

## **Memorandum of Understanding**

### **I. Purpose of Agreement**

- A. The purpose of this Memorandum of Understanding (MOU) is to establish a cooperative, mutually beneficial partnership among the South Central Workforce (SCW), the Chief Local Elected Official (CLEO), the Workforce Innovation and Opportunity Act (WIOA) core and required federal workforce programs (WorkSource Partners), the One-Stop Operator (Operator), and the additional local partners that comprise the local One-Stop System (WorkSource System), in Kittitas, Klickitat, Skamania, and Yakima Counties.
- B. This Agreement confirms the understanding of the WorkSource Partners regarding the operation and management of the WorkSource One-Stop Career Centers in the South Central Workforce Development Area IX.
- C. SCW provides oversight of workforce programming for the South Central Workforce Development Area (WDA). The sharing and allocation of infrastructure costs among one-stop partners are governed by WIOA sec. 121(h), its implementing regulations, and the Federal Cost Principles contained in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance) at 20 CFR part 200. The Infrastructure Funding Agreement (Attachment A) establishes a financial plan, including terms and conditions, to fund the services and operating costs of the region's WorkSource Centers.
- D. The partners agree that joint funding is an essential foundation of an integrated service delivery system and necessary to maintain the South Central WDA's high-performance American Job Center network (known as WorkSource in Washington State).
- E. This MOU sets forth the responsibilities of the WorkSource Partners related to the planning and implementation of workforce services to employers and job seekers under the WIOA of 2014 and the Regional Strategic Workforce Plan (Local Plan), develop in response to the state's Talent and Prosperity for All Plan, by SCW with support from the WorkSource Partners and Operator.
- F. The WorkSource Partners agree to work with SCW, the CLEOs, and the Operator to create a seamless, customer-focused service delivery system that aligns service delivery and enhances access to program services.
- G. The Agreement is not intended to define nor describe all the myriad working relationships and partnerships prevalent in the workforce development system.

### **II. Authorizing Legislation**

- A. The WIOA sec. 121(c)(1) requires the Local Workforce Development Board (LWDB), with the agreement of the CLEO, to develop and enter into an MOU between the LWDB

and the WorkSource Partners, consistent with WIOA Sec. 121(c)(2), concerning the operation of the one-stop delivery system in a local area. This requirement is further described in the WIOA; Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions: Final Rule at 20 CFR 678.500, 34 CFR 361.500, and 34 CFR 463.500, and in Federal guidance.

### **III. Powers and Functions**

- A. Consistent with the WIOA, Section 121, and the Washington State Unified Plan, and in agreement with the CLEOs, the SCW shall exercise such powers, functions, and responsibilities as are necessary for the competitive designation or certification of the Operator and oversight concerning the One-Stop delivery system in the local area. This authority does not entitle the South Central Consortium (Consortium of County Commissioners) or the SCW to manage or oversee individual partner programs, except as provided by law.
- B. As a subcommittee to the SCW, the South Central One-Stop Committee is the managing body of the local WorkSource system. The One-Stop Committee is comprised of SCW board member(s), SCW staff, Operator, WorkSource Partners, and other interested parties. It was developed to ensure services as described in the WDA's Strategic Plan as well as local and state policies and all subsequent modifications, are implemented, and carried out. This Committee also reviews WorkSource operations and performance and makes recommendations to the SCW Board of Directors.
- C. Required partners will make available to the local One-Stop system customer access to their program services and activities as described in Attachment B.
- D. The One-Stop Operator, selected through a competitive process as defined in WIOA Section 121 (d) will adhere to the SCW Operator Agreement that is found on the SCW website at [OUR MISSION | To establish, maintain, and improve our workforce system \(scworkforce.org\)](https://scworkforce.org).

### **IV. Duration, Renewal, and Modification**

- A. This agreement shall become effective July 1, 2023, upon approval of the parties hereto and remain in effect until June 30, 2026, unless canceled earlier by the partners.
- B. The MOU will be reviewed no less than once every three years to ensure appropriate funding and delivery of services are available in the WDA.
- C. Insubstantial changes like new partners joining, additional WorkSource Centers, the addition of short-term or discretionary grants, and the appointment of a new SCW CEO do not require an MOU renewal. The new partner signatures will be added to the existing MOU.

- D. Substantial changes like changes in the election of a newly elected official and an IFA increase of more than 15% of the planned annual costs, will require an MOU renewal and requires all parties to review and agree to all elements of the MOU and re-sign the MOU. (20 CFR 678.430 (b)(6), 34 CFR 361.430 (b)(6) 34 CFR 463.430(b)(6) and TEGL 16-16).
- E. Partners that suggest a modification or amendment to any element in the MOU must bring these recommendations forward in a participatory manner with the SCW providing at least 60 days for discussion and possible inclusion of SCW Board of Directors meetings.
- F. Any WorkSource Partner may withdraw from this agreement in the event that funding is either eliminated or reduced such that the partner can no longer continue its participation. Partners may cancel their participation upon (60) days' written notice to the South Central Workforce. Such withdrawal shall be effective after the (60) day written notification to the SCW and verification of the reduction or lack of funding. Upon the withdrawal of any partner, the costs and resources associated with this IFA shall be renegotiated for distribution among the remaining partners.
  - 1. Elimination of Funding – In the event a WorkSource partner's program is to have its funding eliminated, the partner may withdraw from this agreement. Withdrawal shall take effect upon written notification to the SCW of their elimination of funding.
  - 2. Reduction of Funding – Should a WorkSource Partner have a significant reduction in funding, the partner may request a modification to their required contributions towards the IFA.
- G. Non-substantive changes to the MOU can be accomplished with an amendment/modification. Amendment/modification of the MOU only requires the parties to review and agree to the elements of the MOU that have changed. (20 CFR 678.430 (b)(5), 34 CFR 361.430 (b)(5) 34 CFR 463.430(b)(5) and TEGL 16-16).

**V. Certification of Authority**

- A. Parties, by signature, certify that they possess full legal authority as provided by state and local statutes, charters, or ordinances to enter into this Memorandum of Understanding. Parties included in the Memorandum of Understanding will provide one authorized signature even if the partner represents multiple programs and/or service roles.

**VI. Strategic Vision for the System**

- A. The WorkSource Partners agree to support the vision and strategic goals set forth by the (SCW) Board's Regional Workforce Plan to the extent consistent with partner missions.

The SCW Regional Workforce Plan can be found on the SCW website at [OUR MISSION | To establish, maintain, and improve our workforce system \(scworkforce.org\)](#).

B. Mission: Establish, maintain, and improve a customer-driven workforce system to increase skills, employment, job retention, and earnings resulting in a quality workforce, enhanced productivity, and profitability of Workforce Area businesses.

