# MEMORANDUM OF UNDERSTANDING
## Okanogan County
**2011-2014**

*The following Memorandum of Understanding (MOU) between the North Central Washington Workforce Development Council and the following workforce agencies (hereinafter called partners) sets forth the terms of agreement for implementing the One Stop System in Okanogan County.*

- WorkSource Okanogan County (Comprehensive Certified Center)
  - Employment Security Department (Operator)
  - DSHS Division of Vocational Rehabilitation
  - Opportunities Industrialization Center
- Wenatchee Valley College
- Department of Social and Health Services

### I. Purpose of Agreement

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

### II. Strategic Vision for the System

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

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

**Goal #4: One Stop System Integration:** Deliver integrated services that are effective, efficient, timely and seamless

Objective 4.1: Develop leadership within the local workforce development system
Objective 4.2: Continuously improve one-stop processes
Objective 4.3: Regularly monitor report on and respond to performance indicators

### III. Duration of Agreement

The Agreement will commence on the 1st day of July 2011 and shall remain in effect until the 30th day of June, 2014 or until the Agreement is canceled by the Partners in accordance with Section X.

## IV. Program Coordination

It is agreed by the Partners to conduct the following:

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

## V. General Provisions

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

## VI. Responsibilities of the Partners Under Agreement

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

### A. The Workforce Development Council shall:

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

### B. Partner Commitments:

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

Upon entering the Center, customers will encounter a friendly and informative reception staff equipped to handle a diverse population. Applicants will receive an orientation to the full array of services available in the Center. The orientation may be provided in a group setting or through other means such as computer video presentation. Individuals may then

self-access available resources, including labor market information, Internet access to career and training information, use of phones and fax machines, newspapers, employment information and a variety of employment and career workshops. Staff will generally be available for those customers requiring assistance in utilizing resources.

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

**3. Partners commit to coordinating Employer and Business Services:**

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

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

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

**C. Partner Specific Commitments:**

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

a) Core Services are provided (as outlined in 20 CFR 652 Part 662.240)
b) Additional Services to be accessible to customers of each partner
c) Participation in an integrated customer referral system (including the point of contact, intake, enrollment and assessment processes,)
d) Estimated Costs for Core Services

## VII. Customer Complaint Procedure

Customer complaints, either program or discrimination, arising within the WorkSource Center, shall be handled in accordance with all applicable laws, policies and organization agreements. Furthermore, the One Stop Operator and all parties to this agreement agree to follow the WorkSource Service Delivery System Policy #1012: Initial Customer Complaints. Under the

guidance of the WDC, the Operator will establish initial complaint contact(s) and procedure as outlined in policy #1012 in order to assist customers expressing an initial interest in filing a complaint.

**VIII. System Support**

The participating Partners commit to align, in accordance with each Partner's rules and regulations, available agency resources toward the workforce development system integration over time. Resources may include cash, in-kind, or other. Each Partner is responsible for the costs of their Agency in carrying out that Agency's commitments of Section VI, Part B. In no event, except as may be provided in a Supplemental Agreement, shall any Agency be obligated to pay or reimburse any expense incurred by another Agency under this Agreement.

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

**IX. Supplemental Agreements**

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

**X. Indemnification**

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

**XI. Amendment or Cancellation of Agreement**

The Agreement may be amended at any time in writing and by mutual consent of the Partners, the One-Stop Operator and the Workforce Development Council. Partners suggesting a modification to any element in the MOU must submit the proposed change in writing to the WDC providing 60 days for discussion with the Operator and other partners. Each Agency may cancel its participation in the Agreement upon sixty (60) days written notice to the other Partners. In the event an Agency determines that funds are unavailable to carry out the activities set forth in this Agreement, the Partner shall terminate this Agreement by notifying all other Partners and the Workforce Development Council in writing immediately and the Agreement shall terminate upon the delivery of such written notification. When the cancellation is for cause, i.e., a material and significant breach of any of the provisions of this Agreement, it may be canceled upon delivery of written notice to the other Partners.

## XII. Jobs for Veterans Act

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

## XIII. Federal and State Non-Discrimination Clause

Each of the Partners party to this agreement shall comply with all applicable local, state, and federal nondiscrimination laws, regulations, rules, and ordinances. Partners shall not discriminate or deny services and shall ensure that equal access is provided to all eligible individuals without regard to age, sex, marital status, race, creed, color, national origin, religion, political affiliation or belief, or disability, in both program participation and employment, and on the basis of citizenship and participating in Workforce Investment Act programs.

