PIERCE COUNTY WORKFORCE DEVELOPMENT COUNCIL
MEMORANDUM OF UNDERSTANDING
Final
July 2017 to June 2021

Amended as of 3.31.2020[1]

For Implementation of the Workforce Innovation and Opportunity Act (WIOA)

The following Memorandum of Understanding (the MOU) sets forth the terms of agreement for cooperation and consultation with regard to implementation of the Workforce Innovation and Opportunity Act (WIOA) of 2014 among the following Agencies (the Agencies) within the Pierce County WorkSource Network (the Network):

The Agencies agree to work with the following partners who comprise the Pierce County Workforce Network in carrying out the agreements within this MOU. This MOU is between the Pierce County Workforce Development Council, (WDC), Chief Local Elected Officials serving on the WorkForce Central Executive Board, and the following Agencies:

- DSHS/Department of Vocational Rehabilitation
- Department of Labor and Industries
- Department of Social and Health Services/TANF
- WA Employment Security Department
- Clover Park Technical College
- Pierce College
- Tacoma Community College
- Tacoma Community House
- Pierce County Rural Library District
- Department of Services for the Blind
- Goodwill of the Olympics and Rainier Region
- Bates Technical College
- WorkForce Central
- United Way of Pierce County
- Tacoma Housing Authority

1. Purpose of Agreement

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

2. General Provisions

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

3. Strategic Vision for the System

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

---

1 Tacoma Rescue Mission was an ABE partner and no longer operates ABE. ABE is a partner through the college partners. Job Corp is not a partner as there is no Job Corp in this workforce area.

Overall Vision:

Overall vision: The transformed workforce development system is customer-focused, providing comprehensive solutions based on the individual circumstances of each customer—whether job seeker, worker, or business. The system is based on building long-term relationships with customers, not just transactions. The customer's overall experience and success are our highest priority.

WorkSource Pierce partners in all locations operate as a united team, providing exceptional customer service to assist businesses to find well-qualified, enthusiastic workers, and helping people find good jobs that lead to career growth.

Mission: The Workforce Development System mission is to provide access to and enhance delivery of workforce development services for job seekers, workers and businesses.

WDC Goals:

Goal 1:-Develop, and implement innovative customer services and programs to unlock local talent, create self-sufficiency and increase the prosperity of the region.
Goal 2: Increase the engagement of business/employers through a value-added workforce system.
Goal 3: Strengthen integration and efficiency of the Pierce County Workforce Development System through the use of partnerships and technology.

4. Duration of Agreement

The Agreement will commence on the 1st day of July 2017 and shall not expire until 30th day of June 2021 unless amended or canceled by the Agencies in accordance with the terms set forth herein. This agreement supersedes previous agreements.

5. Responsibilities of the Agencies Under Agreement

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

5.1 The Workforce Development Council shall:

Assist the Local Elected Officials in fulfilling the requirements of the federal Workforce Innovation and Opportunity Act of 2014 (PL 113-128) including:

5.1.1 Oversee four (4) year strategic and Operation plan and updated plan as mandated that connects all investments in workforce development.
5.1.2 Conduct strategic oversight to the workforce delivery system (WorkSource Pierce Network).
5.1.3 Ensure that there is a Memorandum of Understanding with workforce development system partners for the implementation and operation of the service delivery system in the local area.
5.1.4 Certify WorkSource Pierce comprehensive center(s), affiliate and satellite sites.
5.1.5 Promote quality in customer service throughout WorkSource Pierce Network.
5.1.6 Oversee the performance of the WorkSource Pierce Network.

5.1.7 Ensure that there is an Infrastructure Funding Agreement with WIOA and non-WIOA required partners to support the workforce development system.

5.2 Pierce County WorkSource Leadership Team

The Pierce County WorkSource Leadership Team will strategically work to support workforce development system integration and maximize connections among job seekers, workers, businesses and employers. Each agency will actively support the governance structure of the Partnership made up of the Leadership Team and various work teams. This team is formally designated as a WDC committee and provides input and recommendations to the WDC. The Leadership Team will have representation from the partnership under a process that is determined by the signatories to this MOU.

5.2.1 Ensure continuous accountability and evaluation through customer satisfaction surveys and other performance outcomes are in place.

5.2.2 Promote the further integration of programs through joint planning.

5.2.3 Align WorkSource Pierce related planning and budgeting processes and conduct these functions jointly, when appropriate. Contribute cash and/or in kind to support the workforce development system.

5.2.4 Jointly identify and support workforce skill standards and industry performance measures to drive common outcomes.

5.2.5 Coordinate resources and programs and to promote a more streamlined and efficient workforce development system.

5.2.6 Promote information sharing and the coordination of activities to improve customer service, improve local partners' performance and return on investment.

5.2.7 Among the Agencies party to this MOU, use common release of information processes subject to confidentiality provisions and to preserve records for the period required by law.

5.2.8 To identify and address barriers to coordination.

5.2.9 Promote and support the development and implementation of a more unified system of measuring performance and accountability that meet agency requirements.

5.2.10 Promote and support the development of common data systems to track progress and measure performance.

5.2.11 Provide feedback to the WDC and the LEO's to assist the WDC/LEO's with oversight of the system-wide commitments.

5.2.12 Commit to the Continuous Quality Improvement (CQI) initiatives of the WDC, including the CQI Certification Process.

6. Partner Agencies

Each agency agrees to promote, provide and/or link customers to the following career services as defined by WIOA. These services are intended to assist individuals to obtain employment. The parties agree to work together to provide a continuum of services that will assist individuals to obtain the education, skills, and credentials they need to become employed in career pathways with opportunities for wage and skill progression. Each Agency that is a party to this MOU specifies which of these services are provided by the Agency as specified in Appendix A.

Basic Career Services for Job Seekers and Workers

6.1 Initial assessment of skill levels (including literacy, numeracy, and English language proficiency, educational levels), aptitudes, abilities (including skills gaps), self-reflection (including social/emotional skills), and supportive service needs (includes a "go to" person for basic needs resources).

6.2 Labor exchange services, including job search and placement assistance, career counseling, provision of information on in-demand industry sectors and occupations, provision of information on nontraditional employment.

6.3 Workforce and labor market employment statistics information, including accurate information relating to local, regional, and national labor market areas, including job vacancy listings in labor market areas; information on job skills necessary to obtain the jobs; and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for such occupations.

6.4 Information, in formats that are usable by an understandable to one- stop customers, relating to the availability of supportive services or assistance, including child care, child support, medical or child health assistance benefits under the supplemental nutrition assistance program, assistance through the earned income tax credit, assistance under State program for temporary assistance for needy families, and other supportive services and transportation provided through funds made available in the local area.

6.5 Outreach, intake and orientation to the information and other services available through the one-stop delivery system.

6.6 Performance information and program cost information on eligible providers of training services and eligible providers of youth workforce investment activities, providers of adult education, providers of career and technical education activities at the postsecondary level, and career and technical education activities available to school dropouts, and providers of vocational rehabilitation.

6.7 Provision of information and assistance regarding filing claims for unemployment compensation.

6.8 Eligibility determination for services.

6.9 Referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and other workforce development programs.

6.10 Information, in formats that are usable by and understandable to one-stop center customers, regarding how the local area is performing on the local performance accountability measures and any additional performance information with respect to the one-stop delivery system in the local area.

6.11 Assistance in establishing eligibility for programs of financial aid assistance for education and training programs.

Individualized Career Services for Job Seekers and Workers

6.12 Comprehensive and specialized evaluation to identify barriers to employment and employment goals

6.13 Development of Individualized Employment Plan (IEP, also known as an Educational Plan)

6.14 Group Counseling and Career Advising

6.15 Individual Counseling, Career Coaching and Advising

6.16 Career/ Vocational Planning

6.17 Short-Term Pre-employment/ Vocational Services
6.18 Internships and work experiences
6.19 Workforce preparation activities
6.20 Financial literacy services
6.21 Out-of-Area Job Search and relocation assistance
6.22 Adult education and literacy activities, including English language acquisition and integrated education and training programs and high school completion.
6.23 Follow up services – includes support services

7. System-wide Commitments

In addition to the career services, each agency shall be committed to providing and/or linking customers to additional services as described in Appendix A, which include participation in the development of:

- Common data collection system, including customer satisfaction
- Information Sharing
- Cross Agency Training/Professional Development
- Common Referral System
- Workforce Skill Standards (common set of 'work readiness' competencies)
- Common Technology including an Integrated Platform (for data entry, portal, eligibility applications, etc.)
- Single point of contact, one system approach, for businesses to access services.
    - This includes collaborating on recruitment and other business services on behalf of employers, including small employers, which may include providing information and referral to specialized business services not traditionally offered through the one-stop delivery system

8. Resource and Infrastructure Cost Sharing.

The purpose of this part of the Agreement is to establish the terms and conditions under which the parties will share infrastructure costs and resources in performance of the one-stop workforce system implementation plan. The principle for selecting any methodology will be that customers being served within the system are considered to be the system's customers, e.g., all of our customers, as they initially enter services. The parties will share system costs, i.e., those costs associated with operating the one-stop system and shared service costs, i.e., the costs associated with providing the planned shared services at certified full service Job Centers, affiliate sites and satellites including but not limited to annual costs for lease, utilities, janitorial, and equipment subject to the allowability of such financial participation under the state or federal law that governs each Agency's funds.

8.1 Fiscal Lead

WorkForce Central, the fiscal agent for the Pierce County Workforce Development Council, has been designated by the parties to be responsible for all the fiscal activities related to and including the operation of this Resource and Infrastructure Sharing Part of this Agreement.

8.2 Partner Affiliates and Satellites

Costs associated with operating Partner Affiliate and Connection Satellite Sites are primarily borne by the hosting Agencies. Each agency under this part agrees to providing a budget based on the cost of operating such a site. As a partner, these sites will share in the costs and benefit through the use of the name, brand recognition, marketing, and all collateral material funded through the infrastructure and resource sharing agreements.

Appendix B of this Agreement specifies each Agency's commitments for Resource and Infrastructure Sharing.

9. Supplemental Agreements to Interagency Cooperative Agreement

Each Agency that is a party to this Agreement (MOU) understands and agrees that all of the terms and conditions contained within are binding upon subsequent Supplemental Agreement between Agencies. The Supplemental Agreements are not binding on Agencies not party to the Supplemental Agreements. The Agencies further agree that such Supplementary Agreements shall be in furtherance of and complementary to this Agreement. Each Agency that is a party to a Supplemental Agreement shall provide all other Agencies with copies of any Supplemental Agreement they may enter into within thirty days from the date of execution of the Agreement.

Supplemental Agreement Definition: A contract, Memorandum of Understanding, or other Agreement between two or more parties to this MOU entered into in furtherance of or to complement this Agreement and directly related to the Pierce County Workforce Development Area.

10. Indemnification

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

11. Amendment or Cancellation of Agreement

The Agreement may be amended at any time in writing and by mutual consent of the Workforce Development Council, Chief Local Elected Officials and the Agencies. Each Agency may cancel its participation in the Agreement upon sixty (60) days written notice to the other Agencies. In the event an Agency determines that funds are unavailable to carry out the activities set forth in this Agreement, the Agency shall terminate this Agreement by notifying all other Agencies in writing immediately and the Agreement shall terminate upon the delivery of such written notification. When the cancellation is for cause, i.e., a material and significant breach of any of the provisions of this Agreement, it may be canceled upon delivery of written notice to the other Agencies. If a core mandatory partner were to cancel this agreement, pursuant to this section, the WDC will engage in negotiations, document those negotiations, and then if no resolution is reached, engage the Governor's Office to intercede.

12. MOU Dispute Resolution

WIOA emphasizes full and effective partnerships between the local board, 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, failure to agree may result. 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 any issues.
(2) The WDC Chairperson (or designee) will coordinate the MOU dispute resolution through the following process:
    - All parties are advised to actively participate in the negotiations in a good faith effort to reach agreement. Any disputes shall first be attempted to be resolved informally among partners.
    - Should informal resolution efforts fail, the dispute resolution process must be formally initiated by the petitioner seeking resolution. The petitioner must send a notification to the WDC Chairperson (or designee) and all Parties to the MOU regarding the conflict within 10 business days.
    - The WDC Chairperson (or designee) and Chief Local Elected Official (or designee) will meet with the parties involved in the dispute to resolve the issue.
    - The decision of the WDC Chairperson and CLEO shall be final and binding unless such a decision is in contradiction of applicable State and Federal laws or regulations governing the Partner agencies.
    - The right of appeal no longer exists when a decision is final. Additionally, final decisions will not be precedent-setting or binding on future conflict resolutions unless they are officially stated in this procedure.
    - The proposed resolution must be written and dated. A summary of the proposed resolution must be provided to all Parties to the MOU.
(3) If the parties do not agree to the resolution recommended by the WDC Chairperson and CLEO, or if the dispute is between the WDC and a partner, the WDC, chief elected official and partners may appeal to the Employment Security Department (ESD) Commissioner for resolution. Decisions by the ESD Commissioner (or designee), as the representative of the Governor, will be made in consultation with appropriate CLEO and issued within 30 calendar days of receiving the appeals. If the dispute involves ESD, either party to the dispute can request the services of an independent mediator or hearing officer.
(4) If one or more of the parties to the dispute is dissatisfied with the ESD Commissioner's decision, the decision can be appealed to the US Department of Labor as described in WIOA Section 181(c).
(5) Per WIOA Section 121(h) and 20 CFR 678.725-750, local disputes related to funding of the one-stop infrastructure costs can 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.

13. Federal and State Non-Discrimination Clause

Each of the Agencies party to this agreement shall comply with all applicable local, state, and federal nondiscrimination laws, regulations, rules, and ordinances. This shall include Section 188 of the Workforce Innovation and Opportunity Act and its implementing regulation in 29 C.F.R.§ 38.36[1.]

[1] https://www.dol.gov/oasam/programs/crc/sec188.htm for more information.

14. Confidentiality of Personal Information

Each of the agencies party to this agreement agree not to divulge, publish or otherwise make known to unauthorized persons confidential information accessed under this Agreement. The parties agree that all materials containing confidential information received pursuant to this Agreement, including, but not limited to information derived from or containing patient records, claimant file and medical case management report information, relations with a client, or any other information which may be classified as confidential, shall not be disclosed to other persons without written consent except as may be required by law.

The agencies agree to utilize reasonable security procedures and protections designed to assure that confidential information is not disclosed to persons other than staff who also agree to such confidentiality requirements. The agencies shall include such requirements of confidentiality for all staff that have access to the confidential data pursuant to this Agreement.

15. Initial Customer Complaint Procedures

All parties to this agreement agree to follow the Customer Complaint and Concern Resolution Policy, Policy Number: 3001, Revision Effective Date: July 1, 2015. Attached to this MOU in Appendix C.

16. Methods of Referral within the WorkSource Pierce Network

Each party to this MOU is committed to a referral process that accomplishes a warm handoff between agencies and is designed to be customer focused and efficient. Each agency agrees to comply with the referral procedure when it is developed as specified in Appendix A, when applicable and resources are available.

17. One-Stop Systems Operator Agreement

As specified in WIOA, the WDC will conduct a procurement process for the system one-stop operator. The following are the agreed upon overarching goals that will guide the Operator:

- Increase services delivery by focusing on customer satisfaction and outcome measurements, as approved by the Leadership Team and the WDC (Customer locations for the system including Joint Base Lewis McChord, CBOs, colleges, high schools, community centers, and libraries).
- Strengthen relationships with current and new partners who are similarly committed to the prosperity of individuals, the community and the economy.
- Solicit and listen to the needs of the diverse array of job seekers, workers, and employers to design services and programs and integrate and align resources, programs, and staff for maximum customer benefit.
- Emphasize and maximize technology to promote the capabilities and outcomes of the WorkSource Pierce Workforce System.

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.