1. Goal #1: Improve access to and quality of employment and training workforce programs.

a. Objective A: Provide the full range of employment and training services through the WorkSource (One-Stop) system in a customer-friendly way.

- i. Deliver a robust Integrated Basic, Individualized Career Services, and Training environment to meet the needs of customers.
- ii. Offer customers a quick connection to screening, initial assessment, skill development, work readiness, and eligibility determination within the WorkSource (One-Stop) System.
- iii. Increase capacity and access to services in rural WorkSource Centers through the use of technology.
- iv. Enhance accommodations, customized employment, marketing, and job development for people with disabilities.
- v. Enhance the customer experience by engaging the WorkSource partners to integrate services for a seamless delivery method.

b. Objective B: To increase employment, wage progression, and retention through education and/or employment and training that leads to self-sufficiency.

- i. Prepare job seekers in transition (TANF, disadvantaged adults, veterans, dislocated workers, older workers, and homeless workers) for successful participation in the workforce that leads to employment retention and wage progression.
- ii. Connect with disengaged youth to achieve a high school diploma or a recognized equivalent to ensure post-secondary education and/or employment.
- iii. Increase the accessibility of training programs for job seekers that offer a post-secondary degree or industry-recognized certificate and/or licensure.
- iv. Develop programs that build essential workforce readiness to improve employability.
- v. Collaborate with Employer Engagement Team to provide firsthand work-based learning experiences through apprenticeships, on-the-job training, internships, work experience, and/ or job shadowing.

2. Goal #2: Expand Employer Outreach and Engagement

- a. Objective: To promote economic growth by creating connections between business and workforce development.
  - i. Lead Employer Engagement Services for the South Central Workforce Region
  - ii. Improve outreach to employers by providing Labor Market information, and assistance with recruitment, and retention of the skilled labor force.
  - iii. Partner with business, education, and labor to provide training in high-wage, high-demand targeted industries.
  - iv. Expand and create registered apprenticeship and pre-apprenticeship programs.
  - v. Seek, replicate, and assist educational institutions to incorporate best practices in career and technical education programs.
  - vi. Encourage and support entrepreneurship by partnering with Chambers of Commerce, Economic Development Associations, and related entities.
  - vii. Develop incumbent worker training that builds skills for employees to move to higher-skilled jobs within the business.
  - viii. Maintain a robust Rapid Response team to assist with recovery following large job losses.
  - ix. Develop and implement public information campaigns that educate the community on the importance of workforce development.

## **VII. Infrastructure Funding Agreement**

- A. All WorkSource Partner programs that are providing services in WorkSource Centers (this includes comprehensive, affiliate, specialized, and connection sites), whether they are required or additional partners, must contribute to the infrastructure and certain additional costs of the one-stop centers based on their proportionate use and relative benefit, even if the programs' contributions are proportionately small. As such, all one-stop partner programs, required and additional, must sign and adhere to the Infrastructure Funding Agreement (IFA).
- B. The One-Stop System operating budget - IFA is the financial plan that the partners and the SCW agree will be used to achieve the MOU's goals of delivering services in the South Central area. It contains provisions describing how the costs of services provided by the system, including career services and other shared services, and the operating cost of the system will be funded. (WIOA Sec 121(c)(2)(A))
- C. The One-Stop System operating budget (Attachment A) will be considered the master budget that contains a set of individual budgets or components that consist of two types of costs that are specifically outlined in the statute: infrastructure cost, defined in WIOA sec. 121(h)(4); and additional costs, which consist of shared operating costs and shared services that are related to the operation of the delivery system, described in WIOA Sec.

121(i). More information on the infrastructure funding agreement can be found in 20 CFR 678.755, CFR 34 361.755, and CFR 34 463.755. Information for the interim IFA is in 20 CFR 678.715(c), CFR 34 361.715(c), and CFR 34 463.715(c).

- D. The IFA incorporated into this agreement must be updated annually to address any changes in the cost of facility and technology. Each subsequent IFA will be in effect for one program year. As it is not federally required that the IFA be re-signed, IFA partners will be asked to agree with each updated version during a One-Stop Committee Meeting. Because this MOU is a “living document” that is likely to undergo changes over the next three years, changes to the attachments to the MOU that do not change the intent of the document will be considered minor revisions. Additionally, affiliate, specialized, and connection sites may be added to the MOU without the need to resign the entire document. Affiliate and connection sites added during a program year will not be factored into the budget or IFA during that year and will instead be added in the next full program year or to the next MOU, whichever is most appropriate, based on the agreement between the site and the local board. Partners will be notified of minor modifications to attachments or the addition of affiliate, specialized, or connection sites via e-mail.
- E. If WorkSource Partners cannot reach an agreement on an IFA, a State Funding Mechanism (SFM) is triggered in that local area. To that end, the Governor must issue guidance; the Workforce Training and Education Coordinating Board (WTECB) must assist with the issuance of that guidance, and with developing the formula used by the Governor under the SFM to determine one-stop center budgets in the event local consensus cannot be reached.

## **VIII. IFA Methodology**

- A. Purpose. This section explains the procedures by which partners will contribute to infrastructure costs (facility, equipment, and materials) to provide applicable Career Services at the WorkSource Union Gap Comprehensive Center.
- B. Costs. Facility and technology costs are shown in Attachment A IFA. Facility (debt service/rent, custodial, utilities & maintenance) of shared space (i.e., greeting and resource room) together with portions of common areas (i.e., entrance, hallways, break, and restrooms). Technology includes portions of computer/internet/phone connectivity. Infrastructure costs may include kiosks, signage, outreach, ADA accessibility, and fiscal management.
- C. Allocation. Facility costs for resident partners are based on the proportional share of common and shared space allocated to their occupied space. Facility costs for non-resident partners are based on the proportional share of common and shared space of the greeting and resource room. Technology costs are allocated using the same methodology as facility costs. All programs and visitors have equal access and use of the Resource Room technology.

- D. Period. This budget is for a twelve (12) month period from July 1 to June 30. The annual Infrastructure budget will be reviewed bi-annually and approved by partners by March 31 preceding the applicable program year.
- E. Fiscal Management. The Employment Security Department (ESD) will perform the accounting necessary (receipts and disbursements) regarding facility costs for on-site partners. The SCW will invoice (receipts and disbursements) for technology costs and off-site partner shared space costs. Fiscal Management will be performed in accordance with 2 CFR Part 200.
- F. Assumption. When partner program services are housed via Resource Sharing Agreement (RSA), the Facility contribution is made by such RSA. By way of example, both PFP and OIC have contributed to infrastructure facility via an RSA.
- G. Billing and Payment. The SCW will bill individual partners their contribution amount on an annual basis with the exception of the ESD, which is currently the leaseholder of the WorkSource Union Gap Comprehensive Center. Payments are due within 30 days after the payment due date. Once payment has been received from partners, the SCW will reimburse ESD for technology costs and off-site partner shared space costs. Reconciliation of the IFA costs will be performed twice per year.
- H. Assurances. Each party in this MOU may reasonably and equitably use shared space to provide applicable career and business services relative to the portion of shared space contributions. The Career Center building owner or lessee is responsible for assuring compliance with the accessibility requirements of the Americans with Disabilities Act.
- I. Process to Achieve Agreement. Local board staff compiled budgets for each Center based on applicable facility and technology costs, facilitated multiple group and individual meetings, and worked with WorkSource Partners to come to a consensus regarding the basis for allocating costs. WorkSource Partners provided feedback and recommended changes that centered primarily around technology. A final review draft of the MOU and IFA was shared with all partners for concurrence, then presented to the SCW Board and CLEO for approval.

