

**North Central Workforce Development Council
One-Stop Center Operator Agreement
WorkSource Central Basin**

Parties to the Agreement

This agreement is between the North Central Workforce Development Council and the Washington State Employment Security Department, Division of Vocational Rehabilitation and SkillSource for the purpose of operating the WorkSource Central Basin Career Development Center.

North Central WDC
240 N. Chelan
Wenatchee, WA 98801

**Central Basin Career Development Center
(ESD, SkillSource, Division of Voc. Rehab.) Consortium Operator**
309 E. Fifth Street
Moses Lake, WA 98837

Designated One-Stop Center Operator

Employment Security, DVR and SkillSource will consort to Operate the Center (herein cited as the "Operator") for the North Central Workforce Development Council. These three one stop partners are the principle service providers in the Center.

Purpose

In accordance with section 121(d) and 20 CFR Part 662, the purpose of the Operator is to coordinate Center partners responsible for administering separate workforce development programs and foster collaborative and seamless service delivery to enhance access to the programs' services and improve long-term employment outcomes.

Universal Core Services

The Operator will ensure that all programs and services required under the Workforce Investment Act and the State workforce programs are integrated in the WorkSource Central Basin Career Development Center.

The Operator shall coordinate universal access to core services for adults, dislocated workers, or employers defined in WIA (d)(2) but not limited to:

- a) Determinations of whether the individuals are eligible to receive assistance under WIA;
- b) Outreach, intake and orientation to the information and other services available through the one-stop delivery system;
- c) Initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
- d) Job search and placement assistance, and where appropriate career counseling;
- e) Provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas;
- f) Provision of performance information and program cost information on eligible providers of training services;
- g) Provision of information regarding how the local area is performing on the local performance measures;
- h) Provision of up-to-date information on support service providers and services;
- i) Provision of information regarding filing claims for unemployment compensation through the UI Telecenters;
- j) Assistance in establishing eligibility for welfare-to-work programs, and financial aid to access training and education programs not funded under WIA; and
- k) Follow-up services for not less than 12 months from the first day of employment for participants in workforce investment activities who are placed in unsubsidized employment

Programs

The Operator will ensure that all program services made available can be accessed through a "no wrong door" approach. Programs are:

Wagner-Peyser Labor Exchange, CPP & worker profiling
Title I-B Youth
Title I-B Adult
Title I-B Dislocated Worker
Trade Act/NAFTA
Vocational Rehabilitation
Adult Education and Literacy
Veterans Services
WorkFirst

Unemployment Insurance
Senior Community Services (SCSEP)
Post-secondary Career and Technical Education(Carl D. Perkins)
Worker Retraining
ESL
Native American programs (WIA sec. 166)
Migrant and Seasonal Farm worker programs (WIA sec. 167)
Job Corps

One-Stop Operator Management and Duties

Operator duties will entail coordination of service providers and management of the daily functions of the Career Development Center. These duties include:

- Continuously Improve Quality
- Track core service customers;
- Account for any funds made available to carry out these duties
- Implement policies and procedures adhering to federal, state and local requirements
- Maintain performance statistics—GMAP, Common Measures, customer service surveys, etc.
- Coordinate Center service providers
- Promote services to all customers
- Develop and implement procedures to carry out WorkSource Service Delivery System Policies (www.ws.wa.gov)

Other duties may include:

- Maintain a cost allocation system for shared costs in supporting the One Stop Center
- Develop a budget for the One Stop Center
- Assist the WDC conduct customer satisfaction focus groups and point-of-service customer satisfaction surveys
- Coordinate partners in the development and revisions of the MOU with the WDC

Oversight

The Workforce Development Council is responsible for conducting oversight of the One Stop delivery system in partnership with the chief local elected official. One Stop Operators will report semi-annually on progress toward collaboration, system procedures and Operator responsibilities. This information will be documented in WDC Advisory Committee Reports and Board meeting minutes.

Disputes

WorkSource system partners are expected to resolve disagreements. This section is not intended to deter a person or party's right to file a complaint pursuant to the WDAs Complaint Processing Procedure.

Disputes should, wherever possible, be resolved locally.

1. All attempts to resolve disputes between WorkSource system partners within the North Central WDA begin with discussions between the parties to the dispute. Partners are encouraged to put forth good faith efforts in communication and compromise in order to find solutions to their disagreements in a cooperative and timely manner. All actions to resolve the dispute shall be documented.

2. Should parties be unable to resolve the dispute through discussion within 90 days, they shall enter into mediation. The parties shall mutually select and compensate a qualified mediator.

3. Should parties be unable to resolve the dispute through mediation within 60 days, they shall request that the Washington State Employment Security Department (ESD) review the dispute. ESD will issue a written recommendation after their review within four weeks.

4. If the parties fail to agree with the ESD recommendation, they shall enter into binding arbitration. The parties shall mutually select and compensate the arbitrator.

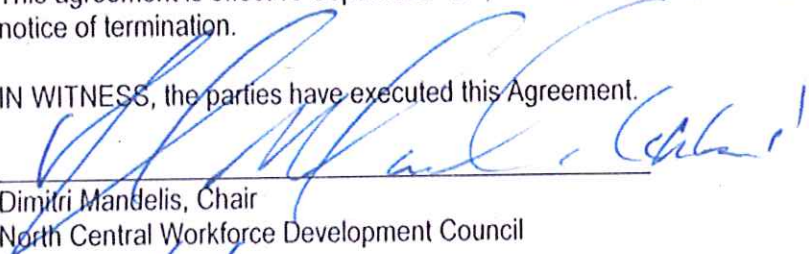
Costs

Operator costs—both direct and indirect— shall be born by each consortium entity. A Grant/Adams Memorandum of Understanding identifies partner programs and core service cost estimates. Actual charges for partner core services when partners are physically located in the Center will be pro-rated based upon lease agreements or space occupied. The Operator will assist the WDC in maintaining a Resource Sharing Agreement, or, in its place, sub-leases with co-located partners. Any such agreements or sub-leases will be approved and filed with the state Employment Security agency and the WDC. The Operator will be responsible for invoicing co-located partners and related accounting functions. The Operator may, upon concurrence of the WDC, accept in-kind payments when a partner requests substitution for direct payment. Cash and in-kind payments will be recorded and records maintained.


Duration

This agreement is effective September 19th, 2012 and remains in effect until either party provides written notice of termination.


IN WITNESS, the parties have executed this Agreement.


Dimitri Mandelis, Chair
North Central Workforce Development Council

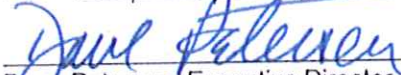
Date: 9/18/12


Marcia Henkle, Area Director
Employment Security Department

Date: 9/18/2012


Vicki Sprague
Contracts Coordinator
Division of Vocational Rehabilitation

Date: 10/24/2012


Dave Petersen, Executive Director
SkillSource

Date: 9-18-12