR ELIGIBLE INDIVIDUALS • INITIAL ASSESSMENT OF INTEREST & ABILITIES • JOB SEARCH & PLACEMENT ASSISTANCE • INFORMATION & REFERRAL TO SUPPORT, CHILD CARE, TRANSPORTATION • REFERRAL TO PARTNER SERVICES
	SKILLS DEVELOPMENT PROVIDER	<ul style="list-style-type: none"> • DEVELOPMENT OF INDIVIDUAL PLAN FOR EMPLOYMENT • VOCATIONAL COUNSELING • REFERRAL TO PARTNER SERVICES INCLUDING ON-THE-JOB TRAINING, VOCATIONAL EDUCATION & OTHER SKILL ENHANCEMENT SERVICES
	BUSINESS SERVICES PROVIDER	<ul style="list-style-type: none"> • BUSINESS SERVICES TEAM MEMBER (INFORMATION SHARING)
WENATCHEE VALLEY COLLEGE	CUSTOMER POINT OF CONTACT	<ul style="list-style-type: none"> • INFORMATION REGARDING ALL PROGRAMS AVAILABLE AT PARTNER • ON CAMPUS REGISTRAR'S OFFICE
	PROGRAMS DELIVERED	<ul style="list-style-type: none"> • ADULT EDUCATION & CARL PERKINS
	FRONT END SERVICES PROVIDER	<ul style="list-style-type: none"> • OUTREACH, INTAKE, ORIENTATION FOR BBCC PROGRAMS • ASSESSMENT OF INTEREST & ABILITIES TO MAKE ACADEMIC CHOICES • CAREER PLANNING, JOB SEARCH TOOLS & NETWORKING • INFORMATION & REFERRAL TO SUPPORT AND FINANCIAL AID • REFERRAL TO PARTNER SERVICES
	SKILLS DEVELOPMENT PROVIDER	<ul style="list-style-type: none"> • BASIC AND VOCATIONAL EDUCATION • ONLINE COURSES • 4 YEAR DEGREES THROUGH CWU AND HERITAGE UNIVERSITY
	BUSINESS SERVICES PROVIDER	<ul style="list-style-type: none"> • BUSINESS SERVICES TEAM MEMBER • OUTREACH TO LOCAL EMPLOYERS • HIRING EVENTS
OPPORTUNITIES INDUSTRIALIZATION CENTER OF WA	CUSTOMER POINT OF CONTACT	<ul style="list-style-type: none"> • OIC STAFF AT LOCAL WENATCHEE OFFICE
	PROGRAMS DELIVERED	<ul style="list-style-type: none"> • WIA 167 – MIGRANT/ SEASONAL FARMWORKERS
	FRONT END SERVICES PROVIDER (FOR ELIGIBLE TITLE 167)	<ul style="list-style-type: none"> • OUTREACH, INTAKE & ORIENTATION FOR WIA TITLE 167 • INITIAL ASSESSMENT OF INTEREST & ABILITIES • CAREER COUNSELING, JOB SEARCH & PLACEMENT • INFORMATION & REFERRAL TO SUPPORT AND FINANCIAL AID • REFERRAL TO PARTNER SERVICES
	SKILLS DEVELOPMENT PROVIDER	<ul style="list-style-type: none"> • BASIC EDUCATION • REFERRAL TO COMPUTER, VOCATIONAL EDUCATION • ON-THE-JOB TRAINING
	BUSINESS SERVICES PROVIDER	<ul style="list-style-type: none"> • BUSINESS SERVICES TEAM MEMBER • OUTREACH • BASIC BUSINESS SERVICES • HIRING EVENTS