## **IX. IFA State Funding Mechanism**

- A. If the SCW fails to reach a consensus with all of the required WorkSource Partners on the amount that each partner will contribute to the one-stop delivery system's infrastructure costs, the State Funding Mechanism (SFM) process is triggered as a "fail-safe" mechanism, though the application of capped levels of funding under the SFM may restrict the amount available for infrastructure funding in a given local area. The local area will be subject to the SFM for the program year for which consensus was not met and for any subsequent program year that all partners do not reach such an agreement. Due to the complex calculations and the timeframes necessary to complete the SFM

process, LWDBs must provide the WTECB with an assessment of their status of negotiations by March 1 of each year.

- B. For the full state policy on IFA State Funding Mechanism Policy and Process refer to [Workforce Professionals Center - WorkSource System Policies & Standards \(wa.gov\)](#) for Policy 1024 Revision 2.
- C. The SCW utilizes a relative share of the WorkSource Union Gap Comprehensive Center based on square footage. The IFA shared space is the Resource Room which is 19.7% of the total square footage.

**X. “American Job Center” Identifier**

- A. The Department of Labor (DOL) established the “American Job Center” network, a unifying name and brand, that identifies online and in-person workforce development services as part of a single network of publicly funded services (20 CFR 678.900, 34 CFR 361.900, and 34 CFR 463.900).
- B. The Joint WIOA Final Rule at 20 CFR 678.900(c), 34 CFR 361.900(c), and 34 CFR 463.900(c) further require: “as of July 1, 2017, each one-stop delivery system must include the “American Job Center” identifier or “a proud partner of the American Job Center network” on all products, programs, activities, services, electronic resources, facilities, and related property and new materials used in the one-stop delivery system.”

**XI. South Central One-Stop System**

- A. The SCW One-Stop system will be comprised of at least one Career Development Center, additional affiliates, specialized, and connection sites as approved by the SCW Board through a robust certification process as described in One-Stop Assessment and Certification Policy 1016 Revision 1 at [Workforce Professionals Center - WorkSource System Policies & Standards \(wa.gov\)](#).
- B. The Comprehensive WorkSource Center is open during regular business hours with scheduled in-person services.
- C. Affiliates, Specialized, and Connection WorkSource Centers must have a combination of virtual and in-person services available during all hours of operation.
- D. South Central WorkSource offices may close for staff training, conferences, an outbreak of illness that impact services to customers, natural disasters, facility interruptions such as electrical power or other utilities, extreme weather, or other causes beyond WorkSource Partners’ control.
  - 1. In the event of a facility closure or operating hours interruption, the WorkSource facility leadership must notify the SCW, WorkSource Partners, and the public as soon



as reasonably possible following the occurrence of an event described in this subsection.

- E. South Central WorkSource Centers are listed in Attachment C.

## **XII. One-Stop Center Assessments and Certification Requirements**

- A. The SCW must conduct WorkSource evaluations and certifications no less than once every three years.
- B. The SCW may direct “for-cause” site evaluation and certification as determined appropriate and warranted.
  - 1. For example, DOL or the state completes a site visit, notes something that is not in alignment with policy, law, rule, or guidance and asks for further action to address issues. It may also be to address a complaint, concern, or issue related to the quality of services. LWDBs have the authority to conduct site evaluations and certifications when there is a cause or reason to do so.
- C. The certification process must be completed prior to July 1, for each one-stop site:
  - 1. that has not been previously certified, or
  - 2. whose certification is over 3 years old.
- D. For any new comprehensive, affiliate, specialized, or connection site, certification must be completed within 60 calendar days of the site being opened.
- E. In support of the pursuit of growth, continuous improvement, and the performance excellence goals of the one-stop delivery system, on at least an annual basis, WorkSource Centers must submit an Annual Progress Report to the SCW by September 1 of each year.
- F. A report must be provided for each certified site and presented during an SCW Board of Directors meeting, detailing the site’s current status and progress toward reaching higher quality standards of:
  - 1. Functional and programmatic integration
  - 2. Performance and accountability
  - 3. Service provision, including services provided, methods of access, hours of access, equitable service delivery, and affirmative outreach to populations with barriers

4. Customer satisfaction
  5. Staff competence and staff training participation
  6. Partnership
  7. Employer engagement
  8. Physical and programmatic accessibility
- F. This report should include examples of best practices and identify areas for possible improvement for future reference. Annual progress reports may be shared with the larger workforce development system including the WTECB to assist in its evaluation process.

### **XIII. WorkSource Center Criteria**

- A. Comprehensive Centers, which, at a minimum
1. A physical location where job seeker and employer customers can access the programs, services, and activities of all require one-stop partners, along with any additional partners as determined by the SCW as described in 20 CFR 678.305 and 34 CFR 361.305
  2. Must have at least one Title I-B staff person physically (from each of the Adult, Dislocated Worker, and Youth formula programs). One Title I-B staff member can represent all three WIOA Title I-B formula programs, and
  3. At least one Title III-Employment Services staff person is physically present during all hours of operation.
  4. Must provide:
    - a. Career services described in 20 CFR 678.430
    - b. Access to training services described in 20 CFR 680.200
    - c. Access to employment and training activities carried out under WIOA Sec. 134 (d)
    - d. Access to programs and activities carried out by one-stop partners described in 20 CFR 678.400 through 410, including Employment Services programs authorized under the Wagner-Peyser Act, as amended by WIOA Title III
    - e. Access to workforce and labor market information.
  5. Customers must have access to these programs, services, and activities during regular business days; SCW may establish other service hours at other times to accommodate the schedules of individuals (customers) who work on regular business days.

6. Must be physically and programmatically accessible to individuals with disabilities, per 29 CFR 38 and WIOA Sec. 188.
7. See state policy 1016, revision 1 section 4 definitions for full details.

