

**WASHINGTON STATE
WORKFORCE TRAINING AND EDUCATION COORDINATING BOARD
MEETING NO. 118
MAY 15, 2007**

STATE MEMORANDUM OF UNDERSTANDING

High Skills, High Wages assigns the Workforce Training and Education Coordinating Board (Workforce Board) to coordinate the development of statewide agreements on integration among partner agencies and programs.

The Workforce Board will coordinate the development of statewide agreements on integration among partner agencies and programs. The agreements will indicate what partner agencies and programs will do to advance the integration of workforce development services. The goal of this effort is to foster stronger relationships between local partners. The agreements may take various forms depending on the nature of the issue being agreed to. Some agreements might best be included as part of a new Executive Order from the Governor. Others might best be included in a Memorandum of Understanding among partners. Other agreements still might result in statutory or budgetary language.

At the May meeting the Board will begin discussion of establishing a statewide Memorandum of Understanding (MOU) among partner programs. To inform this discussion, the Board packet contains information on local MOUs in Washington and statewide MOUs in other states. In May, local representatives of partner programs will participate with the Board in a roundtable discussion of questions and issues related to the establishment of a statewide MOU.

Discussion questions include:

- Should the scope of the MOU be the workforce development system or the WorkSource Center system?
- What programs should be included in the scope of the statewide MOU?
- What are the barriers to better integrating workforce development services across programs and what can be done to remove the barriers?
- How can the statewide MOU contribute to removing the barriers?
- What subjects are useful for the statewide MOU to address?
- What subjects should be left to local MOUs in order to respect local governance and differences between local areas?
- Who should sign the MOU?

Board Action Required: None. For discussion purposes only

Local Memorandum of Understanding

Workforce Investment Act (WIA) of 1998 calls for local Workforce Development Councils (WDCs), with the agreement of Chief Local Elected Officials, to develop a Memorandum of Understanding (MOU) between the local WDC and the one-stop partners concerning the operation of the one-stop delivery system in the local area.

The Act requires that each MOU contain provisions describing:

1. The services to be provided through the one-stop delivery system.
2. How the costs of such services and the operating costs of the system will be funded.
3. Methods for referral of individuals between the one-stop operator and the one-stop partners, for the appropriate services and activities.
4. The duration of the memorandum and the procedures for amending the memorandum during the term of the memorandum.
5. Such other provisions, consistent with the requirements of WIA Title I-B, as the parties to the agreement determine to be appropriate.

On October 11, 1999, the Employment Security Department issued a general MOU framework offering guidance on MOU development (see Attachment A).

The 12 WDCs completed their WorkSource MOU agreements with each of the required One-Stop partners in the spring of 2000. The Tacoma-Pierce County WDC's MOU is included under this tab as an example (see Attachment B). The Tacoma-Pierce County WDC agreement includes the area's shared vision of the workforce development system, methods for resource sharing, and statements of commitment from each party to the agreement. Tacoma-Pierce County also developed a system-wide "Blueprint". (Attachment C). The "Blueprint" shows the overall structure of the system and how the pieces fit together. It helped inform the most recent MOU.

State Memorandum of Understanding

While WIA requires local area One-Stop MOUs, the Act does not require a state-level MOU. Some states--such as North Carolina, South Dakota, and New York—have voluntarily established an MOU agreement among state partners to strengthen and complement local agreements. Pennsylvania plans to develop a state partner Memorandum of Cooperation (MOC) in the second half of 2007.

North Carolina's MOU (Attachment D) is an agreement signed by the state directors of five lead agencies. North Carolina's MOU includes five sections:

- Section I. A shared vision statement
- Section II. Mutual Understandings, Common Roles and Responsibilities
- Section III. Partner-specific Roles and Responsibilities for Governance Components
- Section IV. Partner-specific Roles and Responsibilities of Service Providers
- Section V. Terms and Signatures

In 1999, Washington State partners formed a One-Stop Executive Policy Council (EPC) to implement the WorkSource Career Development Center system. The state partners on the EPC signed a joint planning document in March 2000 (Attachment E). The agreement expired in 2002. Washington State partners have not taken any steps to renew, expand, or replace this state-level WIA implementation agreement.

WORKSOURCE Washington

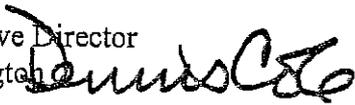
ATTACHMENT A

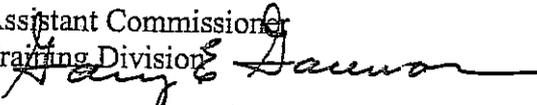
605 Woodland Sq. Lp. SE, Lacey, Washington 98507
360-438-3284 Fax 360-438-3255



October 11, 1999

TO: Regional Partnership Liaisons
SDA Directors
JSC Administrators

FROM: Dennis Cole, Executive Director
WorkSource Washington 

Gary E. Gallwas, Assistant Commissioner
Employment and Training Division 

Nelson Meyers, Assistant Commissioner
Office of Regional Affairs 

RE: WorkSource Memorandum of Understanding

As the process for your local Memorandum of Understanding (MOU) evolves, we have included this outline as guidance. Although the general principle is to use whatever works, there are specific components that must be included. The MOU should provide the local workforce development council with an opportunity to insure that all WorkSource partners are aware of and accountable for the operation and performance of the WorkSource delivery system.

The MOU must describe the particular funding arrangements for services and operating costs of the WorkSource delivery system. As you know, federal regulations require that local councils and partners enter into good faith negotiations. Each partner must contribute a fair share of the operating costs of the WorkSource delivery system proportionate to the use of the system. Please feel free to contact us if you need technical assistance in preparing this Memorandum of Understanding.

Please include the completed Memorandum of Understanding with your Local Operations Plan. Also include an updated Data Sharing Agreement. An example of an MOU format is attached.

Attachments

WorkSource/Workforce Investment Act
MEMORANDUM OF UNDERSTANDING

Purpose

The Memorandum of Understanding (MOU) is an agreement developed and executed between the local workforce development council, with the agreement of the chief elected official, and the WorkSource partners relating to the operation of the WorkSource delivery system in the local area.

Types of MOU

There are two types of Memorandum of Understanding:

- Single “umbrella” MOU between the local council and all partners, or
- Several MOUs between the local council and one or more partners.

Contents of MOU

Each memorandum of understanding must contain (Workforce Investment Act, Section 121(c)(2)):

- The services to be provided through the WorkSource delivery system.
Explain the Core, Intensive, Training and other services that will be delivered to customers of the WorkSource system, including the services delivered at the WorkSource Center(s) and the services that will only be accessible through the WorkSource system. Specify those partners delivering the services. Identify the procedures for sharing of information, reporting and how the system will insure compliance with Americans with Disabilities Act to insure accessibility to customers.
- How the costs of such services and the operating costs of the system will be funded.
Determine the cost of services, identify the method to be used to allocate the cost of services and operating costs, provide a detailed description of the payment system, and identify the cost sharing method for all partners. Explain how those electronic WorkSource partners will contribute in the WorkSource operating costs. Distinguish between services delivered at the WorkSource Center(s) and services delivered within the WorkSource system through the agreed upon systematic referral of services. The Resource Sharing Agreement can be referenced here and attached to this document.
- Methods for referral of individuals between the one-stop operator(s) and the WorkSource partners for the appropriate services and activities.
The method of referral implies that there is a systematic approach to the referral of individuals needing services. This systematic approach must be agreed upon by all of the partners and thoroughly explained in the MOU so all partners, one-stop operator(s) and the local workforce development council are aware of the referral system. Describe those services located at the WorkSource Center(s), along with those services provided at alternative locations and thoroughly explain how the referral process will connect customers to the services. Describe the intake, enrollment, and assessment processes.

- The duration of the memorandum and the procedures for amending during the term of the memorandum.
Describe the timeframe for withdrawal, resolution process, and signatory process.

Assurances

- The partners agree that all activities pursuant to this Memorandum of Understanding will be in accordance with all applicable current or future federal, state and local laws, rules and regulations.
- 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 participation in WIA programs.

The following provisions are not required but are suggested as exceeding the basic requirements:

- *Purpose of the Memorandum of Understanding,*
- *Narrative explanation of the WorkSource system's strategic vision for the local area's one-stop system,*
- *Outline of the WorkSource system's performance requirements and goals consistent with the Executive Policy Council paper adopted on outcome measures and the performance accountability guidelines issued by the Workforce Training and Education Coordinating Board,*
- *Detailed description of the relationship between the one-stop operator(s) and the WorkSource partners*

In addition, the MOU should list the name, address, and phone number of the local workforce development council contact person, Local Chief Elected Official, one-stop operator(s), and each partner. Each of these individuals should sign the MOU.

Tacoma/Pierce County
MEMORANDUM OF UNDERSTANDING
For Implementation of the Workforce Investment Act

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

- Pierce Tacoma Workforce Development Council (WDC) and,
- Tacoma Housing Authority
- Department of Social and Health Services - Community Services Division, Region 5
- Division of Vocational Rehabilitation
- Employment Security Department
- Job Corps
- Metropolitan Development Council
- Tacoma Community House
- Department of Corrections
- Vadis
- Tacoma Goodwill Industries
- Pierce County Community and Technical Colleges
 - Bates Technical College
 - Clover Park Technical College
 - Pierce College District
 - Tacoma Community College
- Tacoma Pierce County Employment and Training Consortium

I. Purpose of Agreement

It is the purpose of this Agreement to establish a cooperative and mutually beneficial relationship among the Agencies and to set forth the relative responsibilities of the Agencies insofar as they relate to planning and implementation of individual and mutual duties, obligations, and responsibilities under the Workforce Investment Act.