Pierce County Workforce Development Council

By: _____ Date: 8/17/17

Tim Owens
Pierce WDC Chairman

Chief Local Elected Official

By: _____ Date: 8/17/17

Bruce Dammeier
County Executive, Pierce County

WorkForce Central

By: _____ Date: 8-17-17

Linda Nguyen
CEO

DSHS/Department of Vocational Rehabilitation

By: _____ Date: _____

Amanda Kipfer, MA, CRC
Vocational Rehabilitation Supervisor

Department of Labor and Industries

By: _____ Date: _____

(Name)
(Title)

Department of Social and Health Services

By: _____ Date: _____

Babs Roberts
Community Services Division Director

WA Employment Security Department

By: _____ Date: _____

Anne Goranson
SW Regional Director

Job Corps

By: _____ Date: _____

Rich Nannini
Project Director

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.

Pierce County Workforce Development Council

By: _____ Date: _____

Tim Owens
Pierce WDC Chairman

Chief Local Elected Official

By: _____ Date: _____

Bruce Dammeier
County Executive, Pierce County

WorkForce Central

By: _____ Date: _____

Linda Nguyen
CEO

DSHS/Department of Vocational Rehabilitation

By: Amanda Kipfer Date: 7/18/2017

Amanda Kipfer, MA, CRC
Vocational Rehabilitation Supervisor

Department of Labor and Industries

By: _____ Date: _____

Ryan Guppy
Vocational Consultant/Business Development Manager

Department of Social and Health Services

By: _____ Date: _____

Babs Roberts
Community Services Division Director

WA Employment Security Department

By: _____ Date: _____

Anne Goranson
SW Regional Director

Job Corps

By: _____ Date: _____

Rich Nannini
Project Director

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.

Pierce County Workforce Development Council

By: _____ Date: _____

Tim Owens
Pierce WDC Chairman

Chief Local Elected Official

By: _____ Date: _____

Bruce Dammeier
County Executive, Pierce County

WorkForce Central

By: _____ Date: _____

Linda Nguyen
CEO

DSHS/Department of Vocational Rehabilitation

By: _____ Date: _____

Amanda Kipfer, MA, CRC
Vocational Rehabilitation Supervisor

Department of Labor and Industries

By: _____ Date: 7/26/17

Ryan Guppy, CPMS
~~Vocational Consultant/Business Development Manager~~
Chief of Return to Work Partnerships

Department of Social and Health Services

By: _____ Date: _____

Babs Roberts
Community Services Division Director

WA Employment Security Department

By: _____ Date: _____

Anne Goranson
SW Regional Director

Job Corps

By: _____ Date: _____

Rich Nannini
Project Director

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.

Pierce County Workforce Development Council

By: _____ Date: _____

Tim Owens
Pierce WDC Chairman

Chief Local Elected Official

By: _____ Date: _____

Bruce Dammeier
County Executive, Pierce County

WorkForce Central

By: _____ Date: _____

Linda Nguyen
CEO

DSHS/Department of Vocational Rehabilitation

By: _____ Date: _____

Amanda Kipfer, MA, CRC
Vocational Rehabilitation Supervisor

Department of Labor and Industries

By: _____ Date: _____

Ryan Guppy
Vocational Consultant/Business Development Manager

Department of Social and Health Services/TANF

By: _____ Date: 8-22-17

Babs Roberts
Community Services Division Director

WA Employment Security Department

By: _____ Date: _____

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.

Pierce County Workforce Development Council

By: _____ Date: _____

Tim Owens
Pierce WDC Chairman

Chief Local Elected Official

By: _____ Date: _____

Bruce Dammeier
County Executive, Pierce County

WorkForce Central

By: _____ Date: _____

Linda Nguyen
CEO

DSHS/Department of Vocational Rehabilitation

By: _____ Date: _____

Amanda Kipfer, MA, CRC
Vocational Rehabilitation Supervisor

Department of Labor and Industries

By: _____ Date: _____

Ryan Guppy
Vocational Consultant/Business Development Manager

Department of Social and Health Services

By: _____ Date: _____

Babs Roberts
Community Services Division Director

WA Employment Security Department

By: A Goranson Date: 7/7/17

Anne Goranson
SW Regional Director

Job Corps

By: _____ Date: _____

Rich Nannini
Project Director

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.

Pierce County Workforce Development Council

By: _____ Date: _____

Tim Owens
Pierce WDC Chairman

Chief Local Elected Official

By: _____ Date: _____

Bruce Dammeier
County Executive, Pierce County

WorkForce Central

By: _____ Date: _____

Linda Nguyen
CEO

DSHS/Department of Vocational Rehabilitation

By: _____ Date: _____

Amanda Kipfer, MA, CRC
Vocational Rehabilitation Supervisor

Department of Labor and Industries

By: _____ Date: _____

Ryan Guppy
Vocational Consultant/Business Development Manager

Department of Social and Health Services

By: _____ Date: _____

Babs Roberts
Community Services Division Director

WA Employment Security Department

By: _____ Date: _____

Anne Goranson
SW Regional Director

Job Corps

By: _____ Date: _____

Rich Nannini
Project Director

Clover Park Technical College

By: Joveday Date: 07-10-17

Dr. Joyce Loveday
President

Pierce College

By: _____ Date: _____

Choi Halladay
Vice President of Administrative Services

Tacoma Community College

By: _____ Date: _____

Mary Chikwinya
Interim President

Tacoma Community House

By: _____ Date: _____

Liz Dunbar
Executive Director

The Rescue Mission

By: _____ Date: _____

James M. Johnson
Executive Director

Pierce Rural County Library District

By: _____ Date: _____

Georgia Lomax
Executive Director

Department of Services for the Blind

By: _____ Date: _____

Michael MacKillop
Deputy Director

Goodwill of the Olympics and Rainier Region

By: _____ Date: _____

Lori Forte Harnick
President & CEO

Bates Technical College

By: _____ Date: _____

Ron Langrell
President

Clover Park Technical College

By:_____ Date:_____

Dr. Joyce Loveday
President

Pierce College

By: _____ Date: 7-10-2017

Choi Halladay
Vice President of Administrative Services

Tacoma Community College

By:_____ Date:_____

Mary Chikwinya
Interim President

Tacoma Community House

By:_____ Date:_____

Liz Dunbar
Executive Director

The Rescue Mission

By:_____ Date:_____

James M. Johnson
Executive Director

Pierce Rural County Library District

By: _____ Date:_____

Georgia Lomax
Executive Director

Department of Services for the Blind

By:_____ Date:_____

Michael MacKillop
Deputy Director

Goodwill of the Olympics and Rainier Region

By:_____ Date:_____

Lori Forte Harnick
President & CEO

Bates Technical College

By:_____ Date:_____

Ron Langrell
President

Clover Park Technical College

By:_____ Date:_____

Dr. Joyce Loveday
President

Pierce College

By: _____ Date:_____

Choi Halladay
Vice President of Administrative Services

Tacoma Community College

By: Mary Chikwinya Date: 7-18-17

Mary Chikwinya
Interim Co-President

Tacoma Community House

By:_____ Date:_____

Liz Dunbar
Executive Director

The Rescue Mission

By:_____ Date:_____

James M. Johnson
Executive Director

Pierce Rural County Library District

By: _____ Date:_____

Georgia Lomax
Executive Director

Department of Services for the Blind

By:_____ Date:_____

Michael MacKillop
Deputy Director

Goodwill of the Olympics and Rainier Region

By:_____ Date:_____

Lori Forte Harnick
President & CEO

Bates Technical College

By:_____ Date:_____

Ron Langrell
President

Clover Park Technical College

By:_____ Date:_____

Dr. Joyce Loveday
President

Pierce College

By: _____ Date:_____

Choi Halladay
Vice President of Administrative Services

Tacoma Community College

By:_____ Date:_____

Mary Chikwinya
Interim President

Tacoma Community House

By:_____ Date: 7/18/17

Liz Dunbar
Executive Director

The Rescue Mission

By:_____ Date:_____

James M. Johnson
Executive Director

Pierce Rural County Library District

By: _____ Date:_____

Georgia Lomax
Executive Director

Department of Services for the Blind

By:_____ Date:_____

Michael MacKillop
Deputy Director

Goodwill of the Olympics and Rainier Region

By:_____ Date:_____

Lori Forte Harnick
President & CEO

Bates Technical College

By:_____ Date:_____

Ron Langrell
President

Clover Park Technical College

By:_____ Date:_____

Dr. Joyce Loveday
President

Pierce College

By: _____ Date:_____

Choi Halladay
Vice President of Administrative Services

Tacoma Community College

By:_____ Date:_____

Mary Chikwinya
Interim President

Tacoma Community House

By:_____ Date:_____

Liz Dunbar
Executive Director

The Rescue Mission

By:_____ Date: 7-7-17

James M. Johnson
Executive Director

Pierce Rural County Library District

By: _____ Date:_____

Georgia Lomax
Executive Director

Department of Services for the Blind

By:_____ Date:_____

Michael MacKillop
Deputy Director

Goodwill of the Olympics and Rainier Region

By:_____ Date:_____

Lori Forte Harnick
President & CEO

Bates Technical College

By:_____ Date:_____

Ron Langrell
President

Clover Park Technical College

By:_____ Date:_____

Dr. Joyce Loveday
President

Pierce College

By: _____ Date:_____

Choi Halladay
Vice President of Administrative Services

Tacoma Community College

By:_____ Date:_____

Mary Chikwinya
Interim President

Tacoma Community House

By:_____ Date:_____

Liz Dunbar
Executive Director

The Rescue Mission

By:_____ Date:_____

James M. Johnson
Executive Director

Pierce Rural County Library District

By: Georgia Lomax Date: 7/7/17

Georgia Lomax
Executive Director

Department of Services for the Blind

By:_____ Date:_____

Michael MacKillop
Deputy Director

Goodwill of the Olympics and Rainier Region

By:_____ Date:_____

Lori Forte Harnick
President & CEO

Bates Technical College

By:_____ Date:_____

Ron Langrell
President

Clover Park Technical College

By:_____ Date:_____

Dr. Joyce Loveday
President

Pierce College

By: _____ Date:_____

Choi Halladay
Vice President of Administrative Services

Tacoma Community College

By:_____ Date:_____

Mary Chikwinya
Interim President

Tacoma Community House

By:_____ Date:_____

Liz Dunbar
Executive Director

The Rescue Mission

By:_____ Date:_____

James M. Johnson
Executive Director

Pierce Rural County Library District

By: _____ Date:_____

Georgia Lomax
Executive Director

Department of Services for the Blind

By:_____ Date: 7.5.2017

Michael MacKillop
Deputy Director

Goodwill of the Olympics and Rainier Region

By:_____ Date:_____

Lori Forte Harnick
President & CEO

Bates Technical College

By:_____ Date:_____

Ron Langrell
President

Clover Park Technical College

By:_____ Date:_____

Dr. Joyce Loveday
President

Pierce College

By: _____ Date:_____

Choi Halladay
Vice President of Administrative Services

Tacoma Community College

By:_____ Date:_____

Mary Chikwinya
Interim President

Tacoma Community House

By:_____ Date:_____

Liz Dunbar
Executive Director

The Rescue Mission

By:_____ Date:_____

James M. Johnson
Executive Director

Pierce Rural County Library District

By: _____ Date:_____

Georgia Lomax
Executive Director

Department of Services for the Blind

By:_____ Date:_____

Michael MacKillop
Deputy Director

Goodwill of the Olympics and Rainier Region

By: _____ Date: 7.18.17

SENIOR VP, WORKFORCE
FOR:

Lori Forte Harnick
President & CEO

Bates Technical College

By:_____ Date:_____

Ron Langrell
President

Clover Park Technical College

By:_____ Date:_____

Dr. Joyce Loveday
President

Pierce College

By: _____ Date:_____

Choi Halladay
Vice President of Administrative Services

Tacoma Community College

By:_____ Date:_____

Mary Chikwinya
Interim President

Tacoma Community House

By:_____ Date:_____

Liz Dunbar
Executive Director

The Rescue Mission

By:_____ Date:_____

James M. Johnson
Executive Director

Pierce Rural County Library District

By: _____ Date:_____

Georgia Lomax
Executive Director

Department of Services for the Blind

By:_____ Date:_____

Michael MacKillop
Deputy Director

Goodwill of the Olympics and Rainier Region

By:_____ Date:_____

Lori Forte Harnick
President & CEO

Bates Technical College

By: Al Griswold Date: 7/19/2019

Al Griswold
Executive Vice-President

DocuSign Envelope ID: 00E50B96-7429-4ECB-A02A-1FB2CD079E8E

United Way of Pierce County

By: Dona Ponepinto Date: 11 - 13-17

Dona Ponepinto
President

Tacoma Housing Authority

GC By: Michael Mirra Date: 3/9/2018 | 1:43 PM PST

Michael Mirra
Executive Director

APPENDIX A: AGENCY COMMITMENTS

- DHSH/Department of Vocational Rehabilitation
- Department of Labor and Industries
- Department of Social and Health Services
- WA Employment Security Department
- Clover Park Technical College
- Pierce College
- Tacoma Community College
- Tacoma Community House
- Pierce County Rural Library District
- Department of Services for the Blind
- Goodwill of the Olympics and Rainier Region
- Bates Technical College
- WorkForce Central
- United Way of Pierce County
- Tacoma Housing Authority

I. ***DSHS/Department of Vocational Rehabilitation*** shall provide the following:

a) Basic Career Services (offered at the Comprehensive site once determined);

Offered at the WorkSource Pierce partner affiliate site once DVR staff members have collocated, date TBD. 1305 Tacoma Ave S #201, Tacoma, WA 98402

6.1 Initial assessment of skill levels (including literacy, numeracy, and English language proficiency, educational levels), aptitudes, abilities, (including skills gaps), self-reflection (including social/emotional skills), and supportive service needs (includes a "go to" person for basic needs resources). Assessment of disability related barriers to employment.

6.2 Labor exchange services, including job search and placement assistance, career counseling, provision of information on in-demand industry sectors and occupations, provision of information on nontraditional employment

6.3 Workforce and labor market employment statistics information, including accurate information relating to local, regional, and national labor market areas, including job vacancy listing in labor market areas; information on job skills necessary to obtain the jobs; and information relating to local occupations in demand and the earnings, skills requirements, and opportunities for advancement for such occupations

6.4 Information, in formats that are usable by & understandable to one- stop customers, relating to the availability of supportive services or assistance, including child care, child support, medical or child health assistance benefits under the supplemental nutrition assistance program, assistance through the earned income tax credit, assistance under State program for temporary assistance for needy families, and other supportive services and transportation provided through funds available in the local area, such as Pierce Transit.

6.5 Outreach, intake and orientation to the information and other services available through the one-stop delivery system

6.6 Performance information and program cost information on eligible providers of training services and eligible providers of youth workforce investment activities, providers of adult education, providers of career and technical education activities at the postsecondary level, and career and technical education activities available to school dropouts, and providers of vocational rehabilitation

6.7 Provision of information and assistance regarding filing claims for unemployment compensation. DVR does not provide this.

6.8 Eligibility determination for the Division of Vocational Rehabilitation.

6.9 Referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and other workforce development programs.

6.10 Information, in formats that are usable by and understandable to one-stop center customers, regarding how the local area is performing on the local performance accountability measures and any additional performance information with respect to the one-stop delivery system in the local are.