B. Affiliated Sites, which, at a minimum,

1. Affiliate one-stop sites are access points in addition to the comprehensive one-stop site and must be implemented in a manner that supplements and enhances customer access to services as described in 20 CFR 678.310-320 and 34 CFR 681.310
2. Must:
  - a. Make available to job seekers and employer customers one or more of the one-stop partner programs, services, and activities.
  - b. Does not need to provide access to every required partner program.
  - c. The frequency of program staff's physical presence in the affiliated site will be determined at the local level with the parameters of 20 CFR 678.310
  - d. Wagner-Peyser Act employment services cannot be a stand-alone affiliate site and additional partners or partners must be physically present a combined 50% of the time the center is open per 20 CFR 678.315
  - e. Must be physically and programmatically accessible to individuals with disabilities, per WIOA Sec. 188, 29 CFR 38, and TEGL 16-16 Sec. 9.
  - f. States, in conjunction with the LWDBs, must examine lease agreements and property holdings throughout the one-stop delivery system in order to use property efficiently and effectively. Where necessary and appropriate, States and LWDBs must take expeditious steps to align lease expiration dates with efforts to consolidate one-stop operations into service points where Wagner-Peyser Act employment services are co-located as soon as reasonably possible. These steps must be included in the WIOA State Plan.
3. See state policy 1016, revision 1 section 4 definitions for full details.

C. Specialized One-Stop, which, at a minimum,

1. Based on local workforce needs, the SCW, in conjunction with WorkSource Partners and the Operator, may determine that a specialized center is appropriate to service particular population(s) described in 20 CFR 378.320 and TEGL 16-16.
2. Specialized Sites as described in 20 CFR 678.300 (d)(3):
  - a. Must be connected to a comprehensive one-stop site.
  - b. Must be implemented in a manner that supplements and enhances customer access to services.
  - c. Do not need to provide access to every required partner.

- d. Must have processes in place to make referrals to these sites and the programs therein.
- e. Wagner-Peyser Act employment services cannot be a stand-alone specialized one-stop site per 20 CFR 678.315 as additional partner or partners must be physically present a combined 50% of the time the center is open.
- f. Must be physically and programmatically accessible to individuals with disabilities, per 29 CFR 38, and TEGL 16-16 Sec. 9.

3. See state policy 1016, revision 1 section 4 definitions for full details.

D. Connections Sites, which, at a minimum,

1. Connection sites are self-service only entry points designed to enhance and supplement customer access to information such as connection to job search services, unemployment, online learning, skills development, etc.:
  - a. Must be accessible to the general public during regularly scheduled, posted days and hours.
  - b. Must be physically and programmatically accessible to individuals with disabilities, per 29 CFR 38.
  - c. Must follow branding expectations consistent with WorkSource standards and include the AJC tagline.
  - d. Must be formally recognized by the SCW.
  - e. Any service, except self-services, delivered at a connection site must be provided by staff who are permanently assigned to a comprehensive, affiliate, or speciated site.
2. See state policy 1016, revision 1 section 3 Policy (v) Connection Sites for full details.

E. For more information regarding One-Stop Assessment and Certification Policy 1016 Revision 1 at [Workforce Professionals Center - WorkSource System Policies & Standards \(wa.gov\)](#).

**XIV. Accessibility of One-Stop Centers**

- A. All persons, including individuals with barriers to employment, will encounter a welcoming environment, multimedia information, and flexible hours in order to learn about the partners' programs and services.
- B. Physical Accessibility: One-stop centers will maintain a culture of inclusiveness and the physical characteristics of the facility, both indoor and outdoor, will meet the latest standards of accessible design. Services will be available in a convenient, high-traffic, and accessible location, considering the reasonable distance from public transportation and adequate parking (including parking clearly marked for individuals with disabilities).

Indoor space will be designed in an “equal and meaningful” manner providing access for individuals with disabilities.

- C. **Virtual Accessibility:** Centers will ensure that workers and businesses have access to the same information online as they do in a physical facility. Partners will communicate so the public can readily understand and consume such information. Partners will usually have a website explaining the services available through their One-stop program.
- D. **Communication Accessibility:** Individuals with sensory disabilities can communicate (and be communicated with) on an equal footing with those who do not have such disabilities. All partners agree that they will provide accommodations for individuals who have communication challenges, including but not limited to individuals who are deaf and hard of hearing, individuals with vision impairments, and individuals with speech-language impairments.
- E. **Access to each WorkSource Partner program and its services means:**
  - 1. **Option 1:** Having a program staff member physically present at the WorkSource Center.
  - 2. **Option 2:** Having a staff member from a different partner program physically present at the WorkSource Center and appropriately trained to provide information to customers about programs, services, and activities available through all partner programs; or
  - 3. **Option 3:** Making available a direct linkage through technology to a program staff member who can make meaningful information or services.
    - a. A ‘direct linkage’ means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer.
    - b. A ‘direct linkage’ cannot exclusively be providing a phone number or computer website or providing information, pamphlets, or materials.

**XV. One-Stop Partners**

- A. Partners of this Memorandum of Understanding shall include entities responsible for the delivery of programs specified in the Workforce Innovation and Opportunity Act of 2014, Section 121(1)(b), which are represented in the local Workforce Development Area. The program becomes a partner when it begins carrying out the program or activity in the workforce development area, therefore if a partner is not carrying out its program or activities in that area the requirements relating to a required partner are not applicable. (20 CFR 678.415; 34 CFR 361.415; 34 CFR 463.415)
- B. The following programs are required one-stop partner programs and must provide required activities and services within the one-stop system (WIOA sec. 121(b)(1)(B),

WIOA Subtitle B, C and D, 20 CFR 678.400, 34 CFR 361.400, 34 CFR 463.400 and TEGL 17-16):

1. WIOA Title I:
  - a. Youth, Adult, and Dislocated Worker programs, including those funded by WIOA Title I statewide activities funds reserved for Governors;
  - b. Job Corps;
  - c. YouthBuild;
  - d. National Farmworker Jobs Program;
  - e. Native American programs  
*Note: Native American programs are not required to contribute to infrastructure funding but as required one-stop partners, they are encouraged to contribute. Any agreement contribution or non-contribution to infrastructure funding by Native American programs must be recorded in the signed MOU (WIOA sec. 121(h)(2)(D)(iv)).*
  - f. National Dislocated Worker Grants (NDWG)
  - g. Rapid Response Additional Assistance grants
2. Wagner-Peyser Employment Services Program under WIOA Title III;
3. Senior Community Service Employment Program (SCSEP), authorized under Title V of the Older Americans Act of 1965;
4. Trade Adjustment Assistance (TAA) activities under Title II of the Trade Act of 1974, as amended;
5. Programs authorized under state Unemployment Compensation Laws-Unemployment Insurance (UI), including Re-Employment Services and Eligibility Assessment (RESEA);
6. Veterans' programs including Jobs for Veterans State Grants (JVSG);
7. Re-entry Employment Opportunities (REO) programs under WIOA Section 169;
8. Adult Education and Literacy Act (AEFLA) program under WIOA Title II;
9. Career and technical education postsecondary programs authorized under the Carl D. Perkins Act of 2006 (Perkins IV);
10. Vocational Rehabilitation (VR) program authorized under WIOA Title IV;
11. Housing and Urban Development (HUD) Employment and Training activities;
12. Community Services Block Grant (CSBG) Employment and Training program; and

13. Temporary Aid for Needy Families (TANF) program under part A of Title IV of the Social Security Act (42 USC 601 et. Seq.)