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

II. Strategic Vision for the System

The Agencies agree to support the *vision, mission, and strategic goals set forth by the WDC for the Workforce Development System* through Agency policies and through resources where appropriate.

III. Duration of Agreement

The Agreement will commence on the 1st day of March, 2005, and shall remain in full force until the Agreement is canceled by the Agencies in accordance with the terms set forth herein.

IV. Program Description

It is agreed by the agencies listed in this agreement to conduct the following, when feasible:

1. To jointly promote the further integration of programs through joint planning;
2. To align planning and budgeting processes and to conduct these functions jointly;
3. To jointly identify and support workforce skill standards and industry performance measures to drive common outcomes
4. To coordinate resources and programs and to promote a more streamlined and efficient workforce development system;
5. To promote information sharing and the coordination of activities to improve performance of local partners;
6. To use common release of information processes subject to confidentiality provisions and to preserve records for the period required by law.
7. To identify and address barriers to coordination;
8. To promote the development and implementation of a more unified system of measuring performance and accountability under the Workforce Investment Act; and
9. To promote the development of common data systems to track progress and measure performance.

V. General Provisions

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

VI. Responsibilities of the Agencies Under Agreement

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

A. The Workforce Development Council shall:

Assist the Local Elected Officials in fulfilling the requirements of the federal Workforce Investment Act of 1998 (P.L. 105-220) including:

- Develop a five (5) year strategic plan that connects all investments in workforce development
- Conduct strategic oversight to the workforce delivery system
- Oversee the One Stop Delivery System
- Develop and enter into a Memorandum of Understanding with workforce development system partners for the implementation and operation of the service delivery system in the local area
- Certify one-stop center operators and affiliate sites
- Promote quality in customer service
- Provide continuous accountability and evaluation through customer satisfaction surveys and other performance outcomes

B. Agencies:

Each agency agrees to actively support the governance structure of the Partnership made up of the Leadership Team and various work teams.

Each agency agrees to promote the provision of that agency's authorized core services as defined by WIA through the one-stop delivery system. The minimum core services, as defined by WIA for those agencies mandated to participate, include:

- eligibility determination
- outreach, intake, and orientation to the information and other services available through the one-stop delivery system
- 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 performance information and program cost information from eligible training providers
- provision of information on the one-stop systems performance measures
- 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
- assistance in establishing eligibility for welfare-to-work and financial aid assistance
- follow-up services for not less than twelve months after the first day of employment

C. Agency Commitments:

System-wide Commitments

Each of the agencies party to this agreement specifies individual agency commitments through the one-stop

delivery *system* as found in Appendix A.

- a) *CORE SERVICES* to be provided by each agency as part of the one-stop delivery system.
- b) Participation in a *COMMON REFERRAL SYSTEM*
- c) Use of *SKILL STANDARDS*
- d) Participation in *CROSS AGENCY TRAINING*
- e) Ensure *CUSTOMER* groups are served
- f) Participate in the use of *COMMON TECHNOLOGY*
- g) Participate in a *COMMON CUSTOMER SATISFACTION SYSTEM*

Each of the agencies party to this agreement commit to the use and continued evolution of the Partnerships products and processes.

Each of the agencies party to this agreement commit to the Continuous Quality Improvement initiatives of the Partnership.

Each of the agencies party to this agreement agree to support the development and implementation of the Partnership's system integrators, which include building the technology infrastructure, building staff capacity, developing a common approach to business services and contacts, defining skill standards, developing a system of direct customer access, and developing common performance outcomes.

One Stop Center Commitments

Each of the agencies party to this agreement support the following One Stop Career *Center* operation policies and procedures:

- agreement with the WDC's designated one-stop operator
- agreement with an onsite team based management approach
- agreement with onsite coordination of all collocated staff
- agreement with the policies and procedures to manage onsite collocated staff
- agreement with the protocols for operations, customer interactions, and staff interactions
- commitment to accessibility
- agreement to operate in accordance with the WDC certification quality standards.

VII. Resource Sharing

The purpose of this part of the Agreement is to establish the terms and conditions under which the parties will share resources in performance of the local WIA Operational Plan. The parties will share system costs associated with operating the One-Stop system. The costs associated with providing the planned shared services at the Career Development Center, including but not limited to annual costs for lease, utilities, janitorial, and equipment will be shared where appropriate.

A. Career Development Center Cost Allocation Methodology

Parties are charged costs for the Career Development Center (CDC) based upon the percentage of Full Time Equivalent (FTE) employees located at the CDC.

Parties are charged costs for the Partnership system based upon the percentage agreed upon by the Partnership for systems costs.

A separate agreement for sharing CDC costs shall be executed.

B. Fiscal Leads

The Tacoma Pierce County Employment and Training Consortium and the Employment Security Department, as members of the Partnership, have been designated by the parties to be responsible for all the fiscal activities related to the operation of this Resource Sharing Part of this Agreement.

VIII. System Support

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

IX. Supplemental Agreements to Interagency Cooperative Agreement

Each Agency that is a party to this Agreement (MOU) understands and agrees that all of the terms and conditions contained within are binding upon subsequent Supplemental Agreement between Agencies. In addition, a Supplemental Agreement to this Agreement shall be subject to all the terms in this Agreement, including but not limited to the limitations set forth in Section IX of this Agreement. The Supplemental Agreements are not binding on Agencies not parties to the Supplemental Agreements. The Agencies further agree that such Supplementary Agreements shall be infurtherance of and complementary to this Agreement. Each Agency that is a party to a Supplemental Agreement shall provide all other Agencies with copies of any Supplemental Agreement they may enter into within thirty days from the date of execution of the Agreement.

X. Indemnification

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

XI. Amendment or Cancellation of Agreement

The Agreement may be amended at any time in writing and by mutual consent of the Workforce Development Council and the Agencies. Each Agency may cancel its participation in the Agreement upon sixty (60) days written notice to the other agencies. In the event an Agency determines that funds are unavailable to carry out the activities set forth in this Agreement, the Agency shall terminate this Agreement

by notifying all other Agencies 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 Agencies.

XII. Federal and State Non-Discrimination Clause

Each of the agencies party to this agreement shall comply with all applicable local, state, and federal nondiscrimination laws, regulations, rules, and ordinances. This shall include Section 188 of the Workforce Development Act and its implementing regulation in 29CFR Part 37.

XIII. Confidentiality of Personal Information

Each of the agencies party to this agreement shall respect the confidentiality of information received from individuals or the other parties to the agreement and shall not use or disclose any information for any purpose not directly connected with the purposes for which the information was received.

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.

Tacoma-Pierce County Workforce Development Council

By: _____

(Name)

(Title)

Date: _____

Bates Technical College

By: _____
 (Name)
 (Title)
Date: _____

Clover Park Technical College

By: _____
 (Name)
 (Title)
Date: _____

Pierce College District

By: _____
 (Name)
 (Title)
Date: _____

Tacoma Community College

By: _____
 (Name)
 (Title)
Date: _____

*Department of Social and Health Service
Community Services Division, Region 5*

By: _____
(Name)
(Title)

Date: _____

Division of Vocational Rehabilitation, DSHS

By: _____
(Name)
(Title)

Date: _____

Employment Security Department

By: _____
(Name)
(Title)

Date: _____

By: _____
(Name)
(Title)

Date: _____

Metropolitan Development Council

By: _____
(Name)
(Title)

Date: _____

Tacoma Housing Authority

By: _____
(Name)
(Title)

Date: _____

Job Corps

By: _____
(Name)
(Title)

Date: _____

Vadis

By: _____
(Name)
(Title)

Date: _____

Department of Corrections

By: _____
(Name)
(Title)

Date: _____

Tacoma Goodwill Industries

By: _____
(Name)
(Title)

Date: _____

Tacoma Community House

By: _____
(Name)
(Title)

Date: _____

Tacoma-Pierce County Employment & Training Consortium

By: _____
(Name)
(Title)

Date: _____

**APPENDIX A - SPECIFIC AGENCY COMMITMENTS
SECTION VI PART C ADDENDUM**

I. DIVISION OF VOCATIONAL REHABILITATION

The Division of Vocational Rehabilitation shall promote that all partners will provide equal, effective and meaningful participation by individuals with disabilities through program accessibility, reasonable accommodations, auxiliary aids and services and rehabilitation technology;

The Division of Vocational Rehabilitation shall:

a). Core Services

Provide the following core services, at a minimum, such as:

- receive referrals of individuals who request DVR services or individuals with disabilities, except blindness, who need non-core, intensive vocational rehabilitation services to prepare for, get, or keep a job;
- determine eligibility for vocational rehabilitation services including assessment services required to determine eligibility under Title I: Rehabilitation Act of 1973, as amended, and codified in 34 Code of Federal Regulations, Parts 361, 363 and 364 and Washington Administrative Code 388-890;
- provide information about and referral to other agencies or organizations that may provide services to meet the individual's needs if DVR determines that an individual is not eligible for DVR services;
- participate in the cost of other applicable core services (listed in Section 134(d)(2) of WIA), providing that the Director, Division of Vocational Rehabilitation (or designee), has made a determination that the service is not a customary or typical service generally available to all customers of the system and previously provided under the Wagner-Peyser Program; and that it is a new service that has a vocational rehabilitation focus consistent with the provisions of the Title I Vocational Rehabilitation State Plan or an existing service that has been modified, adapted, expanded, or reconfigured to have a vocational rehabilitation focus consistent with the provisions of the Title I Vocational Rehabilitation State Plan.
- provide the following intensive services to eligible individuals with disabilities if they are required to prepare for, get or keep a job: vocational rehabilitation services described in Washington Administrative Code 388-890, subject to conditions described therein;