6.11 Assistance in establishing eligibility for programs of financial aid assistance for education and training programs. DVR does not provide this on a regular basis.

b) Individualized Career Services

(Offered at the Comprehensive site once determined);

Offered at the WorkSource Pierce partner affiliate site once DVR staff members have collocated, date TBD. 1305 Tacoma Ave S #201, Tacoma, WA 98402

6.13 Comprehensive and specialized evaluation to Identify barriers to employment and employment goals

6.14 Development of Individualized Employment Plan (IEP)

6.15 Group Counseling as it pertains to job preparation

6.16 Individual Counseling
6.17 Career/Vocational Planning
6.18 Short-Term Pre-employment/Vocational Services
6.19 Internships and work experiences
6.20 Workforce preparation activities
6.21 Financial literacy services
6.22 Out of area Job Search and relocation assistance if required for employment
6.23 English language acquisition and integrated education and training programs – DVR does not provide
6.24 Follow up services – includes support services

c) Additional Service Commitments

None

II. Through the one-stop delivery system, the agency agrees to participate in the development of system elements c through i. Each partner also agrees to use each system element if the process and design, once developed, is acceptable to their agency. If not acceptable, then this Appendix will be revised to reflect what element will not be used or how the agency will modify for their use.

c) Common Data Collection and Customer Satisfaction System

Participate in a common customer satisfaction data collection and analysis system by agreeing to survey customers through comment cards, focus groups and random survey methods. Agree to use the data to improve service delivery and therefore, customer satisfaction. Participate in collecting data that may relate to performance outcomes, business contacts and other measures deemed critical by the WDC.

d) Information Sharing

Through the use of the common referral system and technology, agree to share information that the customer agrees to release and that is related to workforce development activities.

e) Cross Agency Training

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

f) Common Referral System

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

g) Workforce Skill Standards

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

h) Common Technology

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

- Integration of services within and across agencies and systems through agreed upon technological approaches
- Streamlining resources and programs
- Sharing information on customers, agency services, and labor market needs
- Unifying measurement and accountability,
- Developing common data systems to track progress,
- Providing access to information,
- Providing access for customers, and
- Aligning internal processes to allow technology interface.

i) Single Point of Contact for Business

Participate in the methods created to ensure that businesses have a single point of contact for accessing services. These methods may include participation on a system-wide Business Services Team, use of common protocols for reaching out to businesses, and/or use of an electronic contact management system. Participate in the delivery, when appropriate, of services to businesses which may include:

- Talent Development and Retention Services including assessments and skill gap analysis, assessment of job applicants, assistance in finding qualified workers, development of internal career pathways, connections to industry partnerships, custom OJT development, custom incumbent worker training and wage subsidies including subsidized OJT, disability diversity workplace accommodations and incumbent worker training for layoff aversion.
- Consultation, Planning and Growth Services including labor market research, training curriculum analysis and validation, general consulting services for operational improvements, tax and financial incentive services, industrial and organizational needs assessments and information on and referral to business start-up, retention and expansion services.
- Recruitment, Screening and Placement Services including creating or revising job descriptions, posting job listings, strategic advertising of job openings, screening and matching applicants, coordination of interviews, employer/industry specific hiring events which often include pre-screening of job seekers, onsite space for employer interviews and Rapid Re-Employment Services.

Commit to the standard policies and procedures such as:

- Response time to an initial inquiry from a business customer is one (1) business day;
- Response time to a request for services by a business customer is two (2) to three (3) business days; and
- The timeframe for the delivery of specific service(s) to a business customer varies based on the service requested.

I. ***Department of Labor and Industries*** shall provide the following:

a) Basic Career Services

6.1 Initial assessment of skill levels (including literacy, numeracy, and English language proficiency, educational levels), aptitudes, abilities (including skills gaps), self-reflection (including social/emotional skills), and supportive service needs (includes a "go to" person for basic needs resources).

6.2 Labor exchange services, including job search and placement assistance, career counseling, provision of information on in-demand industry sectors and occupations, provision of information on nontraditional employment

6.3 Workforce and labor market employment statistics information, including accurate information relating to local, regional, and national labor market areas, including job vacancy listings in labor market areas; information on job skills necessary to obtain the jobs; and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for such occupations

6.4 Information, in formats that are usable by & understandable to one- stop customers, relating to the availability of supportive services or assistance, including child care, child support, medical or child health assistance benefits under the supplemental nutrition assistance program, assistance through the earned income tax credit, assistance under State program for temporary assistance for needy families, and other supportive services and transportation provided through funds made available in the local area

6.5 Outreach, intake and orientation to the information and other services available through the one-stop delivery system

6.6 Performance information and program cost information on eligible providers of training services and eligible providers of youth workforce investment activities, providers of adult education, providers of career and technical education activities at the postsecondary level, and career and technical education activities available to school dropouts, and providers of vocational rehabilitation

6.7 Provision of information and assistance regarding filing claims for unemployment compensation

6.8 Eligibility determination

6.9 Referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and other workforce development programs

b) Individualized Career Services

6.13 Comprehensive and specialized evaluation to Identify barriers to employment and employment goals

6.14 Development of Individualized Employment Plan (IEP)

6.15 Group Counseling

6.16 Individual Counseling

6.17 Career/ Vocational Planning

6.18 Short-Term Pre-employment/ Vocational Services

6.19 Internships and work experiences

6.20 Workforce preparation activities

6.24 Follow up services – includes support services

c) Additional Service Commitments

None

II. Through the one-stop delivery system, the agency agrees to participate in the development of system elements c through i. Each partner also agrees to use each system element if the process and design, once developed, is acceptable to their agency. If not acceptable, then this Appendix will be revised to reflect what element will not be used or how the agency will modify for their use.

c) Common Data Collection and Customer Satisfaction System

Participate in a common customer satisfaction data collection and analysis system by agreeing to survey customers through comment cards, focus groups and random survey methods. Agree to use the data to improve service delivery and therefore, customer satisfaction. Participate in collecting data that may relate to performance outcomes, business contacts and other measures deemed critical by the WDC.

d) Information Sharing

Through the use of the common referral system and technology, agree to share information that the customer agrees to release and that is related to workforce development activities.

e) Cross Agency Training

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

f) Common Referral System

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

g) Workforce Skill Standards

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

h) Common Technology

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

- Integration of services within and across agencies and systems through agreed upon technological approaches
- Streamlining resources and programs
- Sharing information on customers, agency services, and labor market needs
- Unifying measurement and accountability,
- Developing common data systems to track progress,
- Providing access to information,
- Providing access for customers, and
- Aligning internal processes to allow technology interface.

i) Single Point of Contact for Business

Participate in the methods created to ensure that businesses have a single point of contact for accessing services. These methods may include participation on a system-wide Business Services Team, use of common protocols for reaching out to businesses, and/or use of an electronic contact management system. Participate in the delivery, when appropriate, of services to businesses which may include:

- Talent Development and Retention Services including assessments and skill gap analysis, assessment of job applicants, assistance in finding qualified workers, development of internal career pathways, connections to industry partnerships, custom OJT development, custom incumbent worker training and wage subsidies including subsidized OJT, disability diversity workplace accommodations and incumbent worker training for layoff aversion.
- Consultation, Planning and Growth Services including labor market research, training curriculum analysis and validation, general consulting services for operational improvements, tax and financial incentive services, industrial and organizational needs assessments and information on and referral to business start-up, retention and expansion services.
- Recruitment, Screening and Placement Services including creating or revising job descriptions, posting job listings, strategic advertising of job openings, screening and matching applicants, coordination of interviews, employer/industry specific hiring events which often include pre-screening of job seekers, onsite space for employer interviews and Rapid Re-Employment Services.

Commit to the standard policies and procedures such as:

- Response time to an initial inquiry from a business customer is one (1) business day;
- Response time to a request for services by a business customer is two (2) to three (3) business days; and
- The timeframe for the delivery of specific service(s) to a business customer varies based on the service requested.

I. ***Department of Social and Health Services (DSHS)*** shall provide the following:

a) Basic Career Services

At the WorkSource Pierce Comprehensive Center

1. Link to Washington Connection (WACONN) on resource room computers at WorkSource sites.
2. Training resources will be available to WorkSource staff to assist customers in navigating the site if needed
3. Washington Connection brochures and Client Benefit Account (CBA) brochures for information sharing will be provided
4. Tutorials that help guide users as well as documents for step-by-step assistance on creating the Secure Access Washington (SAW) User ID and the CBA.
5. Information in formats that are useable by and understandable to one-stop-shop customers, relating to the availability of supportive services or assistance, including child care, port, medical or child health assistance benefits under the supplemental nutrition assistance program (SNAP), assistance through the earned income tax credit, assistance under the state temporary assistance for needy families program (TANF) and other supportive services and transportation provided through funds made available in the local area.

At a WorkSource Pierce partner affiliate

1. Link to Washington Connection (WACONN) on resource room computers at WorkSource sites.
2. Training resources will be available to WorkSource staff to assist customers in navigating the site if needed
3. Washington Connection brochures and Client Benefit Account (CBA) brochures for information sharing will be provided
4. Tutorials that help guide users as well as documents for step-by-step assistance on creating the Secure Access Washington (SAW) User ID and the CBA.

b) Individualized Career Services

None

c) Additional Service Commitments

None

II. Through the one-stop delivery system, the agency agrees to participate in the development of system elements c through i. Each partner also agrees to use each system element if the process and design, once developed, is acceptable to their agency. If not acceptable, then this Appendix will be revised to reflect what element will not be used or how the agency will modify for their use.

c) Common Data Collection and Customer Satisfaction System

Participate in a common customer satisfaction data collection and analysis system by agreeing to survey customers through comment cards, focus groups and random survey methods. Agree to use the data to improve service delivery and therefore, customer satisfaction. Participate in collecting data that may relate to performance outcomes, business contacts and other measures deemed critical by the WDC.

d) Information Sharing

Through the use of the common referral system and technology, agree to share information

that the customer agrees to release and that is related to workforce development activities.

e) Cross Agency Training

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

f) Common Referral System

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

g) Workforce Skill Standards

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

h) Common Technology

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

- Integration of services within and across agencies and systems through agreed upon technological approaches
- Streamlining resources and programs
- Sharing information on customers, agency services, and labor market needs
- Unifying measurement and accountability,
- Developing common data systems to track progress,
- Providing access to information,
- Providing access for customers, and
- Aligning internal processes to allow technology interface.

i) Single Point of Contact for Business

Participate in the methods created to ensure that businesses have a single point of contact for accessing services. These methods may include participation on a system-wide Business Services Team, use of common protocols for reaching out to businesses, and/or use of an electronic contact management system. Participate in the delivery, when appropriate, of services to businesses which may include:

- Talent Development and Retention Services including assessments and skill gap analysis, assessment of job applicants, assistance in finding qualified workers, development of internal career pathways, connections to industry partnerships, custom OJT development, custom incumbent worker training and wage subsidies including subsidized OJT, disability diversity workplace accommodations and incumbent worker training for layoff aversion.
- Consultation, Planning and Growth Services including labor market research, training curriculum analysis and validation, general consulting services for operational improvements, tax and financial incentive services, industrial and organizational needs assessments and information on and referral to business start-up, retention and expansion services.
- Recruitment, Screening and Placement Services including creating or revising job descriptions, posting job listings, strategic advertising of job openings, screening and

matching applicants, coordination of interviews, employer/industry specific hiring events which often include pre-screening of job seekers, onsite space for employer interviews and Rapid Re-Employment Services.

Commit to the standard policies and procedures such as:

- Response time to an initial inquiry from a business customer is one (1) business day;
- Response time to a request for services by a business customer is two (2) to three (3) business days; and
- The timeframe for the delivery of specific service(s) to a business customer varies based on the service requested.

I. ***WA Employment Security Department*** shall provide the following:

Basic Career Services for Job Seekers and Workers

6.1 Initial assessment of skill levels (including literacy, numeracy, and English language proficiency, educational levels), aptitudes, abilities (including skills gaps), self-reflection (including social/emotional skills), and supportive service needs (includes a "go to" person for basic needs resources).

Provide Service?	At Affiliate Site?	At One Stop Center?	Through Technology?	One to one Service?	Referred Service?
Yes	Yes	Yes	Yes	Yes	Yes

6.2 Labor exchange services, including job search and placement assistance, career counseling, provision of information on in-demand industry sectors and occupations, provision of information on nontraditional employment

Provide Service?	At Affiliate Site?	At One Stop Center?	Through Technology?	One to one Service?	Referred Service?
Yes	Yes	Yes	Yes	Yes	No

6.3 Workforce and labor market employment statistics information, including accurate information relating to local, regional, and national labor market areas, including job vacancy listings in labor market areas; information on job skills necessary to obtain the jobs; and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for such occupations

Provide Service?	At Affiliate Site?	At One Stop Center?	Through Technology?	One to one Service?	Referred Service?
Yes	Yes	Yes	Yes	Yes	No

6.4 Information, in formats that are usable by & understandable to one- stop customers, relating to the availability of supportive services or assistance, including child care, child support, medical or child health assistance benefits under the supplemental nutrition assistance program, assistance through the earned income tax credit, assistance under State program for temporary assistance for needy families, and other supportive services and transportation provided through funds made available in the local area

Provide Service?	At Affiliate Site?	At One Stop Center?	Through Technology?	One to one Service?	Referred Service?
Yes	Yes	Yes	Yes	Yes	Yes

6.5 Outreach, intake and orientation to the information and other services available through the one-stop delivery system

Provide Service?	At Affiliate Site?	At One Stop Center?	Through Technology?	One to one Service?	Referred Service?
Yes	Yes	Yes	Yes	Yes	No

6.6 Performance information and program cost information on eligible providers of training services and eligible providers of youth workforce investment activities, providers of adult education, providers of career and technical education activities at the postsecondary level, and career and technical education activities available to school dropouts, and providers of vocational rehabilitation.

Provide Service?	At Affiliate Site?	At One Stop Center?	Through Technology?	One to one Service?	Referred Service?

Yes	Yes	Yes	Yes	No	Yes

6.7 Provision of information and assistance regarding filing claims for unemployment compensation.

Provide Service?	At Affiliate Site?	At One Stop Center?	Through Technology?	One to one Service?	Referred Service?
Yes	Yes	Yes	Yes	Yes	Yes

6.8 Eligibility determination

Provide Service?	At Affiliate Site?	At One Stop Center?	Through Technology?	One to one Service?	Referred Service?
Yes	Yes	No	Yes	Yes	Yes

6.9 Referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and other workforce development programs

Provide Service?	At Affiliate Site?	At One Stop Center?	Through Technology?	One to one Service?	Referred Service?
Yes	Yes	Yes	Yes	Yes	Yes

6.10 Information, in formats that are usable by and understandable to one-stop center customers, regarding how the local area is performing on the local performance accountability measures and any additional performance information with respect to the one-stop delivery system in the local area

Provide Service?	At Affiliate Site?	At One Stop Center?	Through Technology?	One to one Service?	Referred Service?
Yes	Yes	Yes	Yes	No	Yes

6.11 Assistance in establishing eligibility for programs of financial aid assistance for education and training programs

Provide Service?	At Affiliate Site?	At One Stop Center?	Through Technology?	One to one Service?	Referred Service?
Yes	Yes	Yes	No	No	Yes

Individualized Career Services for Job Seekers and Workers

6.13 Comprehensive and specialized evaluation to Identify barriers to employment and employment goals

Provide Service?	At Affiliate Site?	At One Stop Center?	Through Technology?	One to one Service?	Referred Service?
Yes	Yes	Yes	Yes	Yes	Yes

6.14 Development of Individualized Employment Plan (IEP)

Provide Service?	At Affiliate Site?	At One Stop Center?	Through Technology?	One to one Service?	Referred Service?
Yes	Yes	No	Yes	Yes	Yes

6.15 Group Counseling

Provide Service?	At Affiliate Site?	At One Stop Center?	Through Technology?	One to one Service?	Referred Service?

