



WORKSOURCE DISPUTE RESOLUTION POLICY

Policy Number: 304, Revision 2

Effective Date: July 1, 2020

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I. PURPOSE:

The purpose of this policy is to establish and describe the process by which the South Central Workforce (SCW) shall manage and process disputes related to contracts, allotments, monitoring and oversight outcomes, and administrative agreements and memoranda involving local and/or system partners.

II. BACKGROUND:

Disputes between the SCW, contractors, and other WorkSource partners may arise regarding contracts, allotments, monitoring and oversight outcomes, and administrative agreements and memoranda involving local and/or system partners. The State of Washington ESD Policy 5410 requires that each Local Workforce Development Board develop and implement a local dispute resolution policy and processes that describe the method by which the local area shall resolve disputes; and procedures to be followed by the State in the event disputes cannot be resolved at the local level, including procedures to be followed when the State has a conflict of interest.

III. PROCEDURES:

1. Dispute resolution involving the SCW, contractors, and other WorkSource partners related to contracts, allotments, monitoring and oversight outcomes, and administrative agreements and memoranda will proceed as follows:
 - a. Resolution of disputes between or among partners should be made at the lowest possible level.
 - b. Attempts to resolve the dispute will begin with negotiations between the disagreeing parties.
 - c. Parties to disputes are expected to put forth good faith efforts to communicate and compromise to resolve disputes in a cooperative and timely manner.

- d. All actions taken to resolve disputes will be documented.
 - e. Should the parties fail to resolve their dispute through negotiations within 30 days, they will notify the SCW of the dispute and provide a written explanation of the matter. SCW executive management will review the dispute and provide a written recommendation within 30 days of the written explanation.
 - f. Should resolution fail to be achieved or if the SCW is one of the parties to the dispute, the Chief Elected Official will be called upon, through the SCW, for assistance and further mediation. Should arbitration by the Chief Elected Official prove unsuccessful within two weeks, parties may submit a grievance, as provided by the South Central WDC's Grievance Procedure, or follow the procedures provided by Washington State for the purposes of carrying out activities under the Workforce Innovation and Opportunity Act.
 - g. If the resolution process fails and the disagreement proceeds, entities in disagreement may appeal to the funding source. In cases where the Employment Security Department (ESD) is the funding source, parties must first attempt a resolution between ESD and the local board.
 - h. Where a resolution cannot be reached the grieving parties may appeal to the ESD Commissioner in writing notifying them of the impasse, outlining the issues, and including documentation of the attempts to resolve the dispute.
 - a) The Commissioner, in consultation with appropriate local Chief Elected Official(s), must offer a resolution within 30 calendar days of receiving appeals per WorkSource System Policy 1013.
 - b) The Commissioner may seek alternatives to proposed resolutions.
2. Dispute resolution involving ESD will proceed as follows:
- a. Resolution will first be attempted at the local level.
 - b. If the issue cannot be resolved at the local level, any party to the dispute may request the services of an independent mediator or hearing officer.
 - a) The selection of the hearing officer must be concluded within 10 business days.
 - b) Each party to the dispute will identify one representative.
 - c) From a list of three mediators/hearing officers identified through a mutually agreed upon source (e.g. local dispute resolution councils, State Department of Enterprise Services, etc.), each representative will eliminate one individual with the remaining individual selected by the process of elimination.
 - d) The parties to the dispute will share the cost of the mediator/hearing officer equally.
 - e) The mediator/hearing officer must, within 30 calendar days of being retained, deliver a recommendation, in writing, to the ESD Commissioner.
 - f) The ESD Commissioner will have five business days to render a decision by accepting or rejecting the recommendation. The recommendation may only be rejected through "just cause" allowances:

- i. Undisclosed conflict of interest on the part of the mediator/hearing officer.
 - ii. Clear misapplication of the law and/or regulations.
 - iii. The finding does not fit the record of facts of the case.
 - g) If the ESD Commissioner rejects the mediator/hearing officer recommendation, the parties to the dispute may appeal the decision to the U.S. Department of Labor as described in WIOA Section 181(c).
3. Per WIOA Section 121(h) and 2 CFR 678.725-750, local disputes related to funding the one-stop infrastructure costs are exempt from this policy and will instead be addressed through the application of the state one-stop funding mechanism determined by the Governor and subject to a state-level appeals process established by the Governor.

REFERENCES:

Public Law 113-128, Section 121 and 181
20 CFR 683.725-750
WorkSource State Policy 1013, Revision 4
WIOA State Policy 5410, Revision 1
Generally Accepted Accounting Procedures (GAAP)