Through the one stop delivery system.

b). Common Referral System

Participate in a common customer referral system which includes agreeing to accept information (i.e., demographic, assessment and other information) previously collected on the customer through the one stop system and includes providing information back to the referring agency on the status of the referral, to the extent that the customer agrees to share confidential information.

c). **Workforce Skill Standards**

Accept and use the workforce skill standards in assessment; curriculum design, training, and certification of job seekers; in job development activities; in marketing to customers.

d). **Cross Agency Training**

Accept the jointly identified competencies (i.e., our industry's skill standards) required of professionals in a one-stop delivery system and participate in cross-agency training designed to build these competencies in all the professionals within the system. This participation may take the form of jointly funding the training, advertising the training, using the cross agency training as a method to meet some training goals internal to each agency, and by insuring that individuals attend the training.

e). **Customers**

Work to insure that its segment of the employer and job seeker (emerging, transitional, and incumbent) customer base is fully served through the one stop delivery system. Those customers are: individuals with disabilities.

f). **Common Technology**

Participate in the development and use of common technologies that assist in:

- integration of services within and across agencies and systems through the One Stop Operating System
- streamlining resources and programs
- sharing information on customers, agency services, and labor market needs
- unifying measurement and accountability, and
- developing common data systems to track progress
- providing access to information
- providing access to customers
- aligning internal processes to allow technology interface.

g). **Common Customer Satisfaction System**

Participate in a common customer satisfaction data collection and analysis system. Distribute and use the common comment card and other processes developed to measure customer satisfaction.

h). **Other**

- Ensure that if a VR counselor makes a decision relating to VR services that an individual does not agree with, the person has the following options:
 - (1) Try to resolve the disagreement by talking to the VR counselor, a VR supervisor, or regional administrator;
 - (2) Contact the Client Assistance Program
 - (3) Request mediation; and/or
 - (4) Request a formal hearing.
- Ensure that DVR does not release personal information without the written consent of the individual except under the conditions listed in WAC 388-890-1285
- Ensure that DVR financial participation is based on generally accepted cost allocation methods and guidelines established in OMB Circular A-87, Attachment A, Section C; OMB Circular A-122,

Attachment A; and the Education Department General Administrative Regulations (EDGAR).

i). **System Contributions**

- Assist WorkSource staff with Assistive Technology/Adaptive Equipment:
 - Provide training and customer assistance to use AT/AE equipment and software programs.
- Conduct customized classes and provide one on one services to active, open, DVR customers who require DVR staff to assist them in benefiting from the services available at WorkSource. These are individuals who require more time and support than can be reasonably accommodated to independently participate in WorkSource Services.
- Mentor WorkSource staff and partners and team with them as appropriate in working with customers with disabilities.
- Develop curricula, schedules and teach classes/facilitate workshops for disability related issues for WorkSource staff.
- Serve as a consultant and provide technical assistance on disability issues to WorkSource center staff, which could include meeting individually with other WorkSource staff members to provide technical assistance, information, and education on disabilities, etiquette, accommodations, and services for customers of other WorkSource partners.
- 6. Provide consultation and technical assistance to assist the partnership in assuring all WorkSource services and facilities are welcoming and fully accessible to people with disabilities.

II. **WASHINGTON STATE EMPLOYMENT SECURITY DEPARTMENT**

The Washington State Employment Security Department commits to the following actions and will work in partnership with WorkSource development system partners in providing the following core and intensive services:

a). **Core Services**

- Initial Assessment
- Outreach, intake, and orientation to information and services available through the one-stop delivery system
- Job search and placement assistance
- Career counseling
- Unemployment Insurance information and access
- Employer Services
- Training and Re-training Information
- Labor Market Information

- Language translation Services
- Internet access, fax, copier, telephone, etc.

Intensive Services

An array of services are provided through the WorkFirst, Veteran, Claimant Placement (CPP), Job Search Review (JSR), Trade Adjustment Act (TAA) and the North America Free Trade Act (NAFTA) Programs to eligible participants. The Veteran Program offers job seekers preference on jobs with wages above \$10.00 per hour.

- Comprehensive Assessments
- Employment Plan Development
- Individual and Group Counseling
- Case Management
- Short-Term Prevocational Services
- Work Skills Assessment
- Success Plan
- Job Search Competencies
- Short-term skills enhancement training
- Local labor market information to find higher paying jobs

b). Common Referral System

Participate in a common customer referral system, which includes agreeing to accept information previously collected on the customer through the one-stop system and providing information back to the referring agency on the status of the referral. Federal and State statutes regarding individual rights and privacy protection shall apply to all and will remain in effect at all times.

c). Workforce Skill Standards

Accept and use the workforce skill standards in assessments, curriculum design, job seeker training and certifications, job development activities and marketing.

d). Cross Agency Training

Participate in cross-agency training designed to provide staff of the one-stop system with jointly agreed upon customer service competencies. Employment Security will bring, appropriate programmatic staff to this training, as well as, provide experts for training and technical assistance.

e). Customers

Employment Security staff funded through Wagner-Peyser will serve all job seekers without respect to specific eligibility criteria.

f). Common Customer Satisfaction System

Participate in a common customer satisfaction data collection and analysis system. Distribute and use the common comment card and other processes developed to measure customer satisfaction.

g). **Common Technology**

Participate in the development and use of common technologies that assist in:

- Streamlining resources and programs
- Integrating services within and across agencies and systems
- Sharing information on customers, agency services and labor market needs
- Unifying measurements and accountability
- Developing common data-based systems to track progress

II. METROPOLITAN DEVELOPMENT COUNCIL'S EDUCATIONAL OPPORTUNITY AND RESOURCE CENTER (MDC-EORC)

The MDC-EORC commits to the following actions:

a). **Core Services**

MDC-EORC'S mission is to disseminate information on postsecondary education and assist Pierce County adults in entering and completing college. As a result, MDC's EORC will perform services, where customary and normal to do so, in accordance with its mission. MDC will continue to work with partner agencies on improving the quality and quantity of educational and career information.

b). **Common Referral System**

MDC will act as a liaison either directly, through MDC staff, or via its partners in the local community. In addition, MDC will outreach to the local community on the nature of the one stop system and how local social service providers should work with one-stops. MDC is willing to work with all parties in this agreement to utilize Work Source CDC, to the extent feasible and appropriate, as the "one-stop".

c). **Workforce Skill Standards**

Accept and use the workforce skill standards in assessment; curriculum design, training, and certification of job seekers; in job development activities; in marketing to customers.

d). **Cross Agency Training**

As a means to bringing the one-stop system in sync with employer needs, MDC will communicate to the one-stop community and other partners the nature of one-stop services:

- Major policies and programs,
- Key industry targets, and
- Workforce needs of major employers and emerging industries.

MDC will encourage, when feasible and appropriate, participation in cross-agency training designed to help build jointly identified competencies necessary of professionals in a one-stop delivery system.

e). **Customers**

MDC will serve as an advocate for use of a portion of current funds for provision of one-stop services. This role will build on current MDC-EORC activities such as WorkFirst outreach, case management and job placement. MDC will work to ensure that MDC's education and employment customer base is served

through the one-stop delivery system.

f). **Common Customer Satisfaction System**

Participate in a common customer satisfaction data collection and analysis system. Distribute and use the common comment card and other processes developed to measure customer satisfaction.

FUNDING RESOURCES

The Metropolitan Development Council receives federal Community Services Block Grant (CSBG) funds as a community action agency that are utilized within EORC to assist customers in obtaining a GED or in registering for training. EORC is funded by the U S Department of Education and will utilize a portion of these funds for one-stop customers who wish to obtain a GED or high school diploma, initiate or complete a postsecondary educational program or explore a career change.

