

MEMORANDUM OF UNDERSTANDING

Grant / Adams Counties

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 in Grant Adams Counties.

- WorkSource Central Basin Career Development Center
 - Employment Security Department (Member Consortium Operator)
 - SkillSource (Member Consortium Operator)
 - DSHS Division of Vocational Rehabilitation (Member Consortium Operator)
 - Big Bend Community College
 - Opportunities Industrialization Center of Washington
 - Grant Mental Health Care
- Department of Social and Health Services
- Columbia Basin Job Corps CCC

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

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 affiliates
- Ensure the One Stop Operator complies with the Operator Agreement
- Promote quality customer service, products and procedures
- Assist Local Elected Officials fulfill the requirements of the Workforce Investment Act
- Conduct Equal Opportunity Training and Reviews

B. Partner Specific Commitments:

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 the 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

One Stop Operators and 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.

D. Coordinated Referral and Customer Flow

Partners in the Center agree to coordinate referrals and provide services according to the general procedures outlined in **Appendix C**.

VII. Customer Complaint Procedure

Customer complaints, either program or discrimination, arising within the WorkSource Center, shall be handled in accordance with all applicable laws, policies and organization agreements. Furthermore, the One Stop Operator and all parties to this agreement agree to follow the Central Basin WorkSource Initial Customer Complaint Procedure, established in accordance with the State 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 which is paid through the RSA. Element d estimates the total human and physical costs to deliver on-site 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, the One-Stop Operator 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 Operator and other partners. Each Partner may cancel its participation in the Agreement upon sixty (60) days written notice to the other Partners. In the event an 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 Partners 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.

Employment Security Department	SkillSource
By: <u>Marcia Hendle</u>	By: <u>Luiz Romo</u>
Title: <u>WDAE Area Director</u>	Title: <u>Managing Director</u>
Date: <u>9-18-2012</u>	Date: <u>9-18-2012</u>
DSHS/ Division of Vocational Rehabilitation	Big Bend Community College
By: _____	By: _____
Title: _____	Title: _____
Date: _____	Date: _____
Opportunities Industrialization Center	DSHS/ESA /Community Services Division Region 1
By: _____	By: <u>Paul Allen</u>
Title: _____	Title: <u>Administrator</u>
Date: _____	Date: <u>9/18/2012</u>
Columbia Basin Job Corps Center CCC	Grant County Mental Health
By: _____	By: _____
Title: _____	Title: _____
Date: _____	Date: _____
North Central Workforce Development Council	
By: <u>David Pedersen</u>	
Title: <u>Executive Director</u>	Date: <u>9-18-12</u>

APPROVED:

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Employment Security Department	SkillSource
By: _____ Title: _____ Date: _____	By: _____ Title: _____ Date: _____
DSHS/ Division of Vocational Rehabilitation	Big Bend Community College
By: _____ Title: _____ Date: _____	By: <u>Teresa H</u> Title: President Date: <u>09/21/2012</u>
Opportunities Industrialization Center	DSHS/ESA /Community Services Division Region 1
By: _____ Title: _____ Date: _____	By: _____ Title: _____ Date: _____
Columbia Basin Job Corps Center CCC	Grant County Mental Health
By: _____ Title: _____ Date: _____	By: _____ Title: _____ Date: _____
North Central Workforce Development Council	
By: _____ Title: _____	Date: _____

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<i>Employment Security Department</i>	<i>SkillSource</i>
By: _____	By: _____
Title: _____	Title: _____
Date: _____	Date: _____
<i>DSHS/ Division of Vocational Rehabilitation</i>	<i>Big Bend Community College</i>
By: _____	By: _____
Title: _____	Title: _____
Date: _____	Date: _____
<i>Opportunities Industrialization Center</i>	<i>DSHS/ESA /Community Services Division Region 1</i>
By: <u>Steve Mitchell</u>	By: _____
Title: <u>CEO</u>	Title: _____
Date: <u>9-20-12</u>	Date: _____
<i>Columbia Basin Job Corps Center CCC</i>	<i>Grant County Mental Health</i>
By: _____	By: _____
Title: _____	Title: _____
Date: _____	Date: _____
<i>North Central Workforce Development Council</i>	
By: _____	
Title: _____	Date: _____