C. Other programs that carry out workforce development services in the local area may be brought in as additional one-stop partners in the local one-stop system that may include:

1. Social Security Administration (SSA) employment and training program established under sec. 1148 of the Social Security Act (i.e.: Ticket to Work and Self Sufficiency programs);
2. Small Business Administration (SBA) employment and training programs;
3. Supplemental Nutrition and Assistance Program (SNAP) employment and training programs authorized under secs. 6(d)(4) and 6(o) of the Food and Nutrition Act of 2008;
4. Client Assistance Program (CAP), authorized under sec. 112 of the Rehabilitation Act of 1973, as amended by Title IV of WIOA;
5. National and Community Service Act programs;
6. Any special or discretionary grant or program using WIOA funds and providing direct services through one-stop centers (comprehensive, affiliate, or specialized); and
7. Other appropriate Federal, State, or local programs providing direct services through one-stop centers.

D. The terms “partner” and “partnership” for the purposes of this Memorandum of Understanding are being used only in the colloquial sense. The parties to the Memorandum of Understanding is and shall be independent entities of one another. Nothing stated within this Memorandum of Understanding shall be deemed to create a legally enforceable partnership except for federal regulation or statutory requirements currently governing each entity or specifics of the Infrastructure Funding Agreement (IFA).

## **XVI. Integrated Services Delivery Model**

- A. Since 2021, WorkSource Partners have operated under an Integrated Service Delivery model, which is defined as the delivery of WorkSource system services in a manner that aligns available talent to employment opportunities in the region. Integrated service delivery is intended to leverage partner resources to mitigate barriers to employment and develop employer-defined skills and work experience necessary for employment while reducing administrative burdens and duplication of effort.
- B. The parties to this MOU will continue to work toward achieving a fully integrated approach to service delivery. The WorkSource Partners, based on the specific needs of

the communities within the region, agree to make the career, support, training, and follow-up services required by WIOA available to job seekers and businesses throughout the region's WorkSource system.

C. Integrated Service Delivery – WorkSource Partners agree to:

1. Familiarize themselves with the basic eligibility and participation requirements, as well as with the available services and benefits offered, for each of the partners' programs represented in the WorkSource Centers,
2. Develop materials summarizing their program requirements and making them available for partners and customers,
3. Develop and utilize common intake, eligibility determination, assessment, and registration forms where appropriate,
4. Provide substantive referrals to customers who may be eligible for services and benefits under partner programs,
5. Regularly evaluate ways to improve the referral process, including the use of customer satisfaction surveys,
6. Commit to robust and ongoing communication required for an effective referral process, and
7. Commit to actively follow up on the results of referrals and assuring that partner resources are being leveraged at an optimal level.

**XVII. Descriptions of Services**

- A. The parties to this MOU include the entities responsible for the delivery of programs specified in WIOA which are represented in the SCW region. The WorkSource System brings together workforce development, education, training, and community services in a seamless customer-focused service delivery network that enhances access to the programs' services and improves long-term employment outcomes for individuals receiving assistance.
- B. At a minimum, WorkSource Partners will make services described in this MOU available, as applicable to their program offerings, consistent with 20 CFR 678.430.
- C. Applicable participant services include (Attachment B Summary of Partner Services):
  1. Basic Career Services; (20 CFR 678.430 (a), 34 CFR 361.430 (a) 34 CFR 463.430(a) and TEGL 16-16)



- a. Outreach and Intake for Accessibility to All
    - i. Including needs of individuals with barriers
    - ii. Individuals with disabilities
  - b. Program Eligibility
  - c. Initial Assessment
  - d. Labor Exchange-Job Search and Placement
  - e. Referrals and Coordination to Programs
  - f. Training and Re-Training Information
  - g. Availability of Other Services
  - h. Customer Choice
  - i. Employer Services
  - j. Performance Accountability
  - k. Internet Access
  - l. “Meaningful Assistance” Unemployment Insurance Access
  - m. Translation Services
2. Individual Career Services; (20 CFR 678.430 (b), 34 CFR 361.430 (b) 34 CFR 463.430(b), and TEGL 16-16)
- a. Specialized Assessment
  - b. Development of an Employment Plan
  - c. Group Counseling
  - d. Individual Counseling
  - e. Career Planning
  - f. Pre-vocational services
  - g. Internships
  - h. Financial Literacy
  - i. Other Applicable Individualized Services
3. Follow-up Career Services shall be consistent with (20 CFR 678.430 (c), 34 CFR 361.430 (c) 34 CFR 463.430(c), and TEGL 16-16) and as appropriate to the program.

D. Partners agree to coordinate Career Services to the maximum extent feasible through:

1. Effective communication and information sharing,
2. Cooperate with the One-Stop Operator,
3. Joint planning and design processes,
4. Commitment to a shared vision, common goals, strategies, and performance measures,
5. The use of common and/or linked data and data-sharing methods, as appropriate,
6. Leveraging of resources, including other public agency and non-profit organization services,

7. Participation in a continuous improvement process designed to maximize outcomes and customer satisfaction, and
8. Participation in regularly scheduled partner meetings.

E. Business Services

1. Serve as a single point of contact for businesses, responding to all requests in a timely manner,
2. Assist with disability and communication accommodations,
3. Conduct outreach regarding WorkSource Partner programs and services,
4. Assists with on-site Rapid Response activities regarding closures and downsizings,
5. Develop On-the-Job Training (OJT), Internships, and Work Experience (WEX) opportunities,
6. Provide access to labor market information to employers,
7. Provides customized recruitment and job applicant screening, assessment, and referral services,
8. Post-employment follow-up services and support,
9. Assist with the interpretation of labor market information,
10. Assists WorkSource Partners with career fairs, job fairs, and hiring events,
11. Develop customized training opportunities to meet specific employer and/or industry sector needs,
12. Use of WorkSource center facilities for recruiting talent and the alignment to demand,
13. Coordinate with employers to develop and implement layoff aversion strategies,
14. Provide information regarding disability awareness issues,
15. Provide information regarding workforce development initiatives and programs, and
16. Provide information regarding assistive technology and communication accommodations.

