

**North Central Workforce Development Council**  
**One-Stop Center Operator Agreement**  
**WorkSource Okanogan & Wenatchee Affiliate**

**Parties to the Agreement**

This agreement is between the North Central Workforce Development Council, and the Washington State Employment Security Department for the purpose of operating the WorkSource Okanogan Comprehensive Career Development Center (herein cited as "Center") and WorkSource Wenatchee Affiliate Center (herein cited as "Affiliate").

**North Central WDC**  
240 N. Chelan  
Wenatchee, WA 98807

**Employment Security Department (Operator)**  
126 Main Street      215 Bridge Street  
Omak, WA 98841      Wenatchee, WA 98801

**Designated One-Stop Center Operator**

As a pre-existing operator, Employment Security will continue to serve as the One-Stop Center Operator (herein cited as the "Operator") for the North Central Workforce Development Council. Decades of direct experience delivering labor exchange services and job training programs make Employment Security uniquely qualified to operate the WorkSource Center and Affiliate.

**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. The primary role is to coordinate service providers within the Center.

**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 Center and Affiliate.

The Operator shall coordinate or provide streamlined, 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 applicable programs in the Center and Affiliate can be accessed through a “no wrong door” approach for customers. Programs are:

Wagner-Peyser Labor Exchange, CPP & worker profiling	Unemployment Insurance
Title I-B Youth	Senior Community Services (SCSEP)
Title I-B Adult	Post-secondary Career and Technical Education (Carl D. Perkins)
Title I-B Dislocated Worker	Worker Retraining
Trade Act/NAFTA	ESL
Vocational Rehabilitation	Native American programs (WIA sec. 166)
Adult Education and Literacy	Migrant and Seasonal Farm worker programs (WIA sec.167)
Veterans Services	Job Corps
WorkFirst	

## One-Stop Operator Management and Duties

Operator duties will entail coordination of service providers and management of the daily functions of the Center and Affiliate. 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 procedures to implement WorkSource Service Delivery System Policies

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**

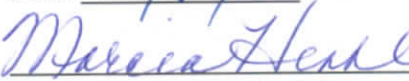
One-Stop operator costs—both direct and indirect—are born by each program and charged appropriately to the state-designated function code.<sup>1</sup> A Memorandum of Understanding identifies partner programs and core service cost estimates. Actual charges for partner core services when partners are physically located in the Center will be pro-rated based upon partner FTEs or sub-lease agreements. 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 19<sup>th</sup>, 2012 and remains in effect until either party provides written notice of termination.

IN WITNESS, the parties have executed this Agreement.

 (Chair)  
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Dimitri Mandelis, Chair  
North Central Workforce Development Council

Date: 9/18/12  
  
\_\_\_\_\_  
Marcia Henkle, Area Director  
Employment Security Department

Date: 9/18/2012

<sup>1</sup> ESD contracts with the WDC for WIA Title 1-B services at the WorkSource Okanogan Career Development Center.