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

**Partners receiving Workforce Investment Title I funds further agree to adhere to the following Non-discrimination clause:**

" As a condition to the award of financial assistance from the Department of Labor under Title 1 of Workforce Investment Act, the grant applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws: Section 188 of the Workforce Investment Act of 1998, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any Workforce Investment Title 1-financially assisted program or activity;

Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color or national origin;

Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;

The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and

Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

The grant applicant also assures that it will comply with 29 CFR part 37 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant' s operation of the Workforce Investment Title 1-financially assisted program or activity, and to all agreements the grant applicant makes to carry out the Workforce Investment Title 1-financially assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance."

## XIV. Local MOU Dispute Resolution:

One Stop emphasizes full and effective partnerships between local boards, chief elected officials and one-stop partners. Local boards and partners must enter into good-faith negotiations. The parties to this agreement agree to communicate openly and directly and that every effort will be made to resolve any problems or disputes in a cooperative manner.

As partners negotiate the MOU or amendments, issues concerning provisions, language, performance or administration of this MOU, may result in failure to agree. If an impasse in negotiations occurs between any of the partners (except the WDC), the following steps will occur:

(1) the parties will document the negotiations and efforts that have taken place to resolve the issues; (2) the WDC Executive Director will meet with the parties involved in the dispute in order to attempt to resolve the issue. The WDC Executive Director will issue a written recommendation for resolving the issue.

If the parties do not agree to the aforementioned written recommendation, or if the dispute is between the WDC and a partner, the WDC, chief elected official and partners may request assistance from Employment Security, the Governor, the State Board, or other appropriate parties. The Employment Security Department, the State Board, and the Governor may also consult with the appropriate Federal agencies to address impasse situations after exhausting other alternatives. The entity that has been consulted can issue a recommendation for resolving the issue. If this recommendation is not accepted by all parties, the following steps must occur:

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

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

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

| ***Employment Security Department*** | ***Wenatchee Valley College*** |
|---|---|
| By: | By: |
| Title: | Title: |
| Date: | Date: |
| ***Division of Vocational Rehabilitation*** | ***Opportunities Industrialization Center*** |
| By: | By: |
| Title: | Title: |
| Date: | Date: |
| ***Department of Social and Health Services*** | |
| By: | |
| Title: | |
| Date: | |

| ***North Central Workforce Development Council*** |
|---|
| By: _____ |
| Title: _____ |
| Date: |

## APPENDIX A – SPECIFIC AGENCY COMMITMENTS

## SECTION VI PART C ADDENDUM

**I. EMPLOYMENT SECURITY DEPARTMENT**, as the area' s WIA Title I-B, Welfare to Work and full service center program operator commits to providing the following:

**a) Core Services:**

- Eligibility determination for Title 1-B is provided by ES staff under contract to SkillSource.
- Outreach, intake, and orientation to the information and other services through the One Stop delivery system. Outreach efforts are made to the business community through a marketer funded by ES. Additional outreach efforts are aimed at the agricultural community, both job seeker (MSFW) and employer throughout Okanogan County. Group orientations to WorkSource services are provided two days per week with an additional orientation in Spanish when demand warrants.
- Initial assessment of skill levels, aptitudes, abilities, and support service needs. Initial assessment is available to everyone through one on one desk-side service. WorkFirst staff provides assessment of TANF clients. Results of the Initial Assessments determines next steps for the customer, which may include, but are not limited to referrals to jobs, workshops, training, and other community resources. .Job search and placement assistance, and career counseling where appropriate. All job seekers are provided job search and placement assistance. This is available through SKIES (Skills, Knowledge and Information Exchange System) job matching (for both local and statewide), internet job matching, group workshops that are open to the public as well as targeted groups and one-on-one referrals to job orders. Counseling is primarily done with target populations such as veterans and TANF clients.
- Provision of labor market information (e.g., job vacancy listings, information on job skills required; information on demand occupations). These are available in the resource area, both by computer and written materials and are also provided to groups in orientations and in workshops.
- Provision of performance information and program cost information from eligible training providers as prepared by the State level Employment Security Department and the Workforce Training Board.
- Provision of information on the one-stop systems performance measures
- Provision of information on the availability of support services, including childcare and transportation, and referral to such services. Provided by appropriate programs to target groups that are eligible (to TANF recipients by WorkFirst, etc.). Lists of licensed day care providers are maintained and provided as general information to the job-seeking public.
- Provision of information regarding filing for unemployment compensation. This service is provided by telephone (with fax machine) in the lobby, over the Internet in the Resource area and by pamphlets including toll-free telephones and Internet address provided by reception staff.
- Follow-up services for not less than twelve months after the first day of employment.