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Employment Security Department	SkillSource
By: _____ Title: _____ Date: _____	By: _____ Title: _____ Date: _____
DSHS/ Division of Vocational Rehabilitation	Big Bend Community College
By: _____ Title: _____ Date: _____	By: _____ Title: _____ Date: _____
Opportunities Industrialization Center	DSHS/ESA /Community Services Division Region 1
By: _____ Title: _____ Date: _____	By: _____ Title: _____ Date: _____
Columbia Basin Job Corps Center CCC	Grant County Mental Health
By: <u>Scott Allen Ford</u> Title: <u>Center Director</u> Date: <u>9/21/2012</u>	By: _____ Title: _____ Date: _____
North Central Workforce Development Council	
By: _____ Title: _____	Date: _____

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<i>Employment Security Department</i>	<i>SkillSource</i>
By: _____ Title: _____ Date: _____	By: _____ Title: _____ Date: _____
<i>DSHS/ Division of Vocational Rehabilitation</i>	<i>Big Bend Community College</i>
By: _____ Title: _____ Date: _____	By: _____ Title: _____ Date: _____
<i>Opportunities Industrialization Center</i>	<i>DSHS/ESA /Community Services Division Region 1</i>
By: _____ Title: _____ Date: _____	By: _____ Title: _____ Date: _____
<i>Columbia Basin Job Corps Center CCC</i>	<i>Grant Mental Healthcare</i>
By: _____ Title: _____ Date: _____	By: <i>Ronodine D. Warren</i> Title: <i>Director of Finance</i> Date: <i>9/28/12</i>
<i>North Central Workforce Development Council</i>	
By: _____ Title: _____	Date: _____

APPROVED:

The undersigned Partners 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.

Employment Security Department	SkillSource
By: _____ Title: _____ Date: _____	By: _____ Title: _____ Date: _____
DSHS/ Division of Vocational Rehabilitation	Big Bend Community College
By: <u>Wicki Sprague</u> Title: <u>Contracts Coordinator</u> Date: <u>10/25/2012</u>	By: _____ Title: _____ Date: _____
Opportunities Industrialization Center	DSHS/ESA /Community Services Division Region 1
By: _____ Title: _____ Date: _____	By: _____ Title: _____ Date: _____
Columbia Basin Job Corps Center CCC	Grant County Mental Health
By: _____ Title: _____ Date: _____	By: _____ Title: _____ Date: _____
North Central Workforce Development Council	
By: _____ Title: _____	Date: _____

APPENDIX A – SPECIFIC AGENCY COMMITMENTS

SECTION VI PART B ADDENDUM

I. **EMPLOYMENT SECURITY DEPARTMENT** commits to providing the following:

a) Core Services:

- Business outreach, intake employment registration, initial job readiness evaluation/assessments, staff assisted job match, orientation for Veteran's Employment Programs, Claimant Placement Program, Worker Profiling, Job Search Reviews, Labor Exchange and Migrant and Seasonal Farm worker Services.
- Assessment of initial employment readiness, skills, aptitudes and abilities for Veteran's Employment Programs, Claimant Placement Program, Worker Profiling, Labor Exchange and Migrant and Seasonal Farm worker Services, (LEP) Limited English Proficiency TANF and Non-TANF and WorkFirst. Financial support services are available to WorkFirst customers only.
- Placement and career counseling for Veteran's Employment Programs, Claimant Placement Program, Worker Profiling, Labor Exchange, Migrant and Seasonal Farm worker Services, (LEP) Limited English Proficiency TANF and Non-TANF and WorkFirst.
- Provision of 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).
- Provision of performance information and program cost information regarding community-training partners. These partners include SkillSource (WIA); Post-Secondary Education (BCC), Worker Retraining (BCC); ABE and ESL (BCC), WIA 167 OIC; ABE, ESL and farmer worker upgrade training.
- Provision of information on the WorkSource systems performance measures.
- Provision of information on the availability of support services, including childcare and transportation, and referral to such services.
- Provision of information regarding filing for unemployment compensation. Unemployment compensation filing is handled by Telecenter. Employment Security WorkSource staff assists all claimants access the automated systems. WorkSource Central Basin Two telephone KIOSKS are located in the resource lobby for applicants to file a claim by phone and fifteen resource computers for applicants to file their UI claim on the internet at www.go2ui.com.
- Assistance in establishing eligibility for financial aid assistance to attend training offered by SkillSource and Big Bend Community College. Employment Security staff will provide in-house facilitated referrals through SKIES system for establishing eligibility for these two services.
- Follow-up services for not less than twelve months. Partners located at WorkSource Central Basin will also provide referrals to programs operated by Employment Security staff, including Wagner-Peyser labor exchange, worker profiling, migrant and seasonal farm worker, Veterans Employment and Training Programs, WorkFirst and WorkFirst post-employment. Employment Security provides follow-up services for this time period for WorkFirst participants only.
- Employment Security provides a series of employment readiness modules to all job seekers that are accessing employment services through WorkSource. The six modules include orientation, knowing one's self, skills and ability analysis, the job market, effective job search, applications and resumes and interviewing. During mod 1 orientation, Employment Security staff provides an overview of all training programs and opportunities in the center: WIA title IB, WIA167, BCC, Job Corp and AARP. Referrals are made and documented in SKIES by Employment Security staff at that time of the interview. This is especially effective for identifying dislocated workers.