F. Common Service Responsibility

1. WorkSource Partners work collectively to ensure the customer, upon arrival, is welcomed by professional staff with fundamental knowledge of partner programs. WorkSource staff includes all partner and volunteer individuals.
  2. The customer will be provided with information and guidance regarding available and applicable services which will allow them to navigate seamlessly through the available WorkSource services without duplication.
  3. New and returning customers will receive an assessment that identifies their existing needs and determines the next steps based on their employment goals.
  4. American veterans and covered spouse(s) of veterans will be prioritized for service delivery.
  5. Registration of customers will be completed by staff or through the self-serve component of the state MIS database.
  6. Customers will be provided with a menu of job seeker services that they can easily understand and exercise customer choice.
- G. The SCW leads employer engagement services through the WorkSource Business Services team and will be provided to support the local system to meet the needs of business in the local area pursuant to (20 CFR 678.435, 34 CFR 361.435, 34 CFR 463.435).

## **XVIII. Referrals**

- A. Consistent with the WorkSource philosophy, customers will be referred to appropriate partner(s) for services fitting their circumstances. Each party to this Memorandum of Understanding agrees to comply with the following referral procedure to achieve efficient, customer-focused service:
1. Job Seeker Point of Contact
    - a. Screening can occur at any time a customer seeks service at a One-Stop or WorkSource site. This screening will consider customer interest and program/service resources needs; and potential eligibility for One-Stop programs.
    - b. Veterans and eligible spouses of veterans will be prioritized for service delivery.
  2. Referrals to:
    - a. Referrals shall be made to partners using the established SCW referral process.

- b. Referrals to training services will include the name and contact number of the party making the referral, information about the customer, and reason for referral. This shall be done in person, by phone, or via electronic means.
- c. Partners who use the state MIS database as their primary information system shall record and maintain service referral information.
- d. Partners shall document and maintain records of referrals sent.

3. Accepting Referrals:

- a. Partners receiving referrals shall contact the customer in a timely manner.
- b. Partners receiving referrals shall determine eligibility and suitability for the available services and redirect clients to other WorkSource services and support where appropriate.
- c. Partners who use the state MIS database as their primary information system shall use it to record and maintain service referral information.
- d. Partners shall document and maintain records of referrals received.

**XIX. WorkSource Branding and Media Requirements**

- A. The WorkSource brand for One-Stop centers was established in 1998 and a statewide committee of local board staff, WIOA contractors, and ESD communication staff work collaboratively to implement statewide brand standards, strategies, and promotional products for WorkSource to ensure services are recognizable and meaningful to the public.
- B. The committee's scope of work includes:
  - 1. Protecting and advancing the WorkSource Brand through ongoing support and promotion of the WorkSource Brand Standards.
  - 2. Creating professional promotional and communication products to achieve system priorities and to increase public awareness and use of the WorkSource system.
  - 3. Monitoring the appropriate application of WorkSource Brand Standards in all WorkSource communications originating from the WorkSource system.
  - 4. Completing tasks and projects as defined by the Washington Workforce Association in the group's annual work plan, as well as considering new work which meets the group's criteria for prioritization.
- C. For more information on WorkSource Branding and Media visit or contact the local designee: [Brand Base Camp \(wa.gov\)](http://BrandBaseCamp.wa.gov)

**XX. Nondiscrimination and Equal Opportunity**

- A. Parties to this agreement assure full compliance with the nondiscrimination and equal opportunity provisions of the following laws:

1. Section 188 of the Workforce Innovation and Opportunity Act (WIOA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or against beneficiaries on the basis of either citizenship status or participation in any WIOA Title I-financially assisted program or activity;
2. Title VI of the Civil Rights Act of 1964, as amended, prohibits discrimination on the bases of race, color, and national origin;
3. Section 504 of the Rehabilitation Act of 1973, as amended, prohibits discrimination against qualified individuals with disabilities;
4. The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and
5. Title IX of the Education Amendments of 1972, as amended, prohibits discrimination on the basis of sex in educational programs.
6. The parties to this agreement also assure compliance with 29 CFR part 37 and all other regulations implementing the laws listed above. This assurance applies to the operation of the WIOA Title I financially assisted program or activity, and to all agreements to carry out the WIOA Title I financially assisted program or activity. The parties to this agreement understand that the United States has the right to seek judicial enforcement of this assurance.

## **XXI. Data Sharing and Confidentiality**

- A. WorkSource Partners agree that the use of high-quality, integrated data is essential to inform decisions made by policymakers, employers, and job seekers. Additionally, it is vital to develop and maintain an integrated case management system, as appropriate, that informs customer service throughout customers' interaction with the integrated system and allows information collected from customers at intake to be captured once.
- B. WorkSource Partners further agree that the collection, use, and disclosure of customers' personally identifiable information (PII) is subject to various requirements set forth in Federal and State privacy laws and well as any executed data sharing agreements. Partners acknowledge that the execution of this MOU, by itself, does not function to satisfy all of these requirements, nor does this agreement supersede those requirements.
- C. The WorkSource Partners will work together, based on customer informed consent, to continually find ways to improve the collection and sharing of data for the purpose of improving services within requirements to maintain confidentiality.

- D. All WorkSource Partners will be trained in the protection, use, and disclosure requirements governing Personal Identifying Information (PII) and any other confidential data for all applicable programs, including Family Educational Rights and Privacy Act (FERPA)-protected education records, confidential information in Unemployment Insurance (UI) records, and personal information in Vocational Rehabilitation records.
- E. WorkSource Partners agree to abide by all applicable Federal, State, and local laws and regulations regarding confidential information, including PII from educational records. WorkSource Partners will respect and abide by the confidentiality policies and legal requirements of all of the other partners.
- F. WorkSource Partners will ensure that the collection and use of any information, systems, or records that contain PII and other personal or confidential information will be limited to purposes that support the programs and activities described in this MOU and will comply with applicable law. WorkSource Partners will ensure that access to software systems and files under their control that contain PII or other personal or confidential information will be limited to authorized staff members who are assigned responsibilities in support of the services and activities described herein and will comply with applicable law. Each Party expressly agrees to take measures to ensure that no PII or other personal or confidential information is accessible by unauthorized individuals. The appropriate data-sharing agreements will be created and required confidentiality and ethical certifications will be signed by authorized individuals.