IV. PIERCE COUNTY COMMUNITY AND TECHNICAL COLLEGES

The primary role of the community and technical colleges within the One Stop system is to provide education and training. This includes, but is not limited to, professional and technical programs, job skills training, and opportunities for incumbent workers, adult basic education, high school completion, GED preparation and testing, and English as a second language. Other services, such as career counseling, assessment, job search and placement assistance, work-based learning, cooperative education, and/or work study opportunities may be provided to eligible participants in the One Stop delivery system.

a). **Core Services**

The Pierce County Community and Technical Colleges will provide the following core services:

- Information and referral to the One Stop system.
- Outreach intake and orientation to postsecondary professional and technical programs.
- Eligibility determination for postsecondary vocational and technical programs.
- Initial assessment of skill levels, aptitudes, abilities and support service needs of targeted populations prior to their enrollment.
- Assistance in establishing financial aid eligibility.
- Information on the availability of support services and appropriate referral to such services.
- Educational planning
- Career counseling, including access to labor market information.
- Job search and placement assistance.
- Performance and program cost information for programs through the SBCTC consumer report system.

b). **Common Referral System**

The Pierce County Community and Technical Colleges will participate in a common One Stop referral system, which may include accepting information previously collected on customers through the One Stop system and providing information to the referring agency on the status of the referral.

c). **Workforce Skill Standards**

The Pierce County Community and Technical Colleges will accept and use workforce skill standards in curriculum design and training, as appropriate.

d). **Customers**

The Pierce County Community and Technical Colleges serve adult populations seeking educational services, including professional and technical programs, job skills training, opportunities for incumbent workers, adult basic education, high school completion, GED preparation and testing, and English as a second language. Youth, special populations, and nontraditional and economically challenged populations are served through specific targeted programs.

e). **Common Customer Satisfaction System**

Participate in a common customer satisfaction data collection and analysis system. Distribute and use the common comment card and other processes developed to measure customer satisfaction as appropriate.

f). **Common Technology**

The Pierce County Community and Technical Colleges will participate in the development and use of common technologies as developed and supported by SBCTC for One Stop delivery systems.

g). **System Contributions**

The Pierce County Community and Technical Colleges (the Colleges) will make the following contributions to the system:

1. The Colleges will maintain current program and other informational material at the CDC.
2. The Colleges collectively will provide eight (8) hours per month of mutually agreed upon soft skills and/or job readiness training at the CDC; provided, however, that individual colleges, at their own discretion, may elect to adjust the hours of training per month.

V. **TACOMA PIERCE COUNTY EMPLOYMENT AND TRAINING CONSORTIUM**

The Tacoma-Pierce County Employment and Training Consortium commits to the following actions:

System Contributiona). **Core and Intensive Services**

The Consortium will work in partnership with the Pierce County WorkSource system to provide the following core services:

- Eligibility determination
- Outreach, intake and orientation to the information and other services available through the one-stop delivery system
- Initial assessment of skills, aptitudes, abilities and support services needs
- Job search and placement assistance and career counseling
- Provision of labor market information

- Provision of performance information and program cost information from eligible training providers
- Provision of information on the availability of one-stop systems performance measures
- Provision of information on the availability of support services and referral to such services
- Assistance in establishing eligibility for welfare-to work and access to those services
- Follow-up services for not less than twelve months after the first day of employment

INTENSIVE SERVICES

The Consortium will provide intensive services to adults (priority given to low income adults) and dislocated workers who are unemployed, have received at least one core service and are unable to obtain employment through core services, and are determined to be in need of more intensive services to obtain employment. Adults and dislocated workers who are employed, have received at least one core service, and are determined to be in need of intensive services to obtain or retain employment that leads to self-sufficiency. Intensive services that are available to both categories are:

- Comprehensive and specialized assessments of the skill levels and services needs of adults and dislocated workers, which may include
- Diagnostic testing and the use of other assessment tools; and
- In-depth interviewing and evaluation to identify the employment barriers and appropriate employment goals
- Development of an individual employment plan to identify the employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve employment goals
- Group counseling
- Individual counseling and career planning
- Case management for participants seeking training
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training
- Internships and work experience based on an assessment or individual employment plan

b). Equal Opportunity Officer

The Consortium will provide a local EO Officer responsible for, but not limited to:

- Monitoring and investigating the local area's activities, and the activities of their recipients who receive WIA Title I funds to ensure compliance with the nondiscrimination and EO obligations under WIA and 29 CFR Part 37.
- Reviewing written policies to ensure that they are nondiscriminatory.
- Developing and publishing procedures for processing discrimination complaints and ensuring adherence to the procedures; promulgating administrative regulations as necessary.
- Coordinating local-level WIA EO responsibilities to include ensuring service providers' compliance with the nondiscrimination and EO provisions of WIA.

c). **Common Referral System**

Participate in a common customer referral system that includes agreeing to accept information previously collected on the customer through the one-stop system and providing back information to the referring agency on the status of the referral. Federal statutes with respect to individual rights and privacy protection shall apply in all cases

d). **Workforce Skill Standards**

Accept and use the workforce skill standards in assessment; curriculum design, training, and certification of job seekers; in job development activities; in marketing to customers.

e). **Cross Agency Training**

Participate in cross-agency training designed to provide staff of the one-stop system with jointly agreed upon customer service competencies. The Consortium shall bring its expertise from programmatic staff to this training.

f). **Customers**

Work to insure that the employer and job seeker customer base is fully served through the one-stop delivery system.

g). **Common Customer Satisfaction System**

Participate in a common customer satisfaction data collection and analysis system. Distribute and use the common comment card and other processes developed to measure customer satisfaction.

h). **Common Technology**

Participate in the development and use of common technologies that assist in:

- Streamlining resources and training
- Integration of services within and across agencies and systems
- Information sharing on customers, agency services and labor market needs
- Unifying measurement and accountability
- Developing common data systems to track progress

i). **System Contributions**

1). **Resource Room**

The Consortium will provide assistance with limited coverage in the CDC's Resource Room when Employment Security staff is in meetings and when staff coverage is not adequate for number of customers.

2). **Job Hunter Workshops**

The Consortium will work in partnership with the Employment Security Department in the delivery of Job Hunter Workshops conducted at the CDC.

3). **Customer Orientation**

The Consortium will provide orientations to CDC customers about services available throughout the WorkSource System.

VI. DSHS COMMUNITY SERVICES DIVISION REGION 5

DSHS Community Services Divisions Region 5 shall provide the following core services:

a). Core Services

- Application and intake services through the one-stop service delivery system for DSHS' employment, financial, food assistance and medical assistance programs;
- Program eligibility orientations;
- Eligibility determination for DSHS' employment, financial, food assistance, and medical assistance programs;
- Initial assessment of skill levels, aptitudes, abilities, and support service needs;
- Information on the availability of support services and referral to said services;
- Dissemination of information about the other services available through the one-stop delivery system.
- Follow-up services for not less than twelve months after the first day of employment

b). Common Referral System

Participate in a common customer referral system which includes agreeing to accept information (i.e., demographic, assessment and other information) previously collected on the customer through the one stop system and includes providing information back to the referring agency on the status of the referral.

c). Workforce Skill Standards

Accept and use the workforce skill standards in assessment; curriculum design, training, and certification of job seekers; in job development activities; in marketing to customers.

d). Cross Agency Training

Accept the jointly identified competencies (i.e., our industry skill standards) required of professionals in a one-stop delivery system and participate in cross-agency training designed to build these competencies in all the professionals within the system. This participation may take the form of jointly funding the training, advertising the training, using the cross agency training as a method to meet some training goals internal to each agency, and by insuring that individuals attend the training.

e). Customers

Work to insure that its segment of the employer and job seeker (emerging, transitional, and incumbent) customer base is fully served through the one stop delivery system. Those customers are: DSHS' WorkFirst, financial, food assistance and Medical Assistance Program clients

f). Common Technology

Participate in the development and use of common technologies that assist in:

- integration of services within and across agencies and systems through the One Stop Operating System
- streamlining resources and programs
- sharing information on customers, agency services, and labor market needs
- unifying measurement and accountability, and
- developing common data systems to track progress
- providing access to information
- providing access to customers
- aligning internal processes to allow technology interface.

g). Common Customer Satisfaction

Participate in a common customer satisfaction data collection and analysis system. Distribute and use the common comment card and other processes developed to measure customer satisfaction.

h). System Contributions

The three (3) Community Service Offices (CSOs) within Pierce County will collectively provide a presence three (3) days per week at the CDC. Each CSO will provide a Work First Program Specialist to provide the services outlined above.

VII. TACOMA HOUSING AUTHORITY

The Housing Authority of the City of Tacoma (THA) commits to the following:

a.) Core Services

THA will work in partnership with the WorkSource workforce development system to provide the following core services:

- Outreach, intake, and orientation to the information and other services available through the one-stop delivery system;
- Job search and placement assistance;
- Labor market information (e.g., job vacancy listings, information on job skills required, information on demand occupations);
- Information on local eligible providers;
- Information on the one-stop system's performance measures (placement activities and wage information);
- Assist with directing towards support services; and
- Information regarding filing for unemployment compensation.

b.) Intensive Services

THA will work in partnership with the WorkSource system to provide the following intensive services to eligible public housing and Section 8 participants:

- Evaluation of barriers to employment;
- Development of individual training and service plan;
- Counseling;
- Case Management; and
- Pre-Vocational Services.

c.) Common Referral System

Participant in a common customer referral system that includes agreeing to accept information previously collected on the customer through the one-stop system and providing back information to the referring agency on the status of the referral. Federal statutes with respect to individual rights and privacy protection shall apply in all cases.

d) Workforce Skill Standards

Accept and use the workforce skill standards in assessment, curriculum design, training, and certification of job seekers; in job development activities; in marketing to customers.

e) Cross Agency Training

Participate in cross agency training designed to provide staff of the one-stop workforce development system with jointly agreed upon customer services competencies.

f) Customers

Work to insure that the employer and job seeker customer base is fully served through the one-stop workforce development delivery system.

g) Common Customer Satisfaction System

Participate in a common customer satisfaction data collection and analysis system. Distribute and use the common comment card and other processes developed to measure customer satisfaction.

h) Common Technology

Participate in the development and use of common technologies that assist in:

- Streamlining resources and training;
- Integration of services within and across agencies and systems;
- Information sharing on customers, agency services and labor market needs;

- Unifying measurement and accountability; and
- Developing common data systems to track client progress.
- Creating an access system that aggregately tracks clients' progress.