Yes	Yes	No	No	Yes	Yes

6.16 Individual Counseling

Provide Service?	At Affiliate Site?	At One Stop Center?	Through Technology?	One to one Service?	Referred Service?
Yes	Yes	Yes	No	Yes	Yes

6.17 Career/ Vocational Planning

Provide Service?	At Affiliate Site?	At One Stop Center?	Through Technology?	One to one Service?	Referred Service?
Yes	Yes	Yes	No	Yes	Yes

6.18 Short-Term Pre-employment/ Vocational Services

Provide Service?	At Affiliate Site?	At One Stop Center?	Through Technology?	One to one Service?	Referred Service?
Yes	Yes	No	No	Yes	Yes

6.19 Internships and work experiences

Provide Service?	At Affiliate Site?	At One Stop Center?	Through Technology?	One to one Service?	Referred Service?
Yes	Yes	No	No	Yes	Yes

6.20 Workforce preparation activities

Provide Service?	At Affiliate Site?	At One Stop Center?	Through Technology?	One to one Service?	Referred Service?
Yes	Yes	Yes	Yes	Yes	Yes

6.21 Financial literacy services

Provide Service?	At Affiliate Site?	At One Stop Center?	Through Technology?	One to one Service?	Referred Service?
Yes	Yes	No	Yes	Yes	Yes

6.22 Out-of-Area Job Search and relocation assistance

Provide Service?	At Affiliate Site?	At One Stop Center?	Through Technology?	One to one Service?	Referred Service?
Yes	Yes	No	No	Yes	Yes

6.23 English language acquisition and integrated education and training programs

Provide Service?	At Affiliate Site?	At One Stop Center?	Through Technology?	One to one Service?	Referred Service?
No	No	No	No	No	Yes

6.24 Follow up services – includes support services

Provide Service?	At Affiliate Site?	At One Stop Center?	Through Technology?	One to one Service?	Referred Service?
Yes	Yes	Yes	Yes	Yes	No

c) Additional Service Commitments

None

II. Through the one-stop delivery system, the agency agrees to participate in the development of system elements c through i. Each partner also agrees to use each system element if the process and design, once developed, is acceptable to their agency. If not acceptable, then this Appendix will be revised to reflect what element will not be used or how the agency will modify for their use.

c) Common Data Collection and Customer Satisfaction System

Participate in a common customer satisfaction data collection and analysis system by agreeing to survey customers through comment cards, focus groups and random survey methods. Agree to use the data to improve service delivery and therefore, customer satisfaction. Participate in collecting data that may relate to performance outcomes, business contacts and other measures deemed critical by the WDC.

d) Information Sharing

Through the use of the common referral system and technology, agree to share information that the customer agrees to release and that is related to workforce development activities.

e) Cross Agency Training

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

f) Common Referral System

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

g) Workforce Skill Standards

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

h) Common Technology

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

- Integration of services within and across agencies and systems through agreed upon technological approaches
- Streamlining resources and programs
- Sharing information on customers, agency services, and labor market needs
- Unifying measurement and accountability,
- Developing common data systems to track progress,
- Providing access to information,
- Providing access for customers, and
- Aligning internal processes to allow technology interface.

i) Single Point of Contact for Business

Participate in the methods created to ensure that businesses have a single point of contact for accessing services. These methods may include participation on a system-wide Business Services Team, use of common protocols for reaching out to businesses, and/or use of an electronic contact management system. Participate in the delivery, when appropriate, of services to businesses which may include:

- Talent Development and Retention Services including assessments and skill gap analysis, assessment of job applicants, assistance in finding qualified workers, development of internal career pathways, connections to industry partnerships, custom OJT development, custom incumbent worker training and wage subsidies including subsidized OJT, disability diversity workplace accommodations and incumbent worker training for layoff aversion.
- Consultation, Planning and Growth Services including labor market research, training curriculum analysis and validation, general consulting services for operational improvements, tax and financial incentive services, industrial and organizational needs assessments and information on and referral to business start-up, retention and expansion services.
- Recruitment, Screening and Placement Services including creating or revising job descriptions, posting job listings, strategic advertising of job openings, screening and matching applicants, coordination of interviews, employer/industry specific hiring events which often include pre-screening of job seekers, onsite space for employer interviews and Rapid Re-Employment Services.

Commit to the standard policies and procedures such as:

- Response time to an initial inquiry from a business customer is one (1) business day;
- Response time to a request for services by a business customer is two (2) to three (3) business days; and
- The timeframe for the delivery of specific service(s) to a business customer varies based on the service requested.

I. ***Clover Park Technical College*** shall provide the following:

a) Basic Career Services

Initial assessments of skill levels including, but not limited to: literacy, numeracy, English language proficiency, education levels, aptitudes, abilities, self-reflection (including social/emotional skills), and supportive service needs are the center of Clover Park Technical College's service delivery model. Academic/educational skill levels are assessed via CASAS testing, HS21 credit evaluation, individual advising and transcript evaluation and work history relevancy.

The Clover Park Technical College **Satellite** site, located on our main campus in Lakewood Washington, will reside with the Workforce Development Department staff and part-time co-located Employment Security Department staff who will assist in the delivery of the following:

- Job Search Assistance, career counseling, provision of information on in-demand industry sectors and occupations and provision of information on non-traditional employment.
- Workforce and labor market employment statistics information including accurate information relating to local, regional, and national labor market areas including: job vacancy listings in labor market areas; information on job skills necessary to obtain the jobs; and information relating to local occupations in demand and the earnings, skills required, and opportunities for advancement.
- ADA compliant software and equipment that creates accessibility for clients with disabilities.
- Information regarding filing claims for unemployment compensation, Training Benefits, and Commissioner Approved Training is provided by the Co-located Employment Security Department staff.

Clover Park Technical College provides information via trained Workforce Development staff, utilizing WASHINGTON CONNECTION, relating the availability of supportive services/assistance including: childcare resources, medical or child health assistance benefits under the Supplemental Nutrition Assistance Program, access to child support services and earned income tax credit. Clover Park Technical College offers assistance for clients eligible for or currently receiving Temporary Assistance for Needy Families benefits as well as clients eligible for or currently receiving Basic Food Employment and Training benefits.

Clover Park Technical College will provide updated performance information and program cost information on eligible providers through CareerBridge (http://www.careerbridge.wa.gov/), as well as to, providers of adult education, providers of career and technical education activities at the postsecondary level (www.careerpaths.com) , and career and technical education activities available to high school recovery programs and high school completion programs (including HSE and GED).

Clover Park Technical College will conduct outreach, intake, and orientation to the information and services available through the One-Stop delivery network including: IBEST, ABE, ELA, funding opportunities and other related College outreach information.

Clover Park Technical College will provide referrals to and coordination of activities with other college partner programs and community based partners, including programs within the One-Stop delivery network as well as other workforce development program.

Clover Park Technical College will provide assistance in establishing eligibility for program of financial aid assistance for education and training programs. Workforce Development/One Stop Network referrals will be provided with a funding plan that leverages other financial aid resources for students.

b) Individualized Career Services

Services offered primarily at the Clover Park Technical College main campus located in Lakewood, WA. Limited Career Services offered at CPTC's South Hill campus, Puyallup, WA. *** Service levels dependent on funding.**

***Comprehensive and specialized evaluation to identify barriers to employment and employment goals*:**

Offered via a dedicated Workforce Advisor/Counselor, Career Pathway Specialist, ABE Navigator, Co-Located Employment Security Department staff, and various support positions focused on access to education and employment opportunities.

Development of Individualized Employment Plan (IEP):

Provided in the Workforce Satellite site on our main campus and through professional technical programs with associated program navigators.

Group Advising:

CPTC conduct program specific group advising regularly. The Basic Skills Navigator conducts group appointments focused on Basic Skills and HS completion options both on campus and at various community based site and outreach events. Group appointments with Navigator to discuss Basic Skills and HS completion plan, outreach and recruitment at other sites.

Individual Counseling:

Students needing individual counseling can be seen by one of CPTC's three credentialed/licensed counselors.

Individual Advising:

The Basic Skills Navigator conducts individual appointments for new and returning Basic Skills student which can include High School Completion planning. Offered on and off campus.

Workforce Development funding eligible (new and returning) students complete individual advising appointments quarterly and receive customized education and funding plans as well as barrier removal assistance.

Career/ Vocational Planning:

All new and returning CPTC students receive educational plans.

Short-Term Pre-employment/ Vocational Services

CPTC offers several short-term pre-employment/vocation services including, but not limited to:

- IBEST
- Continuing Education courses (on campus and online)
- Specialized training via grants
- Pre-Apprentice and Apprenticeship opportunities

Internships and work experiences:

CPTC offers a variety of paid and non-paid work experiences to eligible students.

Students in professional technical programs with clinical placement requirements benefit from hands-on industry training opportunities throughout the community.

CPTC can offer work experience placement options for community based organization

CPTC plans to collaborate with ResCare for internship and work experience opportunities for 16-24 year old groups

Workforce preparation activities:

- Employment fairs
- Industry sector employer events (arranged by program)

Financial literacy service:

Financial Literacy taught in all Basic Skills courses.

CPTC partners with the Metropolitan Development Council (MDC) to house a co-located MDC staff member at the Lakewood campus to deliver the following:

- Connection to support services and resources

- Assistance with Federal Financial Aid (FAFSA)
- Assistance with Federal Financial Aid loan default

Basic Skills:

- CASAS assessment for Basic Skills placement
- HS 21+ Credential Evaluation in partnership with Northwest Career and Technical High School (NWCTHS) located on the main Lakewood campus
- Basic Skills ELA classes 1-5 Math/English/Reading/Writing/Digital Literacy/Employability Skills
- Basic Skills classes ABE 1-6 Math/English/Social Studies/Science/Digital Literacy/Employability Skills
- GED testing and preparation/navigation

c) Additional Service Commitments

College libraries are open to the community and have resources that support job seekers and employers.

Invista Performance Solutions (IPS) is a collaboration of four Pierce County Community and Technical Colleges: Clover Park Technical College, Pierce College Fort Steilacoom, Pierce College Puyallup, and Tacoma Community College. Our mission is to provide customized solutions to meet organizations' training and development needs. Our vision is to be a valued asset to organizations in our community, empowering their workforce to achieve its potential. We help companies gain a competitive advantage in the global economy by increasing the skills of their workforce through education, training, and consulting support.

Continuing Education/Specialized Workforce Education projects can also provide customized training, access to online training, and credit and not credit courses.

Education Grants and programs such as Open Education Resources, DOL grants, and Early Achievers Grant, etc. bring additional resources to the workforce system.

II. Through the one-stop delivery system, the agency agrees to participate in the development of system elements c through i. Each partner also agrees to use each system element if the process and design, once developed, is acceptable to their agency. If not acceptable, then this Appendix will be revised to reflect what element will not be used or how the agency will modify for their use.

c) Common Data Collection and Customer Satisfaction System

Participate in a common customer satisfaction data collection and analysis system by agreeing to survey customers through comment cards, focus groups and survey methods. Agree to use the data to improve service delivery and therefore, customer satisfaction. Participate in collecting data that may relate to performance outcomes, business contacts and other measures deemed critical by the WDC.

d) Information Sharing

Through the use of the common referral system and technology, agree to share information that the customer agrees to release (disclosure statement) and that is related to workforce development activities. (TBD by the partnership)

e) Cross Agency Training

Accept the jointly identified competencies (i.e., our industry's skill standards) required of professionals in a one-stop delivery system and participate in cross-agency training designed to

build these competencies in all the professionals within the system. This participation may take the form of jointly funding the training, advertising the training, using the cross agency training as a method to meet some training goals internal to each agency, and by ensuring that individuals attend the training.

f) Common Referral System

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

g) Workforce Skill Standards

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

Commit to the standard policies and procedures such as:
Response time to an initial inquiry from a business customer is one (1) business day;
Response time to a request for services by a business customer is two (2) to three (3) business days;
The timeframe for the delivery of specific service(s) to a business customer varies based on the service requested

h) Common Technology

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

- Integration of services within and across agencies and systems through agreed upon technological approaches
- Streamlining resources and programs
- Sharing information on customers, agency services, and labor market needs
- Unifying measurement and accountability,
- Developing common data systems to track progress,
- Providing access to information,
- Providing access for customers, and
- Aligning internal processes to allow technology interface. ** have to consider security needs/issues

i) Single Point of Contact for Business

Participate in the methods created to ensure that businesses have a single point of contact for accessing services. These methods may include participation on a system-wide Business Services Team, use of common protocols for reaching out to businesses, and/or use of an electronic contact management system. Participate in the delivery, when appropriate, of services to businesses which may include:

- Talent Development and Retention Services including assessments and skill gap analysis, assessment of job applicants, assistance in finding qualified workers, development of internal career pathways, connections to industry partnerships,

INVISTA

Commit to the standard policies and procedures such as:

- Response time to an initial inquiry from a business customer is one (1) business day;
- Response time to a request for services by a business customer is two (2) to three (3) business days; and
- The timeframe for the delivery of specific service(s) to a business customer varies based on the service requested.

I. ***Pierce College*** shall provide the following:

The following list of services provided at the Pierce College Fort Steilacoom WorkSource Affiliate are intended to assist individuals to obtain employment:

a) Basic Career Services

- Initial assessment of skill levels (including literacy, numeracy, and English language proficiency, educational levels), aptitudes, abilities (including skills gaps), self-reflection (including social/emotional skills) and supportive service needs (includes a "go to" person for basic needs resources) are an integral part of Pierce College Pathway Model. Initial assessment of academic / educational skill levels (CASAS testing) (HS 21+ credit evaluation + advising for potential students who bring transcript + work history info etc.)
- The Pierce College WorkSource Affiliate houses an ESD Collocated staff that collaborates with the Workforce staff assist in delivery of the following:
    - Job search assistance, career coaching, provision of information on in-demand industry sectors and occupations, provision of information on nontraditional employment.
    - Workforce and labor market employment statistics information, including accurate information relating to local, regional, and national labor market areas, including job vacancy listings in labor market areas; information on job skills necessary to obtain the jobs; and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for such occupations
    - Information regarding filing claims for unemployment compensation , Training Benefits and Commissioner Approved Training.
- Information, in formats that are usable by and understandable to one- stop customers, relating to the availability of supportive services or assistance, including child care, child support, medical or child health assistance benefits under the supplemental nutrition assistance program, assistance through the earned income tax credit, assistance under State program for temporary assistance for needy families, and other supportive services and transportation provided through funds made available in the local area.
- Pierce College WorkSource Affiliate provides ADA compliant software and equipment that creates accessibility for customer with disabilities.
- Outreach, intake and orientation to information and other services available through the one-stop delivery system, to include IBEST Outreach and other college related outreach that is ABE connected.
- Performance information and program cost information on eligible providers through CareerBridge (http://www.careerbridge.wa.gov/), providers of adult education, providers of career and technical education activities at the postsecondary level (www.wacareerpaths.com), and career and technical education activities available to high school recovery programs and completion programs such as Pierce College Adult Diploma (PCAD/HS 21+) and GED Completion. Also provide outreach and ESL programs that are site based through orientation sessions.
- Referrals to and coordination of activities with other programs and community partners, including programs and services within the one-stop delivery system and

other workforce development programs. Referrals to coordinated activities with other college partners or community based organizations.

- Assistance in establishing eligibility for programs of financial aid assistance for education and training programs. Creation of a Funding Plan that leverages other Financial Aid resources for participants.

b) Individualized Career Services

- Pierce College WorkSource Affiliate houses an ESD Collocated staff who collaborates with Pierce Workforce staff in the delivery of the following:
  - Evaluation to identify employment goals and employment barriers
  - Connections to Part time /Full time employment opportunities. Access to Internships /work experience are managed using Interfase (an employer /job seeker matching data base) which is part of an larger consortium
  - Access to Pierce County Employers through **Employer of the Month and an Annual Education and Employment Fair held on each campus**
  - Resume and Cover Letter electronic support and in person review
  - Interview preparation.

- The Pierce College WorkSource Affiliate houses an Educational Opportunity (EOC) Collocated staff supported by the Metropolitan Development Council. Collocated staff collaborates with the Workforce staff in the delivery of the following:
  - Career Assessments
  - Connection to support services and resources
  - Assistance with FAFSA
  - Assistance with Financial Aid Loan default.

- Workforce staff assist with customer decisions around career pathways and best fit. Customers are connected with advisors and faculty in pathway selection and in the Development of an Individualized Learning (Education) Plan. Focus is on demand areas in Pierce County where educational pathways align and where opportunities are available for wage and skill progression.

c) Additional Service Commitments

College libraries are open to the community and have resources that support job seekers and employers.