**b) Additional Services (including Skills Development and Business Services):**

WorkSource Okanogan provides access to intensive and training services as determined appropriate for individual customers. Customers may access these services through WorkSource or referral to partner agencies. Access to these services is obtained through consultation with a WorkSource Okanogan case manager.

All intensive services are available for those who have been determined in need of such services after receiving core services. Intensive services provided by Employment Services staff may include, but are not limited to development of an individual employment plan, continuous engagement, and case management. Intensive services can be provided by Title 1-B contract funded staff to those customers determined in need of such services after receiving core services, and who are determined eligible for and enrolled in the Adult, Dislocated or Youth Programs. These intensive services may include, but are not limited to basic skills training, in depth assessment, diagnostic testing, development of individual employment plan, counseling and career planning, relocation assistance, pre-vocational training and case management. Customers who have received core and intensive services and are still unable to obtain or retain employment may access training services through a case manager at WorkSource Okanogan. Training vouchers and on-the-job training are available as required by the employment plan.

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

**c) Coordinated Customer Referral System:**

As a one-stop, WorkSource Okanogan County has integrated referrals. Partner staff are co-located and meet jointly as needed. Partners also attend staff meetings and share information as appropriate. Facilitated referrals are made to partner agencies for additional services, i.e., support services, as appropriate.

The point of contact is reception in the Resource Center. Staff in the resource center assist customers with initial assessment, registration and facilitated self service. Further staff assisted service is determined by the results of the initial assessment and customer choice.

**d) Estimated Cost for Core Services (per year): WorkSource Okanogan County**

| Estimated Cost for Core Svcs | Funding Source |
|---|---|
| $ 110,306 | UI Re-Employment |
| $ 220,687 | Labor Exchange |
| $ 38,703 | WorkFirst |
| $ 45,000 | WIA Adult and Dislocated Worker |

**e) Principal Role (Added by Employment & Career Development Division)**

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

dislocated workers, those with criminal conviction histories, farm workers and persons with disabilities.

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

In accordance with 20 CFR 652.215 and .216, ECDD complies with the Department of Labor regulations that require labor exchange services provided under authority of Wagner-Peyser, including services to veterans, be provided by public merit-staff employees of Employment Security. Furthermore, with the concurrence of the local Administrator(s), ES Area Director or Assistant Commissioner of ECDD, the department may agree, in the local Memorandum of Understanding, to have ESD staff receive guidance from the One-Stop operator and/or partners regarding the provision of labor exchange services, except that all personnel matters, performance and accountability of department employees must remain under the authority of the Employment Security Department and in compliance with any Collective Bargaining Agreement covering its employees.

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

- In addition to the roles and responsibilities outlined in this MOU, ECDD will retain appropriate managerial control of programs it is directly responsible for, which are guided by its agency' s strategic plan and its division operating plan.

- ECDD will coordinate service delivery efforts with other MOU partners in each local area to the extent those services are also aligned with Workforce Administration policies; ESD senior leadership directives and guidance; and all contractual and legal obligations.

- ECDD expects shared costs to be allocated and funded according to DOL' s One-Stop Comprehensive Financial Management Technical Assistance Guide; and will negotiate equitable sharing of financial risks associated with lease terms and resource sharing agreements to match the terms of the underlying obligation of the leaseholder.

**II. WENATCHEE VALLEY COLLEGE (WVC)** commits to provide the following:

**a) Core Services:**

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

**b) Additional Services:**

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

**c) Coordinated Customer Referral System:**

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

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

| Estimated Costs for Core Services | Funding Source |
|---|---|
| $2,626 | Worker Retraining / Perkins |

## III. DSHS / DIVISION OF VOCATIONAL REHABILITATION

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

**a) Core Services**

- Orientation, intake, and outreach which includes information of other services through partner agencies which also include Wenatchee WorkSource and SkillSource.
- Initial assessment of skill levels, aptitudes, abilities, and support service needs;
- Vocational Counseling and Job search and placement assistance as necessary.
- Provision of labor market and employment statistics information
- Provision of performance information and program cost information on eligible training providers, adult education, vocational education, vocational rehab;
- Provision of information on the availability of support services, including child care and transportation, and referral to such services;
- Financial aid assistance

**b) Additional Services:**

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

- Assist all partners in the WorkSource system recognize and respect the different legal requirements that define the responsibilities of each organization in serving customers with disabilities.
- Share data that enables each partner to effectively track and serve mutual customers with disabilities. DVR is also willing to provide consultation, if desired by partnership, to assist in developing effective ways tracing overall WorkSource usage by customers with disabilities beyond those also served by DVR.
- Skills Development is addressed in a step and service of the Individual Plan for Employment.
- Business Services are addressed through shared exchange of information of Center Partners contacts with Business.