VIII. JOB CORPS

Job Corps is involved in Partnership discussions, however the level of participation is yet to be determined.

IX. VADIS

Vadis commits to the following actions:

a). Core and Intensive Services

Vadis will work in partnership with the Pierce County WorkSource system to provide the following core services:

- Eligibility determination
- Outreach, intake and orientation to information regarding Vadis services and other services available through WorkSource
- Initial assessment of skills, aptitudes, abilities and support services needs
- Job search and placement assistance through our Career Center
- Labor market information
- Performance and program cost information
- Information on the availability of WorkSource performance measures as provided to Vadis by WorkSource
- Information on the availability of support services and referral to such services
- Follow-up services for not less than twelve months after the first day of employment

b). Intensive Services

Vadis will provide such intensive services as:

- Specialized assessments of the skill levels and services needs of youth and adults with disabilities, including in-depth interviewing and evaluation to identify the employment barriers and appropriate employment goals
- Development of an individual employment plan to identify the employment goals, appropriate methodologies to achieve those goals
- Individual career counseling
- Case management for participants
- Short-term prevocational services, including group and individual training. The training will develop skills in the areas of self-directed job search, effective communication, professional conduct, and obtaining technical training
- Professional development of training and work opportunities
- Negotiations for disability related accommodations

c). **Common Referral System**

Participate in a common customer referral system that includes agreeing to accept information previously collected on the customer through WorkSource. Federal statutes with respect to individual rights and privacy protection shall apply in all cases.

d). **Workforce Skill Standards**

Accept and use the workforce skill standards in program design, assessment, curriculum development, training, job development activities and marketing to customers.

e). **Cross Agency Training**

Participate in cross-agency training designed to provide WorkSource staff with jointly agreed upon customer service competencies. Vadis shall bring its expertise to this training. Vadis will provide consultation to WorkSource regarding disability related issues.

f). **Customers**

Work to insure that the business and job seeker customers receive quality services through WorkSource.

g). **Common Customer Satisfaction System**

Participate in a common customer satisfaction data collection and analysis system. Distribute and use the common comment card and other processes developed to measure customer satisfaction.

h). **Common Technology**

Participate in the use of common technologies that assist in:

- Streamlining resources and training
- Integration of services within and across agencies and systems
- Information sharing on customers, agency services and labor market needs
- Unifying measurement and accountability
- Developing common data systems to track progress

i). **System Contributions**

Coordinate with Career Development Center staff to contribute 7 direct hours to the Career Development Center which may include:

- Assisting in the computer lab
- Attending the front desk
- Facilitating training sessions such as the Job Hunter series

X. TACOMA GOODWILL INDUSTRIES

Tacoma Goodwill, as an active participant in the One Stop location and through Affiliate site status, commits to the following actions:

a). **Core and Intensive Services**

Tacoma Goodwill will work as a member of the WorkSource partnership to provide the following core services:

- Eligibility determination
- Outreach, intake, and orientation to our services and other services available through the WorkSource system.
- Initial assessment of skills, aptitudes, abilities, and support services needed.
- Job search and placement assistance.
- Vocational counseling
- Access to labor market information
- Resource sharing, including providing information on program performance and cost about eligible training providers.
- Provision of local community support services and referrals to such services.
- Access to technology (computers with internet access, telephones etc.) that facilitate job seekers job search activities. This will include technology that is adaptive to allow individuals with a disability to participate as independently as possible.
- Job search skills classes

Intensive Services

Tacoma Goodwill will provide the following intensive services:

- Comprehensive and specialized assessments of the skill levels and employment needs of youth and adults with disabilities, which may include:
 - Diagnostic testing and other assessment tools and techniques; and
 - In depth interviewing and evaluation to identify the employment barriers and appropriate employment goals
- Development of an individualized employment plan to identify employment goals, with appropriate measurable objectives, and selected combined resources needed for the job seeker to achieve their employment goals.
- Individual counseling, case management, and career planning.
- Facilitate hands on career exploration activities that include:
 - Unpaid job shadowing
 - Short term paid Work Experiences
- Provide short term training preparing job seekers for workplace readiness, including topics such as developing communication skills, recognizing the importance of appropriate work habits, respecting diversity in the workplace, which will help prepare the job seeker to maintain unsubsidized employment.
- Follow up services for not less than twelve months after the first day of employment.

Training Services

Tacoma Goodwill will provide State licensed vocational training for eligible applicants in the following career paths:

- Medical billing
- Medical transcription

- Computer skills occupations (with an emphasis on job seekers who require adaptive technology)
- Custodial

b). Common Referral System

Tacoma Goodwill agrees to participate in a common customer referral system that includes agreeing to accept information previously collected on the job seeker through the WorkSource system, that respects the individuals privacy and individual rights.

c). Cross Agency Training

Participate in cross agency training designed to provide staff of the WorkSource system with agreed upon customer service competencies. Tacoma Goodwill will bring its expertise from staff to these trainings.

d). Customers

Tacoma Goodwill commits to help insure that employers and job seeker customers are fully served through the WorkSource service delivery system.

e). Customer Satisfaction Systems

Tacoma Goodwill agrees to participate in a customer satisfaction data collection system, that is analyzed jointly by the partnership. Tacoma Goodwill will distribute, use and collect customer comment cards and participate in other processes developed to measure customer satisfaction.

f). Common Technology

Tacoma Goodwill agrees to participate in the development and implementation of common technologies that assist in:

- Streamlining resources and training
- Integration of services within and across agencies and systems
- Information sharing on customers, agency services and labor market needs
- Unifying measurement of performance objectives and maintaining accountability
- Developing common data systems to track progress

g). System Contributions

- Tacoma Goodwill Industries (TGI) will make the following contributions to the system:
- TGI will conduct a weekly 2 hour Job Search class at the CDC
- TGI staff will provide up to 8 hours per month of support to CDC staff which can include attending at the front desk, assisting in the computer lab, or conducting orientations.
- TGI will teach a monthly class in basic computer skills at the CDC, lasting up to 3 hours.
- TGI staff will be available to consult with CDC staff on relevant topics from assistive technology to Americans with Disabilities issues as the need arises.

XI. TACOMA COMMUNITY HOUSE

Tacoma Community House commits to the following actions:

a). Core and Intensive Services

Tacoma Community House will work in partnership with the Pierce County WorkSource system to

provide the following core services:

- Eligibility determination
- Outreach, intake and orientation to information regarding Tacoma Community House services and other services available through WorkSource
- Initial assessment of skills, aptitudes, abilities and support services needs
- Job search and placement assistance by bilingual case managers
- Labor market information
- Performance and program cost information
- Information on the availability of WorkSource performance measures as provided to Tacoma Community House by WorkSource
- Information on the availability of support services and referral to such services
- Follow-up services for not less than twelve months after the first day of employment

Intensive Services

Tacoma Community House will provide such intensive services as:

- Specialized assessments of the skill levels and services needs of adults with limited English skills, including in-depth interviewing and evaluation to identify the employment barriers and appropriate employment goals
- Development of an individual employment plan to identify the employment goals, appropriate methodologies to achieve those goals
- Individual career counseling
- Case management for participants
- Short-term prevocational services preparing job seekers for workplace readiness. The training will develop skills in the areas of self-directed job search, effective communication, and appropriate workplace behavior.
- Development of training and work opportunities
- Follow-up for twelve months after placement

b). Common Referral System

Participate in a common customer referral system that includes agreeing to accept information previously collected on the customer through the one-stop system. Federal statutes with respect to individual rights and privacy protection shall apply in all cases.

c). Workforce Skill Standards

Accept and use the workforce skill standards in assessment, program design, training, job development activities, and marketing to customers.

d). Cross Agency Training

Participate in cross-agency training designed to provide WorkSource staff with jointly agreed upon customer service competencies. Tacoma Community House staff shall contribute to these meeting by sharing their knowledge of working with limited English speaking participants.

e). **Customers**

Work to insure that the employer and job seeker customers receive quality services through WorkSource.

f). **Common Customer Satisfaction System**

Participate in a common customer satisfaction data collection and analysis system. Distribute and use the common comment card and other processes developed to measure customer satisfaction.

g). **Common Technology**

Participate in the use of common technologies that assist in:

- Streamlining resources and training
- Integration of services within and across agencies and systems
- Information sharing on customers, agency services and labor market needs
- Unifying measurement and accountability
- Developing common data systems to track progress

h). **System Contributions**

Provide sixteen hours of staff time to the Career Development Center each month.