CHELAN DOUGLAS COMMUNITY ACTION COUNCIL	CUSTOMER POINT OF CONTACT	<ul style="list-style-type: none"> • CDCAC STAFF AT WENATCHEE OFFICE
	PROGRAMS DELIVERED	<ul style="list-style-type: none"> • FAMILY DEVELOPMENT • FAMILY SELF SUFFICIENCY
	FRONT END SERVICES PROVIDER	<ul style="list-style-type: none"> • OUTREACH, INTAKE & ORIENTATION TO CDCAC SERVICES AND ONE STOP INFO • INITIAL ASSESSMENT OF INTEREST, ABILITIES & SUPPORT SVC NEEDS • INFORMATION & REFERRAL TO SUPPORT AND FINANCIAL AID • REFERRAL TO PARTNER SERVICES
	SKILLS DEVELOPMENT PROVIDER	<ul style="list-style-type: none"> • REFERRAL TO PARTNER SERVICES
	BUSINESS SERVICES PROVIDER	<ul style="list-style-type: none"> • NA
DEPARTMENT OF SOCIAL AND HEALTH SERVICES	CUSTOMER POINT OF CONTACT	<ul style="list-style-type: none"> • WORKFIRST CASE MANAGERS IN CENTER • SOCIAL WORKERS AT DSHS OFFICE
	PROGRAMS DELIVERED	<ul style="list-style-type: none"> • TANF
	FRONT END SERVICES PROVIDER	<ul style="list-style-type: none"> • OUTREACH, INTAKE & ORIENTATION FOR TANF/WORKFIRST • INITIAL ASSESSMENT OF INTEREST & ABILITIES FOR IRP • INFORMATION & REFERRAL TO SUPPORT AND FINANCIAL AID • REFERRAL TO PARTNER SERVICES
	SKILLS DEVELOPMENT PROVIDER	<ul style="list-style-type: none"> • REFERRAL TO PARTNER SERVICES
	BUSINESS SERVICES PROVIDER	<ul style="list-style-type: none"> • NA
SERVICE ALTERNATIVES	CUSTOMER POINT OF CONTACT	<ul style="list-style-type: none"> • EMPLOYMENT SPECIALIST AT SERVICE ALTERNATIVES
	PROGRAMS DELIVERED	<ul style="list-style-type: none"> • COMMUNITY JOBS • SUPPORTED EMPLOYMENT SERVICES
	FRONT END SERVICES PROVIDER	<ul style="list-style-type: none"> • INITIAL ASSESSMENT OF SKILLS, INTERESTS, ABILITIES & SUPPORT SVC NEEDS FOR TANF AND DISABLED • CAREER COUNSELING, JOB SEARCH & PLACEMENT • LABOR MARKET INFO • INFORMATION & REFERRAL TO SUPPORT AND FINANCIAL AID • REFERRAL TO PARTNER SERVICES
	SKILLS DEVELOPMENT PROVIDER	<ul style="list-style-type: none"> • SUPPORTED EMPLOYMENT SERVICES • WORK EXPERIENCE
	BUSINESS SERVICES PROVIDER	<ul style="list-style-type: none"> • BUSINESS SERVICES TEAM MEMBER (INFORMATION SHARING)

Appendix C: Coordinated Referral and Customer Flow

Coordinated Referral:

WorkSource Affiliate Center staff shall assist with referrals and access to information to one stop partners and their programs. The purpose of 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 multiple times; 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 use of the following:

- An Affiliate Center customer flow model (see attached)
- A shared customer database (SKIES)
- A list of partner programs and services
- The following One Stop procedures (at: www.tourworksource.com/ncw1stop)
 - Initial Customer Complaint Procedure
 - Menu of Job Seeker Services
 - Front End Services
 - Veteran's Priority of Service
 - One Stop Assessments
 - Coordinated Business Services
 - One Stop Operator Agreement

Taken together, these elements form a common system of referrals for the one-stop customer.

WORKSOURCE AFFILIATE CENTER CUSTOMER FLOW

FRONT END SERVICES

- Orientation to Center Services (One Stop Video, Individual and Group Sessions)
- Identify Customer's Needs
- Complete SKIES Registration
- Communicate Veteran's Priority of Service
- Provide Menu of Job Seeker Services
- Determine appropriate next steps to reach employment goal
- Refer to Resource Lab, UI Info, Community and Partner Services, job referral, other



NEXT STEP Front End SERVICES

- Goal Setting & Guidance / Reemployment Services
- One Stop Assessments (Preliminary & Secondary)
- Partner Services Specific Orientations (UI, DVR, I-B, Workfirst, Veterans, MSFW etc)
- TB / CAT Assistance

Job Ready



Not Job Ready



EMPLOYMENT SERVICES

- Job Search
- Job Matching
- Job Referrals
- Job Development
- Labor Market Information
- Staff Assisted Resource Room
- Job Search Review

SKILL DEVELOPMENT & TRAINING SERVICES

- Basic Education Skills
- Basic Computer Skills
- Training Plan Development
- Counseling & Support Services
- Occupational Skills Training



EMPLOYMENT

RETENTION & FOLLOW UP



* Flow may vary during subsequent visits