Invista Performance Solutions (IPS) is a collaboration of four Pierce County Community and Technical Colleges: Clover Park Technical College, Pierce College Fort Steilacoom, Pierce College Puyallup, and Tacoma Community College. Our mission is to provide customized solutions to meet organizations' training and development needs. Our vision is to be a valued asset to organizations in our community, empowering their workforce to achieve its potential. We help companies gain a competitive advantage in the global economy by increasing the skills of their workforce through education, training, and consulting support.

Community and Continuing Education can also provide customized training, access to online training, and credit and not credit courses.

Education Grants and programs such as College Spark (Pathways), Hospital Education and Training (HEET), Open Education Resources, etc. bring additional resources to the workforce system.

II. Through the one-stop delivery system, the agency agrees to participate in the development of system elements c through i. Each partner also agrees to use each system element if the process and design, once developed, is acceptable to their agency. If not acceptable, then this Appendix will be revised to reflect what element will not be used or how the agency will modify for their use.

c) Common Data Collection and Customer Satisfaction System

Participate in a common customer satisfaction data collection and analysis system by agreeing to survey customers through comment cards, focus groups and survey methods determined by the leadership committee and the WDC. Participate in collecting data that may relate to performance outcomes, business contacts and other measures. Agree to use the data to improve service delivery.

d) Information Sharing

Through the use of the common referral system and technology, agree to share information that the customer agrees to release (disclosure statement) that is related to workforce development activities (tbd by the partnership).

e) Cross Agency Training

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

f) Common Referral System

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

g) Workforce Skill Standards

Accept and use the workforce skill standards in assessment; curriculum design, training, and certification of job seekers; in job development activities and in marketing to customers. Agreement to this is pending clarification, review and approval of the specific skill standards referenced in the MOU.

h) Common Technology

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

- Integration of services within and across agencies and systems through agreed upon technological approaches
- Streamlining resources and programs
- Sharing information on customers, agency services, and labor market needs
- Unifying measurement and accountability,
- Developing common data systems to track progress,
- Providing access to information,
- Providing access for customers, and
- Aligning internal processes to allow technology interface. There are risks and firewall issues that our IT staff will have to approve or be involved in as the decisions are made

about what we want the technology tools to do and how integrated they will need to be. Security concerns will need to be worked through.

i) Single Point of Contact for Business

Participate in the methods created to ensure that businesses have a single point of contact for accessing services. These methods may include participation on a system-wide Business Services Team, use of common protocols for reaching out to businesses, and/or use of an electronic contact management system.

Participate in the delivery, when appropriate, of services to businesses which may include: Talent Development and Retention Services including assessments and skill gap analysis, assessment of job applicants, assistance in finding qualified workers, development of career pathways, connections to industry partnerships. For Pierce, TCC and CPTC some of this is Invista and we'd utilize that organization to perform these functions.

Commit to the standard policies and procedures such as:

- Response time to an initial inquiry from a business customer is one (1) business day;
- Response time to a request for services by a business customer is two (2) to three (3) business days; and
- The timeframe for the delivery of specific service(s) to a business customer varies based on the service requested.

I. ***Tacoma Community College*** shall provide the following:
As the system is designed with performance metrics, there is an expectation that services, leveraged resources and monetary commitments will be reviewed annually.

b) Basic Career Services

- Initial assessment of skill levels (including literacy, numeracy, and English language proficiency, educational levels- CASAS testing, HS 21+, credit evaluation), aptitudes, abilities (including skills gaps), self-reflection (including social/emotional skills) and supportive service needs (includes a "go to" person for basic needs resources)
- Tacoma Community College Collaborates with housed ESD staff to assist in the delivery of the following:
    - Job search assistance, career counseling, provision of information on in- demand industry sectors and occupations, provision of information on nontraditional employment.
    - Workforce and labor market employment statistics information, including accurate information relating to local, regional, and national labor market areas, including job vacancy listings in labor market areas; information on job skills necessary to obtain the jobs; and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for such occupations
    - Information regarding filing claims for unemployment compensation, Training Benefits and Commissioner Approved Training.
- Provide information on all college related services in accessible format.
- Outreach, intake and orientation to the information and other services available through the one-stop delivery system/IBEST Outreach and other college related outreach that is ABE connected.
- Performance information and program cost information on eligible providers through CareerBridge (http://www.careerbridge.wa.gov/), providers of career and technical education activities at the postsecondary level (www.wacareerpaths.com), and career and technical education activities available to high school recovery programs and completion programs such as HS 21+ and GED Completion and English language acquisition.
- Referrals to and coordination of activities with other programs and community partners, including programs and services within the one-stop delivery system and other workforce development programs.
- Assistance in establishing eligibility for programs of financial aid assistance for education and training programs. Creation of a Funding Plan that leverages other Financial Aid resources for participants.

b) Individualized Career Services

- Workforce staff, TCC Career Center, Educational Opportunity (EOC)staff and ESD on-site staff will provide comprehensive and specialized evaluation to education and employment including:
    - Connections to Part time /Full time employment opportunities, employment fairs and industry sector information and research.
    - Resume and Cover Letter electronic support
    - Interview preparation
    - Career assessment to include identification of skill gaps resulting in referrals to vocational education/career training including English language acquisition, basic skill development, high school completion and career pathway on-ramps such as IBEST

- Connection to support services and resources
- Assistance with FAFSA
- Assistance with Financial Aid Loan default.

- Staff will assist with customer identification of viable career pathways and connect to appropriate services including advising and instruction to develop an Individualized Learning (Education) Plan. Focus is on demand areas in Pierce County where educational pathways align and where opportunities are available for wage and skill progression.

c) Additional Service Commitments

None

II. Through the one-stop delivery system, the agency agrees to participate in the development of system elements c through i. Each partner also agrees to use each system element if the process and design, once developed, is acceptable to their agency. If not acceptable, then this Appendix will be revised to reflect what element will not be used or how the agency will modify for their use.

c) Common Data Collection and Customer Satisfaction System

Participate in a common customer satisfaction data collection and analysis system by agreeing to survey customers through comment cards, focus groups and random survey methods. Agree to use the data to improve service delivery and therefore, customer satisfaction. Participate in collecting data that may relate to performance outcomes, business contacts and other measures deemed critical by the WDC.

d) Information Sharing

Through the use of the common referral system and technology, agree to share information that the customer agrees to release and that is related to workforce development activities, as identified by the leadership team.

e) Cross Agency Training

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

f) Common Referral System

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

g) Workforce Skill Standards

Accept and use the workforce skill standards in assessment; curriculum design, training, and certification of job seekers; in job development activities and in marketing to customers. Agreement to this is pending clarification, review and approval of the specific skill standards referenced in the MOU.

h) Common Technology

Participate in the development and use of common technologies within the parameters of the college information security structure, policies and practice that assist in:

- Integration of services within and across agencies and systems through agreed upon technological approaches
- Streamlining resources and programs
- Sharing information on customers, agency services, and labor market needs
- Unifying measurement and accountability,
- Developing common data systems to track progress,
- Providing access to information,
- Providing access for customers, and
- Aligning internal processes to allow technology interface.

i) Single Point of Contact for Business

Participate in the methods created to ensure that businesses have a single point of contact for accessing services. These methods may include participation on a system-wide Business Services Team, use of common protocols for reaching out to businesses, and/or use of an electronic contact management system. Participate in the delivery, when appropriate, of services to businesses which may include:

- Talent Development and Retention Services including assessments and skill gap analysis, assessment of job applicants, assistance in finding qualified workers, development of internal career pathways, connections to industry partnerships, custom OJT development, custom incumbent worker training and wage subsidies including subsidized OJT, disability diversity workplace accommodations and incumbent worker training for layoff aversion.
- Consultation, Planning and Growth Services including labor market research, training curriculum analysis and validation, general consulting services for operational improvements, tax and financial incentive services, industrial and organizational needs assessments and information on and referral to business start-up, retention and expansion services.
- Recruitment, Screening and Placement Services including creating or revising job descriptions, posting job listings, strategic advertising of job openings, screening and matching applicants, coordination of interviews, employer/industry specific hiring events which often include pre-screening of job seekers, onsite space for employer interviews and Rapid Re-Employment Services.

Commit to the standard policies and procedures such as:

- Response time to an initial inquiry from a business customer is one (1) business day;
- Response time to a request for services by a business customer is two (2) to three (3) business days; and
- The timeframe for the delivery of specific service(s) to a business customer varies based on the service requested.

I. ***Tacoma Community House*** shall provide the following:
At Tacoma Community House, 1314 South L Street Tacoma, WA 98405

a) Basic Career Services

6.1 Initial assessment of skill levels (including literacy, numeracy, and English language proficiency, educational levels), aptitudes, abilities (including skills gaps), self-reflection (including social/emotional skills), and supportive service needs (includes a "go to" person for basic needs resources). This service will be provided at Tacoma Community House.

6.4 Information, in formats that are usable by & understandable to one- stop customers, relating to the availability of supportive services or assistance, including child care, child support, medical or child health assistance benefits under the supplemental nutrition assistance program, assistance through the earned income tax credit, assistance under State program for temporary assistance for needy families, and other supportive services and transportation provided through funds made available in the local area. This service will be provided at Tacoma Community House.

6.5 Outreach, intake and orientation to the information and other services available through the one-stop delivery system. This service will be provided at Tacoma Community House and through technology.

6.6 Performance information and program cost information on eligible providers of training services and eligible providers of youth workforce investment activities, providers of adult education, providers of career and technical education activities at the postsecondary level, and career and technical education activities available to school dropouts, and providers of vocational rehabilitation. This service will be provided at Tacoma Community House and through technology.

6.9 Referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and other workforce development programs. This service will be provided at Tacoma Community House and through technology.

6.10 Information, in formats that are usable by and understandable to one-stop center customers, regarding how the local area is performing on the local performance accountability measures and any additional performance information with respect to the one-stop delivery system in the local area. This service will be provided at Tacoma Community House and through technology.

b) Individualized Career Services

6.13 Comprehensive and specialized evaluation to Identify barriers to employment and employment goals. This service will be provided at Tacoma Community House.

6.15 Group Counseling. This service will be provided at Tacoma Community House.

6.16 Individual Counseling. This service will be provided at Tacoma Community House.

6.17 Career/ Vocational Planning. This service will be provided at Tacoma Community House.

6.20 Workforce preparation activities. This service will be provided at Tacoma Community House.

6.23 English language acquisition and Basic Skills instruction leading to High School Equivalency. This service will be provided at Tacoma Community House.

c) Additional Service Commitments

None

II. Through the one-stop delivery system, the agency agrees to participate in the development of system elements c through i. Each partner also agrees to use each system element if the process and design, once developed, is acceptable to their agency. If not acceptable, then this Appendix will be revised to reflect what element will not be used or how the agency will modify for their use.

c) Common Data Collection and Customer Satisfaction System

Participate in a common customer satisfaction data collection and analysis system by agreeing to survey customers through comment cards, focus groups and random survey methods. Agree to use the data to improve service delivery and therefore, customer satisfaction. Participate in collecting data that may relate to performance outcomes, business contacts and other measures deemed critical by the WDC.

d) Information Sharing

Through the use of the common referral system and technology, agree to share information that the customer agrees to release and that is related to workforce development activities.

e) Cross Agency Training

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

f) Common Referral System

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

g) Workforce Skill Standards

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

h) Common Technology

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

- Integration of services within and across agencies and systems through agreed upon technological approaches
- Streamlining resources and programs
- Sharing information on customers, agency services, and labor market needs
- Unifying measurement and accountability,
- Developing common data systems to track progress,
- Providing access to information,
- Providing access for customers, and
- Aligning internal processes to allow technology interface.

i) Single Point of Contact for Business

Participate in the methods created to ensure that businesses have a single point of contact for

accessing services. These methods may include participation on a system-wide Business Services Team, use of common protocols for reaching out to businesses, and/or use of an electronic contact management system. Participate in the delivery, when appropriate, of services to businesses which may include:

- Talent Development and Retention Services including assessments and skill gap analysis, assessment of job applicants, assistance in finding qualified workers, development of internal career pathways, connections to industry partnerships, custom OJT development, custom incumbent worker training and wage subsidies including subsidized OJT, disability diversity workplace accommodations and incumbent worker training for layoff aversion.
- Consultation, Planning and Growth Services including labor market research, training curriculum analysis and validation, general consulting services for operational improvements, tax and financial incentive services, industrial and organizational needs assessments and information on and referral to business start-up, retention and expansion services.
- Recruitment, Screening and Placement Services including creating or revising job descriptions, posting job listings, strategic advertising of job openings, screening and matching applicants, coordination of interviews, employer/industry specific hiring events which often include pre-screening of job seekers, onsite space for employer interviews and Rapid Re-Employment Services.

Commit to the standard policies and procedures such as:

- Response time to an initial inquiry from a business customer is one (1) business day;
- Response time to a request for services by a business customer is two (2) to three (3) business days; and
- The timeframe for the delivery of specific service(s) to a business customer varies based on the service requested.

I. ***Pierce County Rural Library District*** shall provide the following:

Basic Career Services for Job Seekers and Workers

6.1 Job + Business Centers in six locations that allow customers extended time on computers to conduct job search Online learning resources to build skills and occupational knowledge; many available 24/7. (technology only)

6.2 Test preparation tools for individual use both electronically and in print formats at all library locations. (staff-assisted in facilities)

6.3 Computer access, WiFi access, printing, scanning, and photocopier services at all library locations. (technology and staff-assisted)

6.4 Technology training classes on a wide-variety of topics to build digital literacy skills at all library locations. (staff-assisted in facilities)

6.5 Programs and events that inform and entertain at all library locations. (staff-assisted in facilities)

6.6 Test proctoring Services at all library locations. (staff-assisted in facilities)

6.7 Public meeting spaces, conference rooms, and study rooms in most library locations for customers to have space to learn, read, and meet with others. (staff-assisted in facilities)

6.8 Job + Business website to connect job seekers to free training, online resources, and information that will assist them in their job search. (technology only)

6.9 Library staff presentations and outreach to area partners to inform them of free resources available through the library that can help clients in their job search. (staff-assisted outside of library facilities)

6.10 E-books and print collections on a wide variety of topics for learning and enjoyment. (technology and staff-assisted)

Individualized Career Services for Job Seekers and Workers

6.13 Book-a-Librarian appointments available for help to get job seekers started with their search and receive assistance in connecting to resources (both library-specific resources and referrals to partner services).

c) Additional Service Commitments

None

II. Through the one-stop delivery system, the agency agrees to participate in the development of system elements c through i. Each partner also agrees to use each system element if the process and design, once developed, is acceptable to their agency. If not acceptable, then this Appendix will be revised to reflect what element will not be used or how the agency will modify for their use.

c) Common Data Collection and Customer Satisfaction System

Participate in a common customer satisfaction data collection and analysis system by agreeing to survey customers through comment cards, focus groups and random survey methods. Agree to use the data to improve service delivery and therefore, customer satisfaction. Participate in collecting data that may relate to performance outcomes, business contacts and other measures deemed critical by the WDC.

d) Information Sharing

Through the use of the common referral system and technology, agree to share information that the customer agrees to release and that is related to workforce development activities.

e) Cross Agency Training

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

f) Common Referral System

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

g) Workforce Skill Standards

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

h) Common Technology

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

- Integration of services within and across agencies and systems through agreed upon technological approaches
- Streamlining resources and programs
- Sharing information on customers, agency services, and labor market needs
- Unifying measurement and accountability,
- Developing common data systems to track progress,
- Providing access to information,
- Providing access for customers, and
- Aligning internal processes to allow technology interface.

i) Single Point of Contact for Business

Participate in the methods created to ensure that businesses have a single point of contact for accessing services. These methods may include participation on a system-wide Business Services Team, use of common protocols for reaching out to businesses, and/or use of an electronic contact management system. Participate in the delivery, when appropriate, of services to businesses which may include:

- Talent Development and Retention Services including assessments and skill gap analysis, assessment of job applicants, assistance in finding qualified workers, development of internal career pathways, connections to industry partnerships, custom OJT development, custom incumbent worker training and wage subsidies including subsidized OJT, disability diversity workplace accommodations and incumbent worker training for layoff aversion.
- Consultation, Planning and Growth Services including labor market research, training curriculum analysis and validation, general consulting services for operational improvements, tax and financial incentive services, industrial and organizational needs assessments and information on and referral to business start-up, retention and expansion services.
- Recruitment, Screening and Placement Services including creating or revising job descriptions, posting job listings, strategic advertising of job openings, screening and matching applicants, coordination of interviews, employer/industry specific hiring events

which often include pre-screening of job seekers, onsite space for employer interviews and Rapid Re-Employment Services.