**c) Coordinated Customer Referral System:**

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

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

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

## IV. OPPORTUNITIES INDUSTRIALIZATION CENTER

Opportunities Industrialization Center of WA (OIC) is the U.S. Department of Labor grantee under WIA 167 to provide employment, training, and related services to eligible migrant and seasonal farm workers and their families in the state of Washington. OIC plans to provide the following core services to qualified applicants at WorkSource Central Basin or the local OIC of WA regional office and satellite sites within Grant/Adams Counties.

**a) Core Services:**

- Outreach, information and orientation to services available through the One Stop delivery system to include all partner services, how partners work together and a clear understanding of the SKIES system.
- Initial assessment of skill levels (basic, work readiness and occupational/vocational) aptitudes, interests and abilities (CASAS, TABE, etc) and supportive service needs.
- Career counseling (e.g. identifying job skill requirements and local employment opportunities), job search and placement assistance (e.g. filling out applications; paper and online, completing resumes, interviewing practice, referrals, etc.), and labor market information.
- Provision of performance information and program cost information from eligible training providers including links to ETPL lists, school or training provider websites, and funding options

- Provision of information on the One Stop system' s performance and outcome measures including the impact for the local economy and state budget.
- Provision of information on the availability of supportive services such as childcare, clothing, tools and transportation, from service providers outside the One Stop system, and referrals to such services.
- Provision of information regarding filing for unemployment compensation including the assistance in the use of computerized or telephone application process.
- Assistance in establishing eligibility for welfare-to-work, food stamps, or financial aid assistance including preparation of paper or online applications, referrals, faxing of related financial documents or assistance in scheduling appointments with partners for related services.
- Provision of required follow-up services including gathering employment and wage information for 12 months following exit, inputting information into SKIES for area performance reports, documenting retention and wage gain as common measures and assisting those clients lacking employment with job placement.

b) **Additional Services:**

- OIC determines eligibility and performs intake for WIA 167 program applicants.
- OIC also provides assistance in establishing eligibility for DVR 304 including referral to DVR intake staff, gathering or faxing related documents and coordinating service plans.
- Assistance in determining eligibility for HEP and GED services, referrals to appropriate training sites and completion of application process

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

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

**c) Coordinated Customer Referral System:**

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

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

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

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

Other clients are referred directly to the office through paper referrals, phone calls, partner scheduling intakes or by One-Stop staff providing a business card and instructing the job seeker to contact an OIC staff member when they are in the WorkSource Okanogan Center.

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

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

| Estimated Costs for Core Services | Funding Source |
|---|---|
| **$12,100** | WIA Title I-D Section 167 |

## V. DEPARTMENT OF SOCIAL AND HEALTH SERVICES

**a) Core Services:**

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

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

- Assistance in establishing eligibility for welfare-to-work via data available to the CSO.

- Information on the availability of support services including child care and transportation and referral to such services.

**b) Additional Services:**

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

**c) Coordinated Customer Referral System:**

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

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

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

| Estimated Cost for Core Svcs | Funding Source |
|---|---|
| $26,057 | TANF |

## SUMMARY OF OKANOGAN PARTNER CORE SERVICES

| SERVICES | Employment Security Dept | Wenatchee Valley College | Division of Voc Rehab | Opportunities Industrialization Center | Dept. of Social & Health Services |
|---|---|---|---|---|---|
| WIA Title I-B Eligibility | X | | | | |
| Outreach, intake, orientation to OS system | X | X | X | X | X |
| Initial assessment | X | X | X | X | X |
| Job Search/ Placement | X | X | X | X | |
| Labor Market Info | X | X | X | X | |
| Training Provider Performance Info | X | X | X | X | |
| One Stop Info | X | X | | X | |
| Info on SS & referral | X | | X | X | X |
| Info on filing for UI | X | | | X | X |
| Financial Aid Assistance | X | X | X | X | |
| Follow Up Services for WIA placed in unsubs. employment | X | | | X | |