**XXII. WorkSource Customer Complaints**

- A. Each party to this MOU agrees to comply with the WorkSource Policy 303 - WorkSource Customer Complaint Policy that is available on the SCW website. [Program Policies - South Central Workforce Development Council \(scworkforce.org\)](https://www.scworkforce.org/ProgramPolicies)

**XXIII. Local-Level Dispute Resolution Process**

- A. All attempts to resolve disputes, including non-payment of IFA costs, among or between WorkSource system partners within the South Central WDA shall begin with negotiations between the parties of the dispute. Partners are encouraged to put forth good faith efforts in communication and compromise in order to find solutions to their disagreements in a cooperative and timely manner.
- B. Should parties be unable to resolve the dispute are directed to follow the WorkSource Policy 304 – WorkSource Dispute Resolution Policy that is available on the SCW website. [Program Policies - South Central Workforce Development Council \(scworkforce.org\)](https://www.scworkforce.org/ProgramPolicies)

- C. The Yakama Nation does not waive, alter, or otherwise diminish its Sovereign Immunity, whether expressed or implied, by virtue of this policy for any and all administrative or legal action which may arise directly or indirectly from the same, nor does the Yakama Nation waive, alter, or otherwise diminish its rights, privileges, remedies, or services guaranteed by the Treaty of 1855.

**XXIV. State-Level Dispute Resolution**

- A. If the SCW and WorkSource Partners enter into good faith negotiations and reach impasses, the following steps must be followed in order:
  - 1. The SCW will send a letter to the Workforce Training and Education Coordinating Board (WTECB), as the Governor's designee, notifying the State of the impasse. The letter must outline the issues and parties involved in detail and provide documentation of actions taken, however, unsuccessful, to resolve the dispute.
  - 2. WTECB must engage with the SCW, Operator, WorkSource Partners, CLEO, and any other parties mutually deemed appropriate in an effort to resolve the dispute within 30 days of receipt of the letter of impasse. Prior to issuing its decision, the WTECB may seek alternatives such as asking for third-party mediation or dispute resolution with appropriate Federal agencies to propose a solution.
  - 3. The WTECB must issue a final written decision to all parties.
  - 4. If the impasse continues in disputes regarding failure to sign the MOU, a report will also be sent to the US Department of Labor as noted in 662.310(b) and to the head of any other Federal agency with responsibility for oversight of the one-stop partner program.

**XXV. Indemnification**

- A. 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 for the consequences of any act or omission of any third party.

**XXVI. Signatories**

- A. The MOU must contain signatures of the SCW CEO, as the LWDB Chair designee, CLEO, and representatives of each WorkSource Partner program. All WIOA required partners that pay IFA costs must be a signatory of the MOU and IFA.
- B. Electronic signatures are preferred via DocuSign or other signature software, however, non-electronic signature are accepted.

The members of the partnership agree to all the terms of this Agreement by signing below:

**Chief Elected Official**

Kyle Curtis

Printed Name

Yakima County Commissioner

DocuSigned by:  
Title  
*Kyle Curtis*  
5/17/2023  
D104F524EE7047C...

Signature Date

**South Central Workforce**

Amy M. Martinez

Printed Name

CEO

DocuSigned by:  
Title  
*Amy M. Martinez*  
5/17/2023  
BB337122C22B471...

Signature Date

**Employment Security Department**

Todd Wurl

Printed Name

Interim Regional Director

DocuSigned by:  
Title  
*Todd Wurl*  
6/14/2023  
FF124CECE2BD451...

Signature Date

**Yakima Valley College**

Linda Kaminski

Printed Name

President

DocuSigned by:  
Title  
*Linda J. Kaminski*  
5/31/2023  
57DC4C3BBE69452...

Signature Date

**OIC of Washington**

Anthony Peterson

Printed Name

Chief Executive Officer

DocuSigned by:  
Title  
*Anthony Peterson*  
6/13/2023  
0AC7478E98C1476...

Signature Date

**DSHS/ DVR**

Douglas Morehead

Printed Name

Contract Manager

DocuSigned by:  
Title  
*Douglas Morehead*  
5/18/2023  
5B3DEE381CB04D4...

Signature Date

**Job Corps**

Victor Phillips

Printed Name

**DSHS/TANF**

Babette Roberts

Printed Name



Center Director

DocuSigned by:  
*Victor Phillips* 5/31/2023  
F4AFE718C2164F7...

Signature Date

**People For People**

Madelyn Carlson

Printed Name

CEO

DocuSigned by:  
*Madelyn Carlson* 5/23/2023  
717B06E95356406...

Signature Date

**Labor and Industries (LNI)**

Lynda Ducharme

Printed Name

Regional Administrator

Title

*Lynda Ducharme* 05/17/2023  
Signature Date

Attachment A: IFA

Attachment B: Summary of Program Services

Attachment C: South Central WorkSource Centers

Director, Community Services Division DSHS

DocuSigned by:  
*Babette Roberts* 5/26/2023  
138F030D4C2647C...

Signature Date

**Goodwill of the Olympics and Rainier Region**

Eu-wanda Eagans

Printed Name

Senior VP of Workforce Development

DocuSigned by:  
*E. Eagans* 6/6/2023  
32021A2706E6456...

Signature Date

**AARP**

Demetri Antzoulatos

Printed Name

VP Grants, Operations and Finance

Title

DocuSigned by:  
*Demetri Antzoulatos* 7/10/2023  
623F409E96E1430...

Signature Date

## Attachment A: WorkSource Union Gap Career Center Infrastructure Annual Budget

### Program Year 2023-2024

Program	Partner	Infrastructure		
		Facility <sup>2</sup>	Technology <sup>3</sup>	Total
Wagner Peyser	ESD	\$8,787.33	\$1,800.35	\$10,587.68
Trade Adjustment Asst	ESD	\$303.01	\$62.08	\$365.09
Veterans	ESD	\$4,040.15	\$827.75	\$4,867.90
Unemployment Compensation	ESD	\$2,787.70	\$571.15	\$3,358.85
RESEA	ESD	\$7,676.28	\$1,572.72	\$9,249.00
Basic Food Employment & Training	ESD	\$2,020.07	\$413.87	\$2,433.95
Vocational Rehabilitation	DVR	\$2,020.07	\$413.87	\$2,433.95
WIOA Youth	PFP	\$1,797.87	\$368.35	\$2,166.21
WIOA Dislocated Worker	PFP	\$1,555.46	\$318.68	\$1,874.14
WIOA Adult	PFP	\$1,373.65	\$281.43	\$1,655.08
WIOA Gov Dis FED EcSA	PFP	\$424.22	\$86.91	\$511.13
State General Funds EcSA	PFP	\$444.42	\$91.05	\$535.47
National DW Grant	PFP	\$464.62	\$95.19	\$559.81
National Farmworker Jobs Program	OIC of WA	\$1,010.04	\$206.94	\$1,216.97
Job Corps	Job Corps /Jackson Pierce Pub Affairs Inc	\$2,020.07	\$413.87	\$2,433.95
Adult Education and Family Literacy Act Program	YV College	\$2,020.07	\$413.87	\$2,433.95
Career and Technical Education Programs	YV College	\$2,020.07	\$413.87	\$2,433.95
Senior Services (SCSEP)	AARP/Goodwill of the Olympics and Rainier Region	\$2,020.07	\$413.87	\$2,433.95
Temporary Assistance for Needy Families	DSHS	\$2,020.07	\$413.87	\$2,433.95
DSB	DSB	\$2,020.07	\$413.87	\$2,433.95
Native American Programs	Yakama Nation			\$0.00
YouthBuild	OIC of WA	\$1,010.04	\$206.94	\$1,216.97
Labor and Industries	Lnl	\$2,020.07	\$413.87	\$2,433.95
	<b>Total</b>	<b>\$49,855.44</b>	<b>\$10,214.40</b>	<b>\$60,069.84</b>