Commit to the standard policies and procedures such as:

- Response time to an initial inquiry from a business customer is one (1) business day;
- Response time to a request for services by a business customer is two (2) to three (3) business days; and
- The timeframe for the delivery of specific service(s) to a business customer varies based on the service requested.

I. ***Washington State Department of Services for the Blind*** shall provide the following services. These services may be provided in a DSB office, in the community, in a participant home, or on a job site, as appropriate to the situation. The services may be provided directly by DSB staff, contracted through service providers, or secured through negotiating with partner programs and entities.

a) Basic Career Services

6.1) Initial assessment of skill levels and skills gaps (including literacy; English language proficiency; educational levels; proficiency with technology; work history; proficiency with adaptive skills of blindness), aptitudes, interests, abilities, social/emotional skills, and degree of personal network and support systems in place.

6.2) Labor exchange services, including job search and placement assistance, career counseling, provision of information on in-demand industry sectors and occupations, provision of information on nontraditional employment

6.3) Workforce and labor market employment statistics information, including accurate information relating to local, regional, and national labor market areas; job vacancy listings in labor market areas; information on job skills necessary to obtain the jobs; and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for such occupations

6.4) Information (in formats that are accessible, usable by and understandable to DSB job-seekers) and appropriate referrals relating to the availability of supportive services or assistance, including child care; child support; medical or child health assistance benefits under the supplemental nutrition assistance program; assistance through the earned income tax credit; assistance under state program for temporary assistance for needy families; impact to current benefits through work; and other supportive services and transportation provided through funds made available in the local area

6.5) Developing systems (with workforce development partners) for outreach, intake and orientation to the information and other services available through the one-stop delivery system

6.6) Provide performance information and program cost information on agency- qualified providers of training and technical services; eligible providers of youth activities; providers of adult education; providers of career and technical education activities at the postsecondary level; and career and technical education activities available to students and out-of-school youth

6.8) Eligibility determination for vocational rehabilitation services for individuals with a visual disability

6.9) Referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and other workforce development programs

b) Individualized Career Services

6.13) Comprehensive and specialized evaluation to Identify barriers to employment and employment goals

6.14) Development of Individualized Employment Plan (IEP)

6.15) May provide group counseling opportunities as appropriate

6.16) Provide individual vocational counseling and guidance to all DSB participants; provide adjustment to blindness counseling as appropriate

6.17) Career and vocational planning services for job seekers and career advancement and/or retention services for current workers

- Provide skill building and training for incumbent workers who have experienced changes to functional vision – assist individuals to maintain current job & current wages and avoid becoming reliant on public assistance supports.
- Provide accessibility and technology assessments for participant's new/current job site and job tasks

6.18) Pre-employment, career exploration and job readiness services for youth and adults
- Develop collaborative working relationships with Washington State School for the Blind (WSSB), local educational agencies, blind consumer groups, business entities and other community partners to engage youth and adults in job readiness activities throughout the state.

6.19) Paid and unpaid internships and work experiences
6.20) Workforce preparation activities
6.21) Financial literacy services
6.22) Out-of-area job search and relocation assistance
6.23) English language acquisition and integrated education and training programs
6.24) Follow up services – includes ensuring necessary support services are in place and job stabilization has been achieve

c) Additional Service Commitments

c1) Additional service commitments to agency job-seekers:

- Provide adaptive skills of blindness training, including: Braille; Orientation and Mobility and travel techniques; Home Management; Communications; Adaptive Technologies (low and high tech);Self-Advocacy and addressing issues of disability in the workplace.
- Provide tools, aids and technologies required for successful progression towards identified vocational goal
- Develop collaborative working relationships with Washington State School for the Blind (WSSB), local educational agencies, blind consumer groups, business entities and other community partners to engage youth and adults in job readiness activities throughout the state.
- Provide skill building and training for incumbent workers who have experienced changes to functional vision – assist individuals to maintain current job & current wages and avoid becoming reliant on public assistance supports.
- Provide accessibility and technology assessments for participant's new/current job site and job tasks
- Assist individuals in self-identification of entrepreneurial aptitude and abilities, and assist in establishing small business

c2) Additional service commitments among workforce partner agencies:

- Assist in shared efforts to integrate vocational rehabilitation service delivery within the WorkSource system by partnering to streamline information and processes for orientation, referral and joint service delivery for the benefit of the system's job-seekers.
- Assist to educate front-line staff (including DSB front-line staff) on eligibility criteria and range of services provided by workforce partner entities
    - Refer and coordinate services for DSB's vocational rehabilitation job-seekers who are eligible for - and for whom funds are available - so they receive the WIOA Title I and III WorkSource services needed in order to achieve their employment goals, based on the local WorkSource protocols.
- Explore contracted service provision opportunities with local WDCs and partner agencies to provide necessary vocational and/or pre-vocational services for DSB's job-seekers.

- Share agency's long history of expertise and experience with providing customer-focused, comprehensive and individualized services for job seekers Provide expertise in assisting of development of a disability-friendly environment: DSB can provide information, referral, and professional development trainings to system partners.
- Provide professional development on importance addressing self-employment as potential vocational goal for job-seekers
- Participate in annual reviews of WorkSource programmatic and physical accessibility.
- Work in strong partnership with One Stop business services teams throughout the state to ensure DSB expertise and individuals with disabilities are included in WIOA and One Stop business engagement efforts.
- Develop agreements to share data with WorksourceWA to be able to track customer rates of participation and successful job placement at state and local levels.

c3) Additional service commitments to business:

- Assist businesses towards understanding how to develop disability-friendly environments and marketing strategies to attract and retain skilled and loyal talent, and to enhance the market penetration of the business.
- Alert businesses to DSB's ability to provide skill building and training for incumbent workers who have experienced changes to functional vision – assist businesses to retain skilled workers.
- Work with business to establish rich experiences for youth career exploration and work experiences
- Assist federal contractors in meeting their federally-mandated targets for hiring skilled individuals with disabilities.
- Assist state agencies to meet the Governor's targeted mandates for hiring skilled individuals with disabilities.
- Facilitate a coordinated effort to engage Business Leadership Network (BLN) businesses with the WIOA system's job seekers and transition-aged youth to support mutual success and benefits.
- Leverage the VR National Employment Team structure to connect job seekers and transition-aged youth with business.
- Leverage agency's existing employer connections and develop intentional engagement strategy for establishing stronger relationships among those employers, WIOA partners and the broader pool of job seekers in order to better meet business need for skilled and good-fit talent.
- Assist business in utilizing tax credits and other available financial support for hiring or accommodating employees with disabilities
- Assist business in enhancing market penetration

II. Through the one-stop delivery system, the agency agrees to participate in the development of system elements c through i. Each partner also agrees to use each system element if the process and design, once developed, is acceptable to their agency. If not acceptable, then this Appendix will be revised to reflect what element will not be used or how the agency will modify for their use.

c) Common Data Collection and Customer Satisfaction System

Participate in a common customer satisfaction data collection and analysis system by agreeing to survey customers through comment cards, focus groups and random survey methods. Agree to use the data to improve service delivery and therefore, customer satisfaction. Participate in collecting data that may relate to performance outcomes, business contacts and other measures deemed critical by the WDC.

d) Information Sharing

Through the use of the common referral system and technology, agree to share information that the customer agrees to release and that is related to workforce development activities.

e) Cross Agency Training

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

f) Common Referral System

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

g) Workforce Skill Standards

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

h) Common Technology

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

- Integration of services within and across agencies and systems through agreed upon technological approaches
- Streamlining resources and programs
- Sharing information on customers, agency services, and labor market needs
- Unifying measurement and accountability,
- Developing common data systems to track progress,
- Providing access to information,
- Providing access for customers, and
- Aligning internal processes to allow technology interface.

i) Single Point of Contact for Business

Participate in the methods created to ensure that businesses have a single point of contact for accessing services. These methods may include participation on a system-wide Business Services Team, use of common protocols for reaching out to businesses, and/or use of an electronic contact management system. Participate in the delivery, when appropriate, of services to businesses which may include:

- Talent Development and Retention Services including assessments and skill gap analysis, assessment of job applicants, assistance in finding qualified workers, development of internal career pathways, connections to industry partnerships, custom OJT development, custom incumbent worker training and wage subsidies including subsidized OJT, disability diversity workplace accommodations and incumbent worker training for layoff aversion.
- Consultation, Planning and Growth Services including labor market research, training curriculum analysis and validation, general consulting services for operational improvements, tax and financial incentive services, industrial and organizational needs assessments and

information on and referral to business start-up, retention and expansion services.

- Recruitment, Screening and Placement Services including creating or revising job descriptions, posting job listings, strategic advertising of job openings, screening and matching applicants, coordination of interviews, employer/industry specific hiring events which often include pre-screening of job seekers, onsite space for employer interviews and Rapid Re-Employment Services.

Commit to the standard policies and procedures such as:

- Response time to an initial inquiry from a business customer is one (1) business day;
- Response time to a request for services by a business customer is two (2) to three (3) business days; and
- The timeframe for the delivery of specific service(s) to a business customer varies based on the service requested.

I. ***Goodwill of the Olympics and Rainier Region*** shall provide the following:

At a WorkSource Pierce partner affiliate. Goodwill of the Olympics and Rainier Region, Milgard Work Opportunity Center, 714 S. 27th Street, Tacoma, WA 98409.

6.1 Initial assessment of skill levels (including literacy, numeracy, and English language proficiency, educational levels), aptitudes, abilities (including skills gaps), self reflection (including social/emotional skills), and supportive service needs (includes a "go to" person for basic needs resources).

6.2 Labor exchange services, including job search and placement assistance, career counseling, provision of information on in-demand industry sectors and occupations, provision of information on nontraditional employment

6.3 Workforce and labor market employment statistics information, including accurate information relating to local, regional, and national labor market areas, including job vacancy listings in labor market areas; information on job skills necessary to obtain the jobs; and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for such occupations

6.4 Information, in formats that are usable by & understandable to one- stop customers, relating to the availability of supportive services or assistance, including child care, child support, medical or child health assistance benefits under the supplemental nutrition assistance program, assistance through the earned income tax credit, assistance under State program for temporary assistance for needy families, and other supportive services and transportation provided through funds made available in the local area

6.5 Outreach, intake and orientation to the information and other services available through the one-stop delivery system

6.6 Performance information and program cost information on eligible providers of training services and eligible providers of youth workforce investment activities, providers of adult education, providers of career and technical education activities at the postsecondary level, and career and technical education activities available to school dropouts, and providers of vocational rehabilitation

6.7 Provision of information and assistance regarding filing claims for unemployment compensation

6.9 Referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and other workforce development programs

6.10 Information, in formats that are usable by and understandable to one-stop center customers, regarding how the local area is performing on the local performance accountability measures and any additional performance information with respect to the one-stop delivery system in the local area

6.11 Assistance in establishing eligibility for programs of financial aid assistance for education and training programs

b) Individualized Career Services

At a WorkSource Pierce partner affiliate

Goodwill of the Olympics and Rainier Region, Milgard Work Opportunity Center, 714 S. 27th Street, Tacoma, WA 98409.

6.13 Comprehensive and specialized evaluation to Identify barriers to employment and employment goals
6.14 Development of Individualized Employment Plan (IEP)
6.17 Career/ Vocational Planning
6.18 Short-Term Pre-employment/ Vocational Services
6.19 Internships and work experiences
6.20 Workforce preparation activities
6.21 Financial literacy services

c) Additional Service Commitments

None

II. Through the one-stop delivery system, the agency agrees to participate in the development of system elements c through i. Each partner also agrees to use each system element if the process and design, once developed, is acceptable to their agency. If not acceptable, then this Appendix will be revised to reflect what element will not be used or how the agency will modify for their use.

c) Common Data Collection and Customer Satisfaction System

Participate in a common customer satisfaction data collection and analysis system by agreeing to survey customers through comment cards, focus groups and random survey methods. Agree to use the data to improve service delivery and therefore, customer satisfaction. Participate in collecting data that may relate to performance outcomes, business contacts and other measures deemed critical by the WDC.

d) Information Sharing

Through the use of the common referral system and technology, agree to share information that the customer agrees to release and that is related to workforce development activities.

e) Cross Agency Training

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

f) Common Referral System

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

g) Workforce Skill Standards

Accept and use the workforce skill standards in assessment; curriculum design, training,

and certification of job seekers; in job development activities and in marketing to customers.

h) Common Technology

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

- Integration of services within and across agencies and systems through agreed upon technological approaches
- Streamlining resources and programs
- Sharing information on customers, agency services, and labor market needs
- Unifying measurement and accountability,
- Developing common data systems to track progress,
- Providing access to information,
- Providing access for customers, and
- Aligning internal processes to allow technology interface.

i) Single Point of Contact for Business

Participate in the methods created to ensure that businesses have a single point of contact for accessing services. These methods may include participation on a system-wide Business Services Team, use of common protocols for reaching out to businesses, and/or use of an electronic contact management system. Participate in the delivery, when appropriate, of services to businesses which may include:

- Talent Development and Retention Services including assessments and skill gap analysis, assessment of job applicants, assistance in finding qualified workers, development of internal career pathways, connections to industry partnerships, custom OJT development, custom incumbent worker training and wage subsidies including subsidized OJT, disability diversity workplace accommodations and incumbent worker training for layoff aversion.
- Consultation, Planning and Growth Services including labor market research, training curriculum analysis and validation, general consulting services for operational improvements, tax and financial incentive services, industrial and organizational needs assessments and information on and referral to business start-up, retention and expansion services.
- Recruitment, Screening and Placement Services including creating or revising job descriptions, posting job listings, strategic advertising of job openings, screening and matching applicants, coordination of interviews, employer/industry specific hiring events which often include pre-screening of job seekers, onsite space for employer interviews and Rapid Re-Employment Services.

Commit to the standard policies and procedures such as:

- Response time to an initial inquiry from a business customer is one (1) business day;
- Response time to a request for services by a business customer is two (2) to three (3) business days; and
- The timeframe for the delivery of specific service(s) to a business customer varies based on the service requested.

III Senior Community Service Employment Program (SCSEP), and Youth-Build programs as required Partners of the WorkForce Central per WIOA regulations.

a) Goodwill of the Olympics and Rainier Region is the contractor providing the SCSEP and Youth-Build program services in Pierce County. As such these programs will integrate and provide their respective program services in accordance with, and in compliance with the expectations and requirements as stipulated within the MOU/Infrastructure Funding Agreement.

I. ***Bates Technical College (BTC)*** shall provide the following:

a) Basic Career Services

At the WorkSource Pierce Comprehensive Center:

- Initial Assessment of Skill Levels. BTC can assess client individual educational skill levels through CASAS testing. BTC can provide intake and placement services for students who qualify for HS 21+ programming which includes advising and credit / transcript / work history evaluation.
- Information. BTC can provide information in usable formats about all college related services, programs, pathways, and activites.
- Outreach, intake and orientation. BTC can provide general college information, outreach and admission sessions for students seeking secondary (GED and HS 21+) and post-secondary credentials. (College certificates and degrees).
- Referrals and coordination of activities. BTC staff will coordinate and exchange information with WorkSource Pierce partners in order to find the best fit and suite of services for each client.