XII. DEPARTMENT OF CORRECTIONS

Department of Corrections (DOC) in Pierce County commits to the following actions and will work in partnership with the WorkSource Development system partners in providing the following core and intensive services:

a). **Core Services**

DOC will provide such core services as:

- Outreach, intake and orientation to the information and other services available through the one-stop delivery system
- Job search and placement assistance and career counseling
- Labor market information
- Performance information and program cost information
- Information on the availability of WorkSource performance measures as provided to DOC by WorkSource.
- Information on the availability of support services and referral to such services
- Follow-up services for not less than twelve months after the first day of employment

Intensive Services

DOC will provide such intensive services as:

- Specialized assessments
- Interviewing and evaluation to identify the employment barriers and appropriate employment goals
- Employment Plan Development

- Short-term skills enhancement training
- Labor market training for higher paying jobs
- Individual and Group counseling

b). Common Referral System

Participate in a common customer referral system that includes agreeing to accept information previously collected on the customer through the one-stop system and providing information back to the referring agency on the status of the referral. Federal and State statutes regarding individual rights and privacy protection shall apply in all cases.

c). Workforce Skill Standards

Accept and use the workforce skill standards in assessment; curriculum development, training, and certification of job seekers; in job development activities; in marketing to customers.

d). Cross Agency Training

Participate in cross-agency training designed to provide staff of the one-stop system with jointly agreed upon customer service competencies.

e). Customers

Work to insure that the employer and job seeker customer are fully served through the one-stop delivery system.

f). Common Customer Satisfaction System

Participate in a common customer satisfaction data collection and analysis system. Distribute and use the common comment card and other processes developed to measure customer satisfaction.

g). Common Technology

Participate in the development and use of common technologies that assist in:

- Streamlining resources and training
- Integration of services within and across agencies and systems
- Information sharing on customers, agency services and labor market needs
- Unifying measurement and accountability
- Developing common data systems to track progress

1). Duration

This Interim agreement will be in effect until a revised system wide MOU among all the WorkSource partners, including DOC, is executed.

2). Termination

Either party to this MOU may terminate it without cause upon thirty(30) days written notice to the other.

3). Default

If a party believes another party is failing to fulfill its responsibilities under this MOU, it may notify the other party of the concerns. A party receiving such a notice shall, within thirty (30) days, respond in writing. There shall be no other remedies for a breach of this MOU.

4). No Third Party Beneficiary

This MOU does not confer any benefit or rights upon third parties.

h). System Contributions

a. Resource Room

The ESA/DOC partnership will provide limited coverage in the CDC's Resource Room when Employment Security staff coverage is not adequate for the number of customers during special events.

b. Job Hunter Workshops

The ESA/DOC partnership will work in partnership with the Employment Security Department in the delivery of Job Hunter Workshops conducted at the CDC when applicable.

c. Calendar of Events

The ESA/DOC partnership will contribute to the Calendar of Events such as coordinating special events benefiting the workforce development system i.e. resource fairs, specialized workshops covering offender employment issues.

System contribution will not exceed 48 hours a program year and is determined upon current programmatic staffing levels consisting of 3 FTE's and on part-time staff.

**MEMORANDUM OF UNDERSTANDING
NORTH CAROLINA JOBLINK CAREER CENTER SYSTEM**

This Memorandum of Understanding (Agreement) sets forth the terms for cooperation and support in regard to building, maintaining, and improving the workforce development system in North Carolina known as the JobLink Career Center System (JobLink System). As originally described in the proposal dated May 1995 to the U. S. Department of Labor for implementing one-stop career centers, North Carolina continues to focus on delivering quality customer service, developing common identities across programs, and continuously improving the JobLink System. The parties to this Agreement will work cooperatively through the JobLink System to provide high quality services that are responsive to the needs of workers and businesses and to the economic viability of all communities in our state.

It is understood that the programs operated by these parties are funded through a variety of federal and state funding allotments. The laws and regulations governing the use of these funds require that the partner agencies maintain fiduciary responsibility for the funds.

Parties:

This Agreement is entered into by the following North Carolina agencies:

- North Carolina Department of Commerce (Commerce)
 - Commission on Workforce Development (Commission)
 - Division of Employment and Training (DET/WIA)
- The North Carolina Employment Security Commission (ESC)
- The North Carolina Community College System (NCCCS)
- The North Carolina Department of Health and Human Services (DHHS)
 - Division of Vocational Rehabilitation (VR)
 - Division of Services for the Blind (DSB)

SECTION I

Vision:

The JobLink System is established to provide improved performance, more coordinated access to services, and accountability of workforce development service delivery in North Carolina. The vision of the JobLink System is that all customers of the system will be served through a seamless delivery system characterized by effective technology, well-trained customer focused staff, and conveniently located service access points around the state. This agreement sets forth general and specific provisions that complement this vision and protect the integrity of the JobLink System.

SECTION II

Mutual Understandings, Common Roles and Responsibilities

The revision of the JobLink Career Center Chartering Criteria enhances the short-term movement towards the seamless, united approach and emphasizes the need for and support of

partner agency and organization collaboration across the state. Through this Agreement, the parties hereto concur with the Chartering Criteria and also agree to the following:

1. Core Services: Provision of at least the core services, and related requirements as mandated by the Workforce Investment Act (WIA), through on-site staffing in communities where the agency/organization provide service. A list of services and one-stop mandated program/funding streams are attached to this document.
2. Staffing: Provision of staffing to JobLink Career Centers by working cooperatively with the WDB to determine staffing needs and meeting those needs based on available staffing resources, regardless of the Center's location. The parties of this agreement will retain organizational supervision (hiring, performance appraisal, disciplinary action, etc.) for those staff assigned to work at JobLink Career Centers. The parties do understand that JobLink Coordinators may direct partner agency staff while they are working at JobLink Centers to facilitate customer service. All Staff, regardless of employing agency of organization, shall adhere to certain JobLink Center policies and procedures applicable to the Center in which they work as such policies and procedures are developed by the JobLink leadership/management team. If conflicts and/or grievances arise, they will be handled as set forth by the Center's leadership/management team.
3. Co-location: Commitment to coordination among partners to access/provide space for co-location of partner agency operations through facility renovation or location to a new facility. Through leadership and coordination by the local Workforce Development Board (WDB), the parties hereto agree to co-location in facilities agreed upon by the partners and the WDB.

When co-location of operations at a single facility is being considered, the partners and the WDB will jointly determine appropriateness of location and adequacy of facilities. In determining the adequacy of facilities for co-location, the parties will consider the workforce development needs of the local area, public access, building space, condition of the facility, parking space, square footage cost, availability of resources and other such issues when making the decisions. The WDB and ESC also agree to work towards the establishment of single access points of WIA and ESC services where chartered JobLink Career Centers are located.

Further, the parties hereto agree to share all space leasing information with each other to enhance decisions concerning co-location. Providing services in common facilities allows for better customer service and enhanced service delivery.

4. JobLink Brand: Parties to this Agreement will work with the Commission in the development and implementation of a plan to transition the state's workforce development system to a common identifiable JobLink System brand. Where there are chartered Centers, the JobLink Career Center shall be the predominant and recognized brand for that service delivery location/facility. All agencies offering services at the JobLink Career Centers will be identified as service providers/partners under that brand

at the location/facility. The parties to this agreement acknowledge that this provision maintains individual partner agency identity, while identifying the JobLink brand as the system under which the agencies are providing services as a partnership.

It is agreed that the implementation of the JobLink brand will take place when a new Center is chartered or a re-charter is issued.

5. Capacity Building: Participation of agency personnel providing services as JobLink staff in training and capacity building activities related to Center operation and delivery of high quality customer service. These training and capacity building activities include cross-education and cross training and are subject to the availability of funds. Parties to this agreement understand that staff development and training activities will be scheduled in a manner that does not disrupt services to customers.

The parties also support participation in staff cross-education activities that enable each partner to understand the performance measures and goals of all partners involved in the Center. The partners agree to support efforts to help each other in achieving the individual program goals.

6. Chartering: Participation in the chartering and re-chartering application and business plan development process. Agency partners agree to work collaboratively to leverage resources, minimize the duplication of services, and support local JobLink partners and local WDBs in JobLink System development and chartering activities.

The parties encourage the participation of local agency management leadership on JobLink leadership/management teams.

7. Cost Allocation and Resource Sharing: Participation by partner agencies at the State level in developing, implementing and using a common method for cost allocation and resource sharing for the JobLink Career Center System.
8. MIS and Information: Use/interface with the JobLink MIS (when functional). The partners will provide appropriate information in a timely manner for JobLink reporting and performance evaluation required by WDBs.
9. Job Development/Placement: Participation of staff in JobLink Career Centers in an integrated job development and job placement service delivery approach that results in a common system for job opening entry and retrieval for all partners and staff.
10. Cooperation in making service delivery improvements at the state and local level as indicated by JobLink customers.
11. Participation in developing, implementing and refining local and state Memorandums of Understanding as applicable to the JobLink System.

SECTION III

Partner-specific Roles and Responsibilities for Governance Components

In addition to the common roles and responsibilities stated above, each party hereto agrees to its specific responsibilities as stated below.

NC Department of Commerce

Commission on Workforce Development

As the Governor's advisory body on workforce development issues and solutions, the Commission is responsible for the coordination of all workforce development programs, including the JobLink workforce development service delivery system. It is responsible for JobLink System building efforts, oversight of the implementation and operation of the JobLink service delivery system, and the integrity of the JobLink brand name.

The JobLink Chartering Policy sets forth the minimum standards for JobLink Career Center operation under the JobLink name. The policy is framed around quality assurance criteria. The Commission supports and maintains:

1. A system vision for high quality services.
2. A minimum system of standards for JobLink Career Center readiness and operation.
3. A continuous improvement process for performance outcomes and customer satisfaction.
4. Oversight of the implementation and operation of the JobLink System and ongoing system building activities.
5. A monitoring and evaluation process for the JobLink System that ensures the minimum standards set forth in the chartering criteria are met.
6. Methods for the provision of technical assistance to WDBs, JobLink System operators, management and staff.