1. Facility contributions for resident partners are based on the relative number of dedicated workstations. DVR-1: OIC-1: PFP-7: ESD-23: Lnl-1: JCorps- 1: total workstation 34

2. ESD additional program costs included.

3. Technology Costs for Resource Room-Shared Space

## Attachment B: SUMMARY OF ONE STOP SERVICES – Career Center WORKSOURCE UNION

Roles	Responsibilities	ES	PFP	DVR	DSHS	YVC	OIC	JC	SCSEP	DSB
<b>METHODS OF ACCESS</b>	• OPTION 1: PROGRAM STAFF PRESENT AT CENTER	X	X	X	X		X	X		
	• OPTION 2: PARTNER STAFF CROSS TRAINED TO PROVIDE INFORMATION	X	X		X					
	• OPTION 3: DIRECT LINKAGE VIA TECHNOLOGY TO PROGRAM STAFF	X	X	X	X	X	X	X	X	X
<b>ONE STOP PROGRAMS DELIVERED</b>	<b>(SEE 20 CFR 678.400)</b>	TITLE III: WP & TAA JVSG UI	TITLE I: ADULT DW/NDWG YOUTH	TITLE IV: VOC REHAB	TANF	TITLE II: AEFLA & CARL PERKINS	TITLE I: NFJP	TITLE I: JOB CORPS	SCSEP	TITLE IV: VOC REHAB
<b>APPLICABLE BASIC CAREER SERVICES</b>	• ELIGIBILITY DETERM. FOR TITLE I ADULT, DISLOCATED WORKER OR YOUTH		X							
	• OUTREACH, INTAKE, ORIENTATION TO ONE STOP SERVICES	X	X	X	X	X	X	X	X	X
	• INITIAL ASSESSMENT OF SKILL LEVELS AND SUPPORTIVE SERVICE NEEDS	X	X	X		X	X			
	• LABOR EXCHANGE SERVICES	X	X				X			
	• REFERRAL TO AND COORDINATION WITH OTHER PROGRAMS AND SERVICES	X	X	X	X	X	X	X		
	• WORKFORCE AND LABOR MARKET EMPLOYMENT INFORMATION	X	X	X			X			
	• PERFORMANCE AND COST INFORMATION ON ELIGIBLE TRAINING PROVIDERS	X	X				X			
	• LOCAL AREA PERFORMANCE INFORMATION	X	X	X			X			
	• INFORMATION ABOUT AND REFERRAL TO SUPPORTIVE SERVICES	X	X	X		X	X	X		
	• ASSISTANCE WITH ELIGIBILITY FOR FINANCIAL AID FOR TRAINING AND ED		X			X	X			
• INFORMATION AND ASSISTANCE REGARDING FILING UI CLAIMS	X	X				X				
<b>APPLICABLE INDIVIDUAL CAREER SERVICES</b>	• COMPREHENSIVE / SPECIALIZED ASSESSMENTS OF THE SKILL LEVELS & NEEDS		X	X			X	X		
	• DEVELOPMENT OF AN INDIVIDUAL EMPLOYMENT PLAN		X	X			X			
	• GROUP COUNSELING		X		X		X			
	• INDIVIDUAL COUNSELING		X	X	X		X	X		
	• CAREER PLANNING (E.G. CASE MANAGEMENT, SEE WIOA SEC. 3(8))	X	X	X	X		X			
	• SHORT-TERM PRE-VOCATIONAL SERVICES	X	X	X			X			
	• INTERNSHIPS AND WORK EXPERIENCES (INCLUDING TRANSITIONAL JOBS)	X	X	X			X			
	• WORKFORCE PREPARATION ACTIVITIES (SEE 34 CFR 463.34);	X	X	X			X			
	• FINANCIAL LITERACY SERVICES THROUGH THE WIOA TITLE I YOUTH PROGRAM		X				X			
	• OUT-OF-AREA JOB SEARCH ASSISTANCE AND RELOCATION ASSISTANCE	X	X				X			
	• ENGLISH LANGUAGE ACQUISITION AND INTEGRATED EDUCATION & TRNG		X			X	X			
<b>BUSINESS SERVICES</b>	• LABOR EXCHANGE ACTIVITIES AND LABOR MARKET INFORMATION	X	X				X			
	• CUSTOMIZED SCREENING AND REFERRAL OF QUALIFIED PARTICIPANTS	X	X	X			X			
	• CUSTOMIZED SERVICES TO EMPLOYERS ON EMPLOYMENT-RELATED ISSUES	X	X	X			X			
	• CUSTOMIZED RECRUITMENT EVENTS AND RELATED SERVICES FOR EMPLOYERS	X	X	X			X			X
	• HUMAN RESOURCE CONSULTATION SERVICES	X	X							
	• CUSTOMIZED LABOR MARKET INFORMATION	X	X				X			
	• DEVELOPING AND IMPLEMENTING INDUSTRY SECTOR STRATEGIES	X	X				X			X
	• INNOVATIVE WORKFORCE INVESTMENT SERVICES AND STRATEGIES FOR AREA	X	X				X			
	• ASSISTANCE MANAGING REDUCTIONS IN FORCE	X	X	X						
	• COORDINATION WITH RAPID RESPONSE	X	X				X			
	• THE MARKETING OF BUSINESS SERVICES TO APPROPRIATE AREA EMPLOYERS	X	X	X			X			X
	• ASSISTANCE WITH ACCESS LOCAL, STATE, AND FEDERAL TAX CREDITS	X	X				X			

### **South Central WorkSource Centers**

WorkSource Union Gap Comprehensive Center

1205 Ahtanum Ridge Dr. Ste A

Union Gap, WA 98903

WorkSource Kittitas County Affiliate Center

510 N Pine Street

Ellensburg, WA 98926

WorkSource Sunnyside Affiliate Center

1925 Morgan Road

Sunnyside, WA 98944

WorkSource White Salmon Affiliate Center

107 W Jewett Blvd

White Salmon, WA 98672

WorkSource Goldendale Affiliate Center

116 E Main Street

Goldendale, WA 98620

WorkSource Stevenson Connection Center

40 SW Cascade Ave Ste. 60

Stevenson, WA 98648

WorkSource Valley Mall Connection Center

2529 Main Street

Union Gap, WA 98903