At the Bates WorkSource Affiliate Site:

- Job search assistance, career counseling, provision of information on in-demand industry sectors and occupations, provision of information on nontraditional employment.
- Workforce and labor market employment statistics information, including accurate information relating to local, regional, and national labor market areas, including job vacancy listings in labor market areas; information on job skills necessary to obtain the jobs; and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for such occupations
- Information regarding filing claims for unemployment compensation, Training Benefits and Commissioner Approved Training.
- Referrals to coordinated activities with other college partners or community based organizations.
- Assistance in establishing eligibility for programs of financial aid assistance for education and training programs. Creation of a Funding Plan that leverages other Financial Aid resources for participants.

b) Individualized Career Services

At the WorkSource Pierce Comprehensive Center:

- ELA and integrated training programs. BTC can administer practice GED tests, tutoring services, and given the variables of available classroom space and size of cohort groups, BTC could provide limited ABE instructional programming from bridge to college math, or bridge to college English courses.

At the Bates WorkSource Affiliate Site:

- ESD Collocated staff collaborate with Bates workforce staff in the delivery of the following:
    - Evaluation to identify employment goals and employment barriers.
    - Connections to Part time /Full time employment opportunities. Access to Internships /work experience are managed using Interfase (an employer /job seeker matching data base) which is part of an larger consortium.

- Resume and Cover Letter electronic support and in person review
- Interview preparation

- Bates' WorkSource Affiliate houses an Educational Opportunity (EOC) Collocated staff supported by the Metropolitan Development Council. Collocated staff collaborates with the Workforce staff in the delivery of the following:
  - Connection to support services and resources
  - Assistance with FAFSA
  - Assistance with Financial Aid Loan default.

- Bates Workforce Education staff assist with customer decisions around career pathways and best fit. Customers are connected with advisors and faculty in pathway selection and in the development of an Individualized Education & Employment Plan. Focus is on demand areas in Pierce County where educational pathways align and where opportunities are available for wage and skill progression.

c) Additional Service Commitments

None

II. Through the one-stop delivery system, the agency agrees to participate in the development of system elements c through i. Each partner also agrees to use each system element if the process and design, once developed, is acceptable to their agency. If not acceptable, then this Appendix will be revised to reflect what element will not be used or how the agency will modify for their use.

c) Common Data Collection and Customer Satisfaction System

Participate in a common customer satisfaction data collection and analysis system by agreeing to survey customers through comment cards, focus groups and random survey methods. Agree to use the data to improve service delivery and therefore, customer satisfaction. Participate in collecting data that may relate to performance outcomes, business contacts and other measures deemed critical by the WDC.

d) Information Sharing

Through the use of the common referral system and technology, agree to share information that the customer agrees to release and that is related to workforce development activities.

e) Cross Agency Training

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

f) Common Referral System

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

on the status of the referral.

g) Workforce Skill Standards

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

h) Common Technology

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

- Integration of services within and across agencies and systems through agreed upon technological approaches
- Streamlining resources and programs
- Sharing information on customers, agency services, and labor market needs
- Unifying measurement and accountability,
- Developing common data systems to track progress,
- Providing access to information,
- Providing access for customers, and
- Aligning internal processes to allow technology interface.

i) Single Point of Contact for Business

Participate in the methods created to ensure that businesses have a single point of contact for accessing services. These methods may include participation on a system-wide Business Services Team, use of common protocols for reaching out to businesses, and/or use of an electronic contact management system. Participate in the delivery, when appropriate, of services to businesses which may include:

- Talent Development and Retention Services including assessments and skill gap analysis, assessment of job applicants, assistance in finding qualified workers, development of internal career pathways, connections to industry partnerships, custom OJT development, custom incumbent worker training and wage subsidies including subsidized OJT, disability diversity workplace accommodations and incumbent worker training for layoff aversion.
- Consultation, Planning and Growth Services including labor market research, training curriculum analysis and validation, general consulting services for operational improvements, tax and financial incentive services, industrial and organizational needs assessments and information on and referral to business start-up, retention and expansion services.
- Recruitment, Screening and Placement Services including creating or revising job descriptions, posting job listings, strategic advertising of job openings, screening and matching applicants, coordination of interviews, employer/industry specific hiring events which often include pre-screening of job seekers, onsite space for employer interviews and Rapid Re-Employment Services.

Commit to the standard policies and procedures such as:

- Response time to an initial inquiry from a business customer is one (1) business day;
- Response time to a request for services by a business customer is two (2) to three (3) business days; and
- The timeframe for the delivery of specific service(s) to a business customer varies based on the service requested.

I. WorkForce Central shall provide WIOA Title 1 Adult/Dislocated Worker and Youth services through its current subrecipients Career Path Services and ResCare Workforce Services.

<u>Career Path Services (Adult/DW) and ResCare (Youth)</u>:

Basic Career Services for Job Seekers and Workers

6.1 Initial assessment of skill levels (including literacy, numeracy, and English language proficiency, educational levels), aptitudes, abilities (including skills gaps), self-reflection (including social/emotional skills), and supportive service needs (includes a "go to" person for basic needs resources). ***(Career Path Services and ResCare)***

6.2 Labor exchange services, including job search and placement assistance, career counseling, provision of information on in-demand industry sectors and occupations, provision of information on nontraditional employment. ***(Career Path Services and ResCare)***

6.3 Workforce and labor market employment statistics information, including accurate information relating to local, regional, and national labor market areas, including job vacancy listings in labor market areas; information on job skills necessary to obtain the jobs; and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for such occupations. ***(Career Path Services and ResCare)***

6.4 Information, in formats that are usable by an understandable to one- stop customers, relating to the availability of supportive services or assistance, including child care, child support, medical or child health assistance benefits under the supplemental nutrition assistance program, assistance through the earned income tax credit, assistance under State program for temporary assistance for needy families, and other supportive services and transportation provided through funds made available in the local area. ***(Career Path Services and ResCare)***

6.5 Outreach, intake and orientation to the information and other services available through the one-stop delivery system. ***(Career Path Services and ResCare)***

6.6 Performance information and program cost information on eligible providers of training services and eligible providers of youth workforce investment activities, providers of adult education, providers of career and technical education activities at the postsecondary level, and career and technical education activities available to school dropouts, and providers of vocational rehabilitation. ***(Career Path Services and ResCare)***

6.7 Provision of information and assistance regarding filing claims for unemployment compensation. ***(Career Path Services and ResCare)***

6.8 Eligibility determination for services. ***(Career Path Services and ResCare)***

6.9 Referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and other workforce development programs. ***(Career Path Services and ResCare)***

6.10 Information, in formats that are usable by and understandable to one-stop center customers, regarding how the local area is performing on the local performance accountability measures and any additional performance information with respect to the one-stop delivery system in the local area. ***(Career Path Services and ResCare)***

6.11 Assistance in establishing eligibility for programs of financial aid assistance for education and training programs. ***(Career Path Services and ResCare)***

Individualized Career Services for Job Seekers and Workers

6.12 Comprehensive and specialized evaluation to identify barriers to employment and employment goals. ***(Career Path Services and ResCare)***

6.13 Development of Individualized Employment Plan (IEP, also known as an Educational Plan) ***(Career Path Services and ResCare)***

6.14 Group Counseling and Career Advising ***(Career Path Services and ResCare)***

6.15 Individual Counseling, Career Coaching and Advising ***(Career Path Services and ResCare)***

6.16 Career/ Vocational Planning ***(Career Path Services and ResCare)***

6.17 Short-Term Pre-employment/ Vocational Services ***(Career Path Services and ResCare)***

6.18 Internships and work experiences ***(Career Path Services and ResCare)***

6.19 Workforce preparation activities ***(Career Path Services and ResCare)***

6.20 Financial literacy services ***(Career Path Services and ResCare)***

6.21 Out-of-Area Job Search and relocation assistance ***(Career Path Services)***

6.22 Adult education and literacy activities, including English language acquisition and integrated education and training programs and high school completion. ***(Career Path Services and ResCare)***

6.23 Follow up services – includes support services ***(ResCare)***

II. Through the one-stop delivery system, the agency agrees to participate in the development of system elements c through i. Each partner also agrees to use each system element if the process and design, once developed, is acceptable to their agency. If not acceptable, then this Appendix will be revised to reflect what element will not be used or how the agency will modify for their use.

c) Common Data Collection and Customer Satisfaction System

Participate in a common customer satisfaction data collection and analysis system by agreeing to survey customers through comment cards, focus groups and random survey methods. Agree to use the data to improve service delivery and therefore, customer satisfaction. Participate in collecting data that may relate to performance outcomes, business contacts and other measures deemed critical by the WDC.

d) Information Sharing

Through the use of the common referral system and technology, agree to share information that the customer agrees to release and that is related to workforce development activities.

e) Cross Agency Training

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

f) Common Referral System

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

g) Workforce Skill Standards

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

h) Common Technology

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

- Integration of services within and across agencies and systems through agreed upon technological approaches
- Streamlining resources and programs
- Sharing information on customers, agency services, and labor market needs
- Unifying measurement and accountability,
- Developing common data systems to track progress,
- Providing access to information,
- Providing access for customers, and
- Aligning internal processes to allow technology interface.

i) Single Point of Contact for Business

Participate in the methods created to ensure that businesses have a single point of contact for accessing services. These methods may include participation on a system-wide Business Services Team, use of common protocols for reaching out to businesses, and/or use of an electronic contact management system. Participate in the delivery, when appropriate, of services to businesses which may include:

- Talent Development and Retention Services including assessments and skill gap analysis, assessment of job applicants, assistance in finding qualified workers, development of internal career pathways, connections to industry partnerships, custom OJT development, custom incumbent worker training and wage subsidies including subsidized OJT, disability diversity workplace accommodations and incumbent worker training for layoff aversion.
- Consultation, Planning and Growth Services including labor market research, training curriculum analysis and validation, general consulting services for operational improvements, tax and financial incentive services, industrial and organizational needs assessments and information on and referral to business start-up, retention and expansion services.
- Recruitment, Screening and Placement Services including creating or revising job descriptions, posting job listings, strategic advertising of job openings, screening and matching applicants, coordination of interviews, employer/industry specific hiring events which often include pre-screening of job seekers, onsite space for employer interviews and Rapid Re-Employment Services.

Commit to the standard policies and procedures such as:

- Response time to an initial inquiry from a business customer is one (1) business day;
- Response time to a request for services by a business customer is two (2) to three (3) business days; and
- The timeframe for the delivery of specific service(s) to a business customer varies based on the service requested.

I. United Way of Pierce County (UWPC) shall provide the following:

a) Basic Career Services – UWPC in partnership with South Sound 2-1-1 developed an online database of available employment and training programs and will continue to maintain updated information about current opportunities. UWPC provided additional funding to support a 2-1-1 employment navigator. By simply dialing 2-1-1, a resource specialist can help people find a program that best fits their needs. Employment navigation services maximizing current training opportunities that lead to family-wage jobs in high demand. In addition, 2-1-1 is an easy-to-remember phone number for people to call for health and human service information and referrals and other assistance to meet their needs.

b) Individualized Career Services - UWPC, Manager of Workforce Development Initiatives is providing technical assistance and building the capacity of non-profit social service agencies that provide employment services.

- Providing Coaching Services to agencies in the Center for Strong Families (CSF) Network and UWPC funded organizations in four key areas:
  - Maximize Training Opportunities
  - Access to Supportive Services
  - Leverage Existing Community Resources
  - Promote Professional Development & Best Practices
- Implementing Assessment Tools to Identify Needs & Opportunities
- Share Learning through the CSF Network & Social Service System
- Employer and Economic Development Groups Engagement Strategies
- Identify Career Coaching Certified Training
- Coordinating Training Sessions
- Leveraging or Promoting Tools (i.e. 2-1-1 Database)

c) Additional Service Commitments - UWPC is building the capacity of local organizations and equipping social service providers with the tools they need to tackle our toughest problems, like under- and unemployment. UWPC has the ability to pull together funding agencies and municipal governments from across the wider community to unite under a single vision, with shared outcomes to strive for and measures to chart progress towards achieving the vision. Our intent is to share and distribute learnings far and wide to our community stakeholders, service providers, and to regional and national partners to learn from this effort. Professional development, sharing best practices, learnings, and key market data is an important role UWPC plays to help improve outcomes of social service programs.

II. Through the one-stop delivery system, the agency agrees to participate in the development of system elements c through i. Each partner also agrees to use each system element if the process and design, once developed, is acceptable to their agency. If not acceptable, then this Appendix will be revised to reflect what element will not be used or how the agency will modify for their use.

c) Common Data Collection and Customer Satisfaction System

Participate in a common customer satisfaction data collection and analysis system by agreeing to survey customers through comment cards, focus groups and random survey methods. Agree to use the data to improve service delivery and therefore, customer satisfaction. Participate in collecting data that may relate to performance outcomes, business contacts and other measures deemed critical by the WDC.

d) Information Sharing

Through the use of the common referral system and technology, agree to share information that the customer agrees to release and that is related to workforce development activities.

e) Cross Agency Training

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

f) Common Referral System

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

g) Workforce Skill Standards

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

h) Common Technology

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

- Integration of services within and across agencies and systems through agreed upon technological approaches
- Streamlining resources and programs
- Sharing information on customers, agency services, and labor market needs
- Unifying measurement and accountability,
- Developing common data systems to track progress,
- Providing access to information,
- Providing access for customers, and
- Aligning internal processes to allow technology interface.

i) Single Point of Contact for Business

Participate in the methods created to ensure that businesses have a single point of contact for accessing services. These methods may include participation on a system-wide Business Services Team, use of common protocols for reaching out to businesses, and/or use of an electronic contact management system. Participate in the delivery, when appropriate, of services to businesses which may include:

- Talent Development and Retention Services including assessments and skill gap analysis, assessment of job applicants for the Career Readiness Certificate (CRC), assistance in finding qualified workers, development of internal career pathways, connections to industry partnerships, custom OJT development, custom incumbent worker training and wage subsidies including subsidized OJT, disability diversity workplace accommodations and incumbent worker training for layoff aversion.
- Consultation, Planning and Growth Services including labor market research, training curriculum analysis and validation, general consulting services for operational improvements, tax and financial incentive services, industrial and organizational needs assessments and information on and referral to business start-up, retention and expansion services.
- Recruitment, Screening and Placement Services including creating or revising job descriptions, posting job listings, strategic advertising of job openings, screening and matching applicants, coordination of interviews, employer/industry specific hiring events which often include pre-screening of job seekers, onsite space for employer interviews and Rapid Re-Employment Services.

Commit to the standard policies and procedures such as:

- Response time to an initial inquiry from a business customer is one (1) business day;
- Response time to a request for services by a business customer is two (2) to three (3) business days; and
- The timeframe for the delivery of specific service(s) to a business customer varies based on the service requested.

I. ***Tacoma Housing Authority*** shall provide the following:

a) Basic Career Services

- Initial assessment of skill levels (including literacy, numeracy, and English language proficiency, educational levels), aptitudes, abilities (including skills gaps), self-reflection (including social/emotional skills), and supportive service needs (includes a "go to" person for basic needs resources).
- Labor exchange services, including job search and placement assistance, career counseling, provision of information on in-demand industry sectors and occupations, provision of information on nontraditional employment.
- Workforce and labor market employment statistics information, including accurate information relating to local, regional, and national labor market areas, including job vacancy listings in labor market areas; information on job skills necessary to obtain the jobs; and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for such occupations.
- Information, in formats that are usable by an understandable to one- stop customers, relating to the availability of supportive services or assistance, including child care, child support, medical or child health assistance benefits under the supplemental nutrition assistance program, assistance through the earned income tax credit, assistance under State program for temporary assistance for needy families, and other supportive services and transportation provided through funds made available in the local area.
- Outreach, intake and orientation to the information and other services available through the one-stop delivery system.
- Performance information and program cost information on eligible providers of training services and eligible providers of youth workforce investment activities, providers of adult education, providers of career and technical education activities at the postsecondary level, and career and technical education activities available to school dropouts, and providers of vocational rehabilitation.
- Provision of information and assistance regarding filing claims for unemployment compensation.
- Eligibility determination for services.
- Referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and other workforce development programs.
- Information, in formats that are usable by and understandable to one-stop center customers, regarding how the local area is performing on the local performance accountability measures and any additional performance information with respect to the one-stop delivery system in the local area.
- Assistance in establishing eligibility for programs of financial aid assistance for education and training programs.

b) Individualized Career Services

- Development of Individualized Employment Plan (IEP, also known as an Educational Plan)

- Group Counseling and Career Advising
- Individual Counseling, Career Coaching and Advising
- Career/Vocational Planning
- Short-Term Pre-employment/ Vocational Services
- Workforce preparation activities
- Financial literacy services
- Follow up services – includes support service

c) Additional Service Commitments

- THA will host an onsite bank branch offering financial products to low-income households at its Financial Independence Center (FIC).
- THA will provide dedicated workspace at the FIC for partner agency staff.
- THA will provide HUD-funded Family Self Sufficiency (FSS) support to its subsidy recipients.