The Commission is responsible for JobLink System issues including policy development and implementation, partnership building activities, system support, training, and marketing. Additionally, the Commission is responsible for the mediation of impasse situations that arise between the agency partners in the development of the JobLink System at the state and local levels.

Local Workforce Development Boards (WDB)

The WDB are responsible for coordinating and aligning workforce development services and strategies that meet local and regional workforce and economic needs. This is accomplished, in part, by the WDB carrying out its responsibility of developing and overseeing the JobLink System in its local area. WDBs will utilize the Chartering Policy, developed by the Commission, and its process requirements in establishing their local chartering process. WDBs will provide:

1. Assurance that all JobLink Career Centers meet the Commission Chartering Policy, as well as any additional standards established by the WDB, prior to chartering a JobLink Career Center.

2. Coordination with system stakeholders and partners in determining the appropriate JobLink services and service access locations, based on local and regional needs.
3. Designation of the local area JobLink Operator(s).
4. Assurance that WIA services provided in the local areas are delivered in a manner consistent with the Commission Chartering Policy (including the minimum staffing and service requirements).
5. Assurance that a local Memorandum of Understanding is executed between the WDB and the required JobLink partners as identified in the WIA.
6. Consistent and continuous oversight and monitoring of the JobLink System service delivery in their local areas.

WDBs will provide the leadership and advocacy for maintaining a quality and continuous improvement focus in order to ensure excellent customer service in their local JobLink Systems.

SECTION IV

Partner-specific Roles and Responsibilities of Service Providers

In addition to supporting the common roles and responsibilities stated above, each party hereto agrees to its specific responsibilities as stated below.

North Carolina Department of Commerce

Division of Employment and Training/Workforce Investment Act

Operating within Commerce, the Division of Employment and Training (DET) administers a statewide system of workforce programs that prepare North Carolina's citizens facing economic disadvantage, job loss, and other serious barriers to employment for participation in the labor force. It is the administrator for WIA funding and is one of the key partners of the JobLink System. DET will provide the administrative/policy guidance and funding resources to local Workforce Development Boards for the:

1. Provision of the necessary full time WIA staffing and services required for comprehensive JobLink Career Centers.
2. Provision of the necessary staffing and services required for non-comprehensive JobLink Career Centers.
3. Inclusion of local JobLink Career Centers in Rapid Response initiatives.

North Carolina Employment Security Commission

As administrator for Wagner-Peyser services, unemployment insurance, labor market information, and other workforce development programs, and as a key partner in the JobLink System, ESC agrees to support, maintain, and provide:

1. Access to all information on job orders, including employer information, to all JobLink Career Centers; and the training of JobLink staff on the process and use of the system that supplies said data.
2. The necessary full time staffing and services required for comprehensive JobLink Career Centers.

3. The necessary staffing and services required for non-comprehensive JobLink Career Centers.

North Carolina Community College System

The NCCCS offers local community colleges as primary resources involved in educational and vocational opportunities for addressing the training needs of the State's citizens and businesses. NCCCS will work with the local community colleges to provide administrative/policy guidance for the provision of:

1. Information on college admissions, the Pell Grant and other financial aid resources.
2. Information on all classes and services available and assistance in registering customers for them.
3. Services offered by the Human Resources Development Program (HRD), including instructional training, skill assessments, and career development activities, to JobLink Career Centers.
4. A strong HRD presence at JobLink Career Centers. Maintaining a presence includes, but is not limited to, the following: on-site instruction, co-location of program operations, consistent JobLink office hours, and/or HRD staff with JobLink Career Center responsibilities.
5. Skills and occupation assessments, where available, for employers.

North Carolina Department of Health and Human Services

Vocational Rehabilitation and Division of Services for the Blind

The DHHS offers the division of VR and DSB programs and services to enhance the facilities and services of the JobLink System. VR and DSB support and maintain:

1. Provision of guidance and advice on matters related to facility and service access for the disabled.
2. Strong considerations of opportunities for co-location in JobLink Career Centers, as leases expire.

Further, DHHS will encourage County Departments of Social Services to provide TANF/Work First services and other pertinent services at JobLink Career Centers.

SECTION V

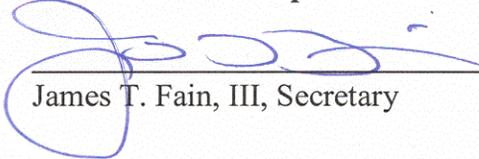
Terms

This Agreement will remain in effect until renegotiated by authorized representatives from the entities hereto. It shall be reviewed by the Commission as necessary or at least every two years, and may be amended to change the scope and terms if mutually agreed upon and approved by authorized representatives of the participating entities. Such changes shall be incorporated as a written amendment to this Agreement.

Signatures

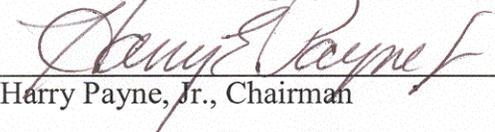
By signature hereto, the parties attest to participation of the development of this Agreement and will support and implement the provisions contained herein.

North Carolina Department of Commerce


James T. Fain, III, Secretary

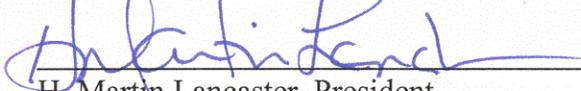
Date: 3/6/03

North Carolina Employment Security Commission


Harry Payne, Jr., Chairman

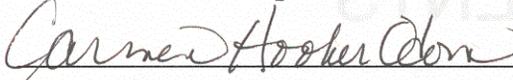
Date: 5/12/03

North Carolina Community College System


H. Martin Lancaster, President

Date: 3/5/03

North Carolina Department of Health and Human Services


Carmen Hooker Odom, Secretary

Date: 2/28/03

North Carolina Commission on Workforce Development


Don Dixon, Chairman

Date: 2/17/03

ATTACHMENTS

MEMORANDUM OF UNDERSTANDING

NORTH CAROLINA JOBLINK CAREER CENTER SYSTEM

SERVICES FOR JOB SEEKERS

JOB SEEKERS – CORE SERVICES

- OUTREACH, INTAKE (WHICH MAY INCLUDE WORKER PROFILING AND REEMPLOYMENT SERVICES), AND ORIENTATION TO THE JOBLINK SYSTEM.
- INITIAL ASSESSMENT.
- ELIGIBILITY INFORMATION FOR SERVICES FOR ALL PARTNER EMPLOYMENT AND TRAINING PROGRAMS.
- JOB SEARCH ASSISTANCE (I.E. WORKSHOPS), CAREER INFORMATION, AND COUNSELING.
- JOB MATCHING AND REFERRAL
- LOCAL, REGIONAL AND STATEWIDE LABOR MARKET INFORMATION.
- INFORMATION ON FINANCIAL AID, INCLUDING UNEMPLOYMENT INSURANCE (UI).
- INFORMATION ON:
CERTIFIED EDUCATION AND TRAINING PROVIDERS,
LOCAL PERFORMANCE OUTCOMES OF SERVICE PROVIDERS,
JOBLINK ACTIVITIES, SUCH AS JOB FAIRS, AND SUPPORTIVE SERVICES.
- ORIENTATION TO PERSONAL COMPUTERS FOR ACCESS TO SELF-DIRECTED SERVICES, SUCH AS INTERNET ACCESS AND RESUME SOFTWARE.
- FOLLOW-UP ACTIVITIES, INCLUDING REASSESSMENT SERVICES, WHERE NEEDED.

JOB SEEKERS – INTENSIVE SERVICES

- COMPREHENSIVE ASSESSMENT OF KNOWLEDGE, SKILLS, ABILITIES AND INTERESTS THROUGH USE OF VARIOUS ASSESSMENT TOOLS, SUCH AS TESTING.
- DEVELOPMENT OF AN INDIVIDUAL EMPLOYMENT PLAN.
- GROUP COUNSELING.
- INDIVIDUAL CAREER PLANNING.
- CASE MANAGEMENT.
- SHORT-TERM PRE-VOCATIONAL AND STAND-ALONE SERVICES, SUCH AS ADULT BASIC EDUCATION, ENGLISH AS A SECOND LANGUAGE, GENERAL EDUCATIONAL DEVELOPMENT (GED), BASIC COMPUTER LITERACY, INTERVIEWING SKILLS, AND SOFT SKILLS.

JOB SEEKERS – TRAINING SERVICES

- OCCUPATIONAL SKILLS TRAINING, INCLUDING TRAINING FOR NONTRADITIONAL EMPLOYMENT WILL BE PROVIDED THROUGH ITA(S) FOR ADULTS AND DISLOCATED WORKERS.
- ON-THE-JOB TRAINING.
- PROGRAMS THAT COMBINE WORKPLACE TRAINING WITH RELATED INSTRUCTIONS, WHICH INCLUDE COOPERATIVE EDUCATION PROGRAMS.
- PRIVATE SECTOR TRAINING PROGRAMS.
- SKILL UPGRADING AND RETRAINING.
- ENTREPRENEURIAL TRAINING.
- JOB READINESS TRAINING.
- ADULT EDUCATION AND LITERACY ACTIVITIES, WHERE INTEGRATED WITH OTHER TRAINING SERVICES.
- CUSTOMIZED TRAINING CONDUCTED WITH THE COMMITMENT TO EMPLOY THE INDIVIDUALS UPON SUCCESSFUL COMPLETION OF THE TRAINING.
- REGISTERED APPRENTICESHIP AND TRAINING PROGRAMS.

SERVICES FOR EMPLOYERS

EMPLOYERS – CORE SERVICES

- ORIENTATION TO JOBLINK SYSTEM AND SERVICES.
- SELF-ENROLLMENT AND COMMON APPLICATION FOR SERVICES WITH VALIDATION CRITERIA.
- MULTIPLE METHODS TO LIST JOB OPENINGS I.E. TELEPHONE, FAX, INTERNET, WITH EMPLOYER CHOICE REGARDING THE INFORMATION ON THE JOB LISTING AVAILABLE TO THE PUBLIC AND THE METHOD OF REFERRAL.
- ACCESS TO AMERICA’S CAREER KIT THAT INTEGRATES AMERICA’S JOB BANK SYSTEM, AMERICA’S TALENT BANK, AMERICA’S LEARNING EXCHANGE, AND THE CAREER INFO NET.
- AUTOMATED JOB MATCHING.
- SCREENING AND REFERRAL OF QUALIFIED CANDIDATES.
- TRAINING PROGRAMS, PROVIDERS, AND CONSUMER REPORTS ON EFFECTIVENESS OF SPECIFIC PROVIDERS.
- LABOR MARKET INFORMATION TO BRIDGE ECONOMIC AND WORKFORCE DEVELOPMENT.
- HUMAN RESOURCE INFORMATION; E.G., TAX CREDITS, UNEMPLOYMENT INSURANCE (UI), AND ACCESS TO LABOR LAW AND COMPLIANCE INFORMATION.
- INITIAL SKILLS ASSESSMENT/OCCUPATIONAL PROFILE OF POSITIONS.
- ACCESS TO COMPUTERIZED TRAINING TO UPGRADE INCUMBENT BASIC SKILLS.
- RAPID RESPONSE, INITIAL CONTACTS.

EMPLOYERS – INTENSIVE SERVICES

- ACCOUNT EXECUTIVE SERVICES, INCLUDING BROKERING WITH OTHER SERVICE PROVIDERS/RESOURCES.
- JOB PROFILING.
- RAPID RESPONSE SERVICES, INCLUDING OUTPLACEMENT.
- SEMINARS AND INFORMATIONAL WORKSHOPS
- CUSTOMIZED ASSESSMENT FOR NEW HIRES/EXISTING STAFF.
- LINKAGES WITH OTHER EMPLOYERS THAT HAVE SIMILAR NEEDS.
- INDIVIDUALIZED RECRUITMENT PLANS.
- ACCESS TO ENTREPRENEURIAL ASSISTANCE.
- ACCESS TO ECONOMIC DEVELOPMENT PROGRAMS AND SERVICES.

EMPLOYERS – TRAINING SERVICES

- INCUMBENT WORKER TRAINING.
- ON-THE-JOB TRAINING.
- CUSTOMIZED JOB TRAINING FUNDED THROUGH WIA.
- ADVANCED SKILLS TRAINING.

Workforce Investment Act

Required One-Stop Partners and Responsibilities

Required Programs and Services	Agency Providing Program or Service
Programs under WIA Title 1	
<ul style="list-style-type: none"> • Adults 	<ul style="list-style-type: none"> • Local WIA Service Providers
<ul style="list-style-type: none"> • Dislocated Workers 	<ul style="list-style-type: none"> • Division of Employment and Training • Workforce Development Boards • JobLink Career Center – WIA service providers
<ul style="list-style-type: none"> • Youth 	<ul style="list-style-type: none"> • Division of Employment and Training • Workforce Development Boards • JobLink Career Center – WIA service providers
<ul style="list-style-type: none"> • Job Corps* 	<ul style="list-style-type: none"> • Job Corps Outreach Service Provider • Job Corps Center Operators • Job Corps Placement Service Providers
<ul style="list-style-type: none"> • Native American programs* 	<ul style="list-style-type: none"> • NC Commission on Indian Affairs • Local Tribes
<ul style="list-style-type: none"> • Migrant and seasonal farmworkers programs* <li style="padding-left: 20px;">• Veterans' workforce programs* 	<ul style="list-style-type: none"> • Telamon Corporation • Employment Security Commission
Programs under WIA Title 2	
<ul style="list-style-type: none"> • Adult Education and Literacy activities 	<ul style="list-style-type: none"> • NC Community College System • Local Community Colleges • Local Literacy Councils
Programs under WIA Title 4	
<ul style="list-style-type: none"> • Vocational Rehabilitation Act: Parts A and B of Title I 	<ul style="list-style-type: none"> • Division of Vocational Rehabilitation • Division of Services for the Blind
Wagner-Peyser Act programs	<ul style="list-style-type: none"> • Employment Security Commission
Welfare-to-Work programs*	These services are no longer available in North Carolina after December 31, 2002.
Title V of the Older Americans Act*	
<ul style="list-style-type: none"> • Senior community service employment activities 	<ul style="list-style-type: none"> • NC Division on Aging • Area Agencies on Aging • National Contractors (Experience Works)
Carl D. Perkins Vocational and Applied Technology Education Act – Postsecondary vocational education activities	<ul style="list-style-type: none"> • NC Community College System • Local Community Colleges
Trade Adjustment Assistance and NAFTA Transitional Adjustment Assistance activities – Chapter 2 of Title II of the Trade Act of 1974 and as amended in 2002	<ul style="list-style-type: none"> • Employment Security Commission
Local veterans' employment representatives and disabled veterans outreach programs – Chapter 41 of Title 38, USC and as amended by PL 107-288	<ul style="list-style-type: none"> • Employment Security Commission
Community Service Block Grant employment and training services*	<ul style="list-style-type: none"> • Office of Economic Opportunity • Local Contractors (CBOs and CAPs)
Housing and Urban Development employment and training activities*	<ul style="list-style-type: none"> • Local Housing Authorities
Programs authorized under State unemployment compensation laws	<ul style="list-style-type: none"> • Employment Security Commission

*Indicates programs that may not be available in all areas of North Carolina

MEMORANDUM OF UNDERSTANDING

Washington State WIA Executive Policy Council

March 2000

I. Purpose

The purpose of the Memorandum of Understanding is to formalize the Partnership among the organizations and agencies coming together to implement the WorkSource development system. The Partnership is committed to implementation of the system to the fullest extent possible. It is essential that members collaborate on the best solutions to integration of services, to identify and eliminate barriers, to employ continuous quality improvement and to support the efforts of the local WorkSource Centers and Affiliate sites. All Partners will work with local Centers and Affiliates to assess costs and methods to meet costs within available resources.

The Executive Policy Council (EPC) serves as the Operating Board for the WorkSource effort with the Commissioner of Employment Security serving as the Chair. Employment Security will provide the administrative lead for state support to the WorkSource system and the EPC provides a structure for the coordination and collaboration of state efforts.

II. Partners

The Partners to this agreement are:

- Employment Security Department
- Department of Social and Health Services
- State Board for Community and Technical Colleges
- State Association of Workforce Development Council Executive Directors
- Department of Labor and Industries
- Workforce Training and Education Coordinating Board
- Association of Washington Business
- State Labor Council
- Federation of State Employees
- Department of Trade and Economic Development
- Governor's Office

III. Timeframe of Agreement

This agreement will be in effect for two years from the date of signing. Modifications may be made to the agreement at any time during this period. At the end of the period, the agreement will be evaluated and redrafted as appropriate.

IV. Goals

The following four goals must be met if we are to achieve the intentions for a new delivery system:

1. The system is accessible to all (universality);
2. The system is focused on the needs and choices of the customers, both job-seekers and employers (customer focus/choice);
3. The system provides services that are integrated (integration); and
4. The system is accountable for outcomes (accountability).

V. Responsibilities of the State Partners

The following represent the responsibilities of the partners:

- Active involvement and engagement in collaborative efforts; Contribute resources commensurate with their customers use of the WorkSource system;
- A firm commitment of staff and resources to the long term ongoing implementation efforts of WorkSource;
- Commitment to the goals and ongoing efforts to communicate the goals internally and externally;
- Commitment to sharing agency information and systems development for the benefit of the customer;
- Participation in advocacy and marketing for the system as a whole; and Commitment to customer focus and outcome based services.

VI. Outcomes and Performance Measures

The Executive Policy Council is committed to ensuring that systems and methods are in place to collect data required to measure performance and outcomes across the WorkSource system. The Workforce Education and Training Coordinating Board will complete the analysis of the data for statewide use. Those measures include:

- Desired Outcomes for the Workforce Development System and WorkSource
- Common and Core Measures for the Workforce Development System
- WIA Title IB Measures
- Governor's Challenge Measures:
 - Closing the Skill Gap (measures of progress toward goals)
 - Incumbent and Dislocated Workers (measures of progress toward goals)
 - Wage Progression for Low-Income Individuals (measures of progress toward goals)

We the undersigned agree to participate and support the WorkSource System:

Carver Gayton, Commission, ESD

Earl Hale, Executive Director, SBCTC

Lyle Quasim, Secretary, DSHS

Ellen O'Brien Saunders, Ex. Dir. WTECB

Colin Conant, President, WDEW

Rick Bender, Pres. State Labor Council

Gary Moore, Director, L & I

Greg Devereux, Executive Dir. AFSME

Earl Tower, AWB

Martha Choe, Director, DTED

Rich Nafziger, Policy, Governor's Office

Date of Execution