b) Additional Services:

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Additional services are accessible through Employment Security include Wagner-Peyser labor exchange, TAA, worker profiling, migrant and seasonal farm worker services, Veterans Employment and Training Programs, (LEP) Limited English Proficiency TANF and Non-TANF services, WorkFirst and WorkFirst post-employment.

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

c) Coordinated Customer Referral System:

Participate in a coordinated referral system. WorkSource Central Basin has six one-stop partners co-located in the office. Customers are referred internally to DSHS (TANF eligibility); post-secondary education, ABE, ESL, and financial aid information (BBCC); job training (SkillSource WIA); farm worker job training (Yakima Valley OIC); Job Corps eligibility and enrollment (Del-Jen Industries) and supported employment (Grant Mental Healthcare). One-Stop partners may provide referrals to the additional services operated by Employment Security staff as outlined above.

Employment Security also facilitates and coordinates with SkillSource, the Employment Security Telecenter and Big Bend Community College for rapid response activities. Employers notify WorkSource leadership of plant closures and mass lay-offs, at which time the rapid response team sets group core service activities at the employer's place of business.

Employment Security (Migrant and Seasonal Farm worker (MSFW) outreach staff coordinate with OIC of Washington to serve our grower and farm worker customers. Dually enrolled customers are referred to the WorkSource Spanish Job Hunter modules.

The point of contact for customer intake and assessment is the front-end staff. The target population consists largely of migrant and seasonal farm workers who meet U.S. Department of Labor program requirements. A listing of these eligibility requirements are provided to One-Stop partners. An additional segment of the population are involved in food processing, with several processing plants within the area who primarily use the services of the One-Stop and the partners.

Many participants hear of program services through word-of-mouth. Referrals are also received through other partner agencies (e.g. WorkSource Wenatchee, SkillSource Wenatchee, YWCA, etc.); presentations are made at Parent Advisory Committee meetings through local public schools; flyers are placed in public places; public service announcements are made over Spanish-language broadcast 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 agencies and organizations throughout the region, which always includes referrals to one of the Center or Community Partners. Approximately 80% of out-referrals are accomplished by sending participants directly to referral sites.

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

Estimated Cost for Core Svcs	Funding Source
\$553,780	Wagner Peyser – Public Labor Exchange-AG Services
\$279,098	UI Re-Employment Services
\$190,087	WorkFirst Services

II. SKILLSOURCE as the area' s WIA 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 the 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 Moses Lake 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 Moses Lake

Estimated Cost for Core Svcs	Funding Source
\$102,000	WIA Title I-B

III. 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 the on-stop delivery system
- 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

IV. BIG BEND COMMUNITY COLLEGE

Big Bend Community College commits the following actions to WorkSource Central Basin and the North Central Washington WorkSource partners:

a) Core Services:

Big Bend Community College will provide the following core services on-campus, at the WorkSource Central Basin and throughout Grant and Adams counties:

- Information, outreach, intake and orientation to BBCC programs and other services available through the One Stop delivery system.
- Testing and assessment of skill levels, aptitudes and abilities to assist individuals in making choices about academic, career and support service needs.
- Performance information and costs for community college programs as provided by the State Board of Community and Technical Colleges.
- Information and access assistance to support services available through BBCC and other one-stop Partners.
- Information and assistance on establishing eligibility for WorkFirst and other financial aid available through BBCC.

b) Additional Services:

Additional services include classes and services as defined in the Big Bend Community College Carl Perkins and Adult Basic Education proposal submitted to and approved by the State Board for Community and Technical Colleges. The BBCC Online Courses program deliver classes to time and place bound students throughout Grant and Adams counties. Big Bend Community College also offers flexible access to online, Internet-based courses through Washington Online (WAOL), a consortium of many of the two-year colleges in the State. Intensive training programs are available through the BBCC Business Development Center and higher degrees (4 year and beyond) are available from Central Washington University and Heritage University through the BBCC University Center

c) Coordinated Customer Referral System:

Participate in a coordinated customer referral system while respecting customer right to privacy protection according to State and Federal statutes. Additionally, Big Bend Community College will provide space and support for a Job Service Center on campus co-located with the Employment Security Department.

d) Estimated Cost for Core Services (per year): Big Bend Community College

Estimated Cost for Core Services	Funding Source
\$30,000	WA State

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 at WorkSource Central Basin or the local OIC of WA regional office and satellite sites within Grant/Adams Counties.

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.

- 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
- 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.

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 OneStop 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 and travels outside the local OneStop with the local MSFW workers to provide both business and customer/employee service and outreach within Grant/Adams 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 OneStop 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 OneStop system. Partners (e.g. ESD, DVR, Big Bend, 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, laundrymat, farmworker 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

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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 office at 903 W. 3rd Avenue Moses Lake, WA 98837/509-764-8120 or by walking the job seeker to an OIC staff member when they are in the One-Stop building.

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.

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

Estimated Costs for Core Services	Funding Source
\$25,500	WIA Title I-D Section 167

VII. COLUMBIA BASIN JOB CORPS CIVILIAN CONSERVATION CENTER

Columbia Basin Job Corps CCC is operated by USDA-Forest Service, through an interagency agreement for the U.S. Department of Labor federal program. Established in 1965, Columbia Basin provides GED, High School and Career Technical Training programs for young adults between the ages of 16-24.

Columbia Basin Job Corps CCC shall agree to a cooperative referral and training commitments, under the terms specified in the document.

a) Core Services:

Columbia Basin Job Corps CCC will work in partnership with local boards and designated areas, and shall provide the following core services to qualified program applicants through WorkSource Central Basin:

- Initial assessment of skill levels, aptitudes, abilities, and support service.
- Job search and placement assistance, and career counseling.
- Labor market and employment statistic information.
- Performance and program cost information on eligible training providers.
- Local labor market information including employment opportunities and demand occupations.
- Information on the availability of support services and referral to such services.
- Financial Aid Assistance.

b) Additional Services:

Columbia Basin Job Corp CCC will provide the following additional services to qualified program applicants:

- Comprehensive employment training in one or more of the eleven career technical training courses offered directly on the Columbia Basin Job Corps CCC campus, not exceeding a two (2) year training duration. CTT courses available at Columbia Basin Job Corps CCC include: Office Administration, Cisco/computer networking, Culinary Arts, Pharmacy Technician, Certified Nursing Assistant (with optional Phlebotomy certification), UBC

Carpentry, OPCMIA Plastering, OPCMIA Cement, IUPAT Painting, Facility Maintenance and Welding.

- Education completion, according to the Job Corps Course General Education Diploma Guide and established GED testing schedule with Big Bend Community College, and the MOU established with the Wellpinit School District for high school completion, not exceeding a two (2) year education duration.
- Residential living accommodations while enrolled in the program, including shared dormitory housing and meals, acknowledging that students with disabilities and/or special living needs beyond the scope of Columbia Basin Job Corps CCC will be referred to a suitable Job Corps location, or another appropriate program.
- Basic health clinic services and routine dental care for enrolled Columbia Basin Job Corps CCC students.
- Ongoing counseling assessments of skills, aptitudes, abilities and support services needs, as well as Career Success Standards courses, while enrolled at Columbia Basin Job Corps CCC.
- Job Search and placement assistance, career counseling and overall Work Place Readiness courses, while enrolled at Columbia Basin Job Corps CCC, with overlap support from Regional Placement staff.

Columbia Basin Job Corps CCC offers Advanced Training opportunities to those students meeting the special qualifications. Counseling department offers special programs from anger management, peer counseling, diversity training, mental health etc. Education offers pre-employment training, Drivers Ed., defensive driving course, etc. In agreement with Big Bend Community College, those students enrolled at Columbia Basin Job Corps CCC may attend college through the ACT (Advanced Career Training) College Program. Columbia Basin Job Corps CCC offers Work-Based Learning for enrollees not to exceed 3 months.

c) Coordinated Customer Referral System:

Students must meet all qualifying expectations in order to enter Columbia Basin Job Corps CCC, as mandated by the Job Corps Policy and Requirement Handbook, and the U.S. Department of Labor, Office of Job Corps. Students must apply for the Job Corps program with a designated Job Corps Admissions Counselor. Columbia Basin will support any partner that refers a qualified applicant to the overall Job Corps program, and will direct that partner to the application procedure. Columbia Basin Job Corps Center will outreach to the Job Corps community on the nature of the one-stop system, and demonstrate how Job Corps clients, staff, and affiliates service providers can access one-stop partners.

d) Estimated Cost for Core Services (per year): Columbia Basin Job Corps

Estimated Cost for Core Services	Funding Source
\$42,420	WIA Title IC – Job Corps

VII. DEPARTMENT OF SOCIAL AND HEALTH SERVICES

a) Core Services:

- Outreach, intake and orientation to the information and other services available through the One Stop system.
- Financial, food, medical, and child care assistance to meet basic needs.
- Initial assessment and development of an individual responsibility plan for TANF recipients.

- Provision of information on the availability of support services and referral to such services.

b) Additional Services:

DSHS CSO' s 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

Participate in a coordinated referral system. Electronic systems are used to expedite services. Fax machines, computers, and telephones available for participants it improves integrated services. Online applications, changes, faxed information and mail directly to Yakima or Tacoma hub are just examples of ways each partner can assist us in getting benefits to customers faster. 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 Cost for Core Services (per year): DSHS - CSO

All employment and training activities under WorkFirst are delivered through contract with various partner Partners such as Employment Security and Community Colleges and other third party vendors.

Estimated Costs for Core Services	Funding Source
48,333	TANF Block Grant (Federal)

VIII. GRANT MENTAL HEALTHCARE

Grant Mental Healthcare agrees to provide the following:

a) Core Services

- Outreach, intake, and orientation to the information and other services through the one-stop delivery system would occur for supported employment services and mental health services, as provided through Grant Mental Healthcare.
- Initial assessment of skill levels, aptitudes, abilities, and support service needs.
- Job search and placement assistance, and career counseling where appropriate.
- Provision of labor market information (e.g., job vacancy listings, information on job skills required; information on demand occupations.)
- Provision of information on the availability of support services, including childcare and transportation, and referral to such services.

b) Additional Services:

- Employment Connections provides access to services as deemed appropriate for the individual per Individual Treatment Plan. With the exception of outreach, all other services are provided to individuals who have been determined to meet medical necessity, per the Diagnostic and Statistical Manual of Mental Disorders, current version. Services are available through Grant Mental Healthcare sites in Moses Lake, Quincy, Grand Coulee, and Mattawa.
- Provide consultation and education to WorkSource partners as necessary to assure that services meet the needs of the individual, with respect to barriers to

employment and identified disabilities.

- As identified in specific Individual Treatment Plans, serve individuals at WorkSource in order to promote close coordination for those individuals with disabilities who choose to utilize Employment Connections and WorkSource services.
- Provide Job Coaching as part of the follow along as necessary and appropriate to the individuals needs.
- Develop and implement an effective system for referral of individuals with suspected mental health issues to Grant Mental Healthcare and Employment Connections.
- Provision of Brief Treatment, Case Management, and Medication Monitoring as identified and needed by the individual per the policies of Grant Mental Healthcare and the GMHC Intake and Assessment system.

c) Referrals: Employment Connections provides referrals for services per request or identified need of the individual and with respect to privacy and confidentiality as outlined in agency procedures, state statutes, and the Health Insurance Portability and Accountability Act (HIPAA). Employment Connections makes referrals as appropriate to other WorkSource partners and to community partners.

Services are provided to individuals who have been determined to meet medical necessity, per the Diagnostic and Statistical Manual of Mental Disorders, current version. Individuals who do not meet medical necessity are referred to other services per their identified need.

The target population for referral to Employment Connections at Grant Mental Healthcare include individuals with disabilities that are seeking assistance to pursue occupational or educational goals. Referral sources include internal referrals from Grant Mental Healthcare clinicians, as well as self-referrals from individuals, and referrals from partner agencies. The process for enrollment in employment services begins with contacting an Employment Connections staff, who will determine eligibility and begin next steps.

The priority population served by Grant Mental Healthcare are individuals who meet medical necessity and who receive Medicaid. In order to determine whether a person meets medical necessity, the individual would contact the agency either in person or by phone to schedule an intake. Designated intake clinicians complete a bio/psycho/social assessment, and refer to appropriate department to meet the needs of the individual if it is determined there is a mental health diagnosis. For those ineligible for services, referrals are made to other community partners in order to assist the individual to address unmet needs.

d) Estimated Cost for Core Services:

Estimated Costs for Core Services	Funding Source
\$26,215	Local Maintenance of Effort

SUMMARY OF GRANT/ADAMS PARTNER CORE SERVICES

SERVICES	SkillSource	ESD	Div of Voc Rehab.	BCC	OIC	CBJC	DSHS	Grant Mental Health Care
Eligibility Determination WIA Title I-B	X							
Outreach, intake, orientation to OS system	X	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
Labor Market Info	X	X	X		X	X		X
Training Provider Performance Info	X	X	X	X	X	X		
One Stop Info	X	X			X			
Info on SS & referral	X	X	X	X	X	X	X	X
Info on filing for UI	X	X			X			
Financial Aid Assistance	X		X	X	X	X		
Follow Up Services for WIA placed in employment	X	X			X			

Appendix B: Roles and Responsibilities of Shared Activities - Central Basin

ORGANIZATION	Roles	Responsibilities with One- Stop Career Center	
EMPLOYMENT SECURITY DEPARTMENT	CUSTOMER POINT OF CONTACT	<ul style="list-style-type: none"> WORKSOURCE CENTRAL BASIN 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)
BIG BEND COMMUNITY COLLEGE	CUSTOMER POINT OF CONTACT	<ul style="list-style-type: none"> • INFORMATION REGARDING ALL PROGRAMS AVAILABLE IN RESOURCE CTR • 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 IN ONE STOP CENTER • ONE STOP ORIENTATION • SATELLITE OFFICES
	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

GRANT MENTAL HEALTH CARE	CUSTOMER POINT OF CONTACT	<ul style="list-style-type: none"> • EMPLOYMENT CONNECTIONS STAFF MEMBER AT CENTER
	PROGRAMS DELIVERED	<ul style="list-style-type: none"> • MENTAL HEALTH / SUPPORTED EMPLOYMENT TO ELIGIBLE CUSTOMERS
	FRONT END SERVICES PROVIDER	<ul style="list-style-type: none"> • OUTREACH, INTAKE & ORIENTATION FOR MENTAL HEALTH SERVICES • INITIAL ASSESSMENT OF INTEREST, ABILITIES AND SUPPORT NEEDS • JOB SEARCH & PLACEMENT ASSISTANCE • INFORMATION & REFERRAL TO SUPPORT AND FINANCIAL AID • REFERRAL TO PARTNER SERVICES
	SKILLS DEVELOPMENT PROVIDER	<ul style="list-style-type: none"> • REFERRAL TO PARTNER TRAINING SERVICES AS APPROPRIATE • JOB COACHING • ON-THE-JOB TRAINING
	BUSINESS SERVICES PROVIDER	<ul style="list-style-type: none"> • BUSINESS SERVICE TEAM MEMBER (INFO SHARING) • OUTREACH TO LOCAL EMPLOYERS
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
COLUMBIA BASIN JOB CORP	CUSTOMER POINT OF CONTACT	<ul style="list-style-type: none"> • JOB CORP RECRUITER: DEL JEN • ONE STOP ORIENTATION • JOB CORP CENTER
	PROGRAMS DELIVERED	<ul style="list-style-type: none"> • JOB CORPS – WIA TITLE 1-C
	FRONT END SERVICES PROVIDER	<ul style="list-style-type: none"> • OUTREACH, INTAKE & ORIENTATION FOR JOB CORP ELIGIBLE • INITIAL ASSESSMENT OF INTEREST & ABILITIES • 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"> • BASIC EDUCATION / GED INSTRUCTION • CAREER TECHNICAL TRAINING COURSES • ACCESS TO VOCATIONAL TRAINING AT BIG BEND • WORKBASED LEARNING (UP TO 3 MONTHS)
	BUSINESS SERVICES PROVIDER	<ul style="list-style-type: none"> • REFERRAL OF JOB CORP GRADUATES

Appendix C: Coordinated Referral and Customer Flow

Coordinated Referral:

All WorkSource 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:

- A Center customer flow model (see attached)
- A shared customer database (SKIES)
- A Center list of partner programs and staff names and functions
- 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.

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

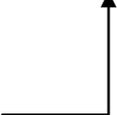
SKILL DEVELOPMENT & TRAINING SERVICES

- 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