II. Through the one-stop delivery system, the agency agrees to participate in the development and use of:

c) Common Data Collection and Customer Satisfaction System

Participate in a common customer satisfaction data collection and analysis system by agreeing to survey customers through comment cards, focus groups and random survey methods. Agree to use the data to improve service delivery and therefore, customer satisfaction. Participate in collecting data that may relate to performance outcomes, business contacts and other measures deemed critical by the WDC.

d) Information Sharing

Through the use of the common referral system and technology, agree to share information that the customer agrees to release and that is related to workforce development activities.

e) Cross Agency Training

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

f) Common Referral System

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

g) Workforce Skill Standards

Accept and use the workforce skill standards in assessment; curriculum design, training,

and certification of job seekers; in job development activities and in marketing to customers.

h) Common Technology

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

- Integration of services within and across agencies and systems through agreed upon technological approaches
- Streamlining resources and programs
- Sharing information on customers, agency services, and labor market needs
- Unifying measurement and accountability,
- Developing common data systems to track progress,
- Providing access to information,
- Providing access for customers, and
- Aligning internal processes to allow technology interface.

i) Single Point of Contact for Business

Participate in the methods created to ensure that businesses have a single point of contact for accessing services. These methods may include participation on a system-wide Business Services Team, use of common protocols for reaching out to businesses, and/or use of an electronic contact management system. Participate in the delivery, when appropriate, of services to businesses which may include:

- Talent Development and Retention Services including assessments and skill gap analysis, assessment of job applicants for the Career Readiness Certificate (CRC), assistance in finding qualified workers, development of internal career pathways, connections to industry partnerships, custom OJT development, custom incumbent worker training and wage subsidies including subsidized OJT, disability diversity workplace accommodations and incumbent worker training for layoff aversion.
- Consultation, Planning and Growth Services including labor market research, training curriculum analysis and validation, general consulting services for operational improvements, tax and financial incentive services, industrial and organizational needs assessments and information on and referral to business start-up, retention and expansion services.
- Recruitment, Screening and Placement Services including creating or revising job descriptions, posting job listings, strategic advertising of job openings, screening and matching applicants, coordination of interviews, employer/industry specific hiring events which often include pre-screening of job seekers, onsite space for employer interviews and Rapid Re-Employment Services.

Commit to the standard policies and procedures such as:

- Response time to an initial inquiry from a business customer is one (1) business day;
- Response time to a request for services by a business customer is two (2) to three (3) business days; and
- The timeframe for the delivery of specific service(s) to a business customer varies based on the service requested.

AGREEMENT TO AMEND THE PIERCE COUNTY WORKFORCE DEVELOPMENT COUNCIL MEMORANDUM OF UNDERSTANDING July 2017 to June 2021

Considering the need for an Infrastructure Sharing Agreement (IFA) which was not complete at the time the MOU (Agreement) was signed by all parties, all parties have agreed to amend the Memorandum of Understanding for implementation of the Workforce Innovation and Opportunity Act (WIOA), in the form of this Appendix B to the Agreement. This amendment outlines each agency's commitment for resource sharing.

APPENDIX B: Infrastructure and Additional Cost Sharing Agreement

The purpose of this part of the Agreement is to establish the terms and conditions under which the parties will share infrastructure costs and resources in performance of the one-stop workforce system implementation plan. The parties will share system costs, i.e., those costs associated with operating the one-stop system and shared service costs, i.e., the costs associated with providing the planned shared services at a comprehensive Career Center, including but not limited to annual costs for lease, utilities, janitorial, and equipment subject to the allowability of such financial participation under the state or federal law that governs each Agency's funds.

This Infrastructure and Additional Cost Sharing Agreement will be reviewed and negotiated on an annual basis.

B.1. Workforce System and One-Stop Workforce Center Cost Allocation Methodology

The parties agree to the extent feasible to align individual agency resources to support workforce development systems integration. Each agency commits to sharing costs for Centers where the agency participates through full or part time collocation. These agreements will be negotiated using the appropriate cost allocation methodology, e.g., workstation cost, or FTE, or space or square footage.

Based on negotiations, individual partner agencies as specified on the attached budget sheet have committed to sharing infrastructure costs for the following cost categories, the one stop system operator and fiscal agent accounting services. The methodology used to allocate the partner share was to establish an equal share 'relative benefit' formula as each partner will benefit equally from an integrated and coordinated system through the work of the one stop system operator and the fiscal agent (Workforce-Central) expends the same level of effort in reconciling the quarterly accounts for each agency.

The parties agreed that other infrastructure costs such as common outreach and common technology needs will be addressed and negotiated as the system is further developed.

B.2. In-Kind Arrangements

In addition to selecting a method for the allocation of on-going costs, parties may contribute to the costs of the partnership on an in-kind basis. Such a contribution must be agreed to by all of the parties and may be used to offset the costs of a party's responsibility for costs under the cost

allocation plan. Each in-kind contribution must specify the actual worth of the contribution.

B.3. Agency Commitments

Attached.

B.3. Agency Commitments: Final January 1, 2018 through June 30, 2018

		Unfunded Shared Costs	Unfunded Comprehensive Center Costs	Pierce County WDC/Title I		DSHS/DVR	
				Cash	In-Kind	Cash	In-Kind
OPERATIONAL COSTS							
• One-Stop System Operator	$ 150,000	39,208	$ -	$ 10,000	$ -	$ 10,000	$ -
• Salaries	6,944,177		285,000		1,190,646		
• Benefits	2,037,873		85,500		377,443		
• Training/Professional Development	70,084				20,700		
• Travel	112,130				65,400		
• Rent	850,817				163,152		
• Utilities	24,520				18,520		
• Maintenance	4,000						
• Security	48,900				900		
• Janitorial	9,160				9,160		
• Common Space Supplies	30,810				12,000		
• Technology	232,830				85,785		
• Equipment	109,900				30,200		
• Phone and Internet Service	94,250				20,000		
• Insurance	5,350				2,500		
• Network Wide Events	180,000	180,000					
• Network Outreach	72,000	72,000					
• Network Assessment Tools	9,000	9,000					
• Network Common Technology	104,800	104,800					
• Network Common Competencies & Curriculum	25,000	25,000					
• Program Materials	16,200						
• Office Supplies	102,240				36,000		
• Postage and Mailing	11,415				9,600		
• Printing	18,000						
• Indirect	52,843						
• Accounting Services	28,750	7,524		1,917		1,917	
• Dues and Memberships (e.g. local chamber)	10,000		10,000				
Total One-Stop Network Budget	**$ 11,355,049**	**$ 437,532**	**$ 380,500**	**$ 11,917**	**$ 2,042,006**	**$ 11,917**	**$ -**
Total Partner Contribution to One-Stop Network		**$ 437,532**	**$ 380,500**	**$ 2,053,923**		**$ 11,917**	

Footnotes:

For agencies that committed to share equally in the total cost of the System Operator and Accounting Services ($11, 917) on a prorated basis to cover the six month period from January 1, 2018 through June 30, 2018 in the amount of $5,958.50, the amount committed has been doubled to reflect the annual One-Stop Network IFA budget presented here.

(1) Subrental costs for Department of Labor & Industries employee's workstations, common shared areas, and non-energy items are paid separately and not to be included in the Infrastructure Funding Agreement costs.

(2) DSHS/ESA/CSD, on behalf of TANF, commits support in sharing the total cost the System Operator and Accounting Services ($11,917) and prorated to the amount of $5,958.50 for the initial six (6) month Infrastructure Funding Agreement (IFA). These funds shall be contributed to the Tacoma-Pierce County WDC/WorkForce Central by the Employment Security Department (ESD) on behalf of TANF. These funds utilized by ESD are part of the current allocation that DSHS/ESA/CSD has contracted to ESD for the delivery of TANF/Workfirst services. If for any reason ESD does not have the identified amount available to pay IFA costs on behalf of TANF, or fails to do so, this agreement is void and must be renegotiated.

(3) Job Corps will sign IFA but is waiting for direction from the U.S. Department of Labor.

(4) Non-MOU Partners include JBLM, YWCA, Americorps, MDC, Sound Outreach, and other Worksource Partners.

In addition to the negotiated IFA contribution shown above, each college and ABE provider agreed to an initial one time contribution prior to the IFA discussions began to support the one stop system operator. Each college's and ABE provider's initial one time contribution is as follows:

	College	ABE Provider
Bates Technical College	$ 15,000	$ 500
Clover Park Technical College	$ 15,000	$ 500
Pierce College	$ 15,000	$ 1,000
Tacoma Community College	$ 15,000	$ 500
Tacoma Community House		$ 500
Tacoma Rescue Mission		$ 500

B.3. Agency Commitments: Final January 1, 2018 through June 30, 2018

	Dept of Labor & Industries		DSHS/TANF		Employment Security Dept		Job Corps		Clover Park Technical College		Pierce College District		Tacoma Community College	
	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind
OPERATIONAL COSTS														
• One-Stop System Operator	$ 10,000	$ -	$ 10,000	$ -	$ 10,000	$ -	$ -	$ -	$ 10,000	$ -	$ 10,000	$ -	$ 10,000	$ -
• Salaries		48,400				3,359,609				116,003		133,600		
• Benefits		17,900				1,007,883				24,542		40,080		
• Training/Professional Development						22,675				1,250		5,000		
• Travel		1,500				20,000				2,500		1,000		
• Rent						397,382				12,869		20,128		
• Utilities						6,000				-		-		
• Maintenance						4,000				-		-		
• Security						48,000				-		-		
• Janitorial										-		-		
• Common Space Supplies						15,000				-		-		
• Technology						30,000				7,500		8,000		
• Equipment						12,000				10,500		4,500		
• Phone and Internet Service						65,000				-		-		
• Insurance						150				-		-		
• Network Wide Events														
• Network Outreach										-		-		
• Network Assessment Tools														
• Network Common Technology														
• Network Common Competencies & Curriculum														
• Program Materials										400		-		
• Office Supplies						18,000				9,000		8,000		
• Postage and Mailing						1,000				-		-		
• Printing						18,000				-		-		
• Indirect										-		52,843		
• Accounting Services	1,917		1,917		1,917				1,917	-	1,917		1,917	
• Dues and Memberships (e.g. local chamber)														
Total One-Stop Network Budget	**$ 11,917**	**$ 67,800**	**$ 11,917** (2)		**$ 11,917**	**$ 5,024,699** (3)	**$ -**		**$ 11,917**	**$ 184,564**	**$ 11,917**	**$ 273,151**	**$ 11,917**	**$ -**
	(1)													
Total Partner Contribution to One-Stop Network	**$ 79,717**		**$ 11,917**		**$ 5,036,616**		**$ -**		**$ 196,481**		**$ 285,068**		**$ 11,917**	

B.3. Agency Commitments: Final January 1, 2018 through June 30, 2018

	Tacoma Community House		Tacoma Rescue Mission		Pierce County Library System		Dept of Services for the Blind		Goodwill of the Olympics & Rainier Region		Bates Technical College		Two Pierce County Rural Sites (TBD)	
	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind
OPERATIONAL COSTS														
• One-Stop System Operator	$ 420	$ -	$ 420	$ -	$ -	$ -	$ 3,232	$ -	$ 5,040	$ -	$ 10,000	$ -	$ -	$ -
• Salaries		9,300				78,320				83,210		422,900		232,000
• Benefits		1,800				29,628				14,800		112,500		50,000
• Training/Professional Development		600				-				2,000		1,500		2,500
• Travel		-				1,000				1,000		1,000		5,000
• Rent		1,500				13,896				30,000		36,540		30,000
• Utilities		-				-				-		-		-
• Maintenance		-				-				-		-		-
• Security		-				-				-		-		-
• Janitorial		-				-				-		-		-
• Common Space Supplies		-				-				-		-		-
• Technology		300				77,625				-		-		15,000
• Equipment		300				4,500				8,000		-		21,000
• Phone and Internet Service		250				-				-		-		-
• Insurance		-				-				-		-		-
• Network Wide Events														
• Network Outreach		-				-				-		-		-
• Network Assessment Tools														
• Network Common Technology														
• Network Common Competencies & Curriculum														
• Program Materials		-				10,000				-		5,000		800
• Office Supplies		200				2,000				1,200		1,200		18,000
• Postage and Mailing		75				-				-		500		-
• Printing		-				-				-		-		-
• Indirect		-				-				-		-		-
• Accounting Services	80		80				616		960		1,917			
• Dues and Memberships (e.g. local chamber)														
Total One-Stop Network Budget	**$ 500**	**$ 14,325**	**$ 500**	**$ -**	**$ -**	**$ 216,969**	**$ 3,848**	**$ -**	**$ 6,000**	**$ 140,210**	**$ 11,917**	**$ 581,140**	**$ -**	**$ 374,300**
Total Partner Contribution to One-Stop Network	**$ 14,825**		**$ 500**		**$ 216,969**		**$ 3,848**		**$ 146,210**		**$ 593,057**		**$ 374,300**	

B.3. Agency Commitments: Final January 1, 2018 through June 30, 2018

	Tacoma Housing Authority		United Way of Pierce County		Non-MOU Partners	
	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind
OPERATIONAL COSTS						
• One-Stop System Operator	$ 10,000	$ -	$ 1,680	$ -	$ -	$ -
• Salaries		217,313		99,750		668,126
• Benefits		46,555				229,242
• Training/Professional Development		5,130		3,229		5,500
• Travel		5,130				8,600
• Rent		41,350				104,000
• Utilities		-				
• Maintenance		-				
• Security		-				
• Janitorial		-				
• Common Space Supplies		3,810				
• Technology		6,120				2,500
• Equipment		5,000				13,900
• Phone and Internet Service		-				9,000
• Insurance		-				2,700
• Network Wide Events						
• Network Outreach		-				
• Network Assessment Tools						
• Network Common Technology						
• Network Common Competencies & Curriculum						
• Program Materials		-				
• Office Supplies		3,840				4,800
• Postage and Mailing		-				240
• Printing		-				
• Indirect		-				
• Accounting Services	1,917		320			
• Dues and Memberships (e.g. local chamber)						
Total One-Stop Network Budget	**$ 11,917**	**$ 334,248**	**$ 2,000**	**$ 102,979**	**(4)**	**$ 1,048,608**
Total Partner Contribution to One-Stop Network	**$ 346,165**		**$ 104,979**		**$ 1,048,608**	

APPROVED:

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

Pierce County Workforce Development Council

By: _____ Date: 12/5/17

Tim Owens
Pierce WDC Chairman

Chief Local Elected Official

By: _____ Date: 12/5/17

Bruce Dammeier
County Executive, Pierce County

WorkForce Central

By: _____ Date: 12/5/17

Linda Nguyen
CEO

DSHS/Department of Vocational Rehabilitation

By: _____ Date: _____

Amanda Kipfer, MA, CRC
Vocational Rehabilitation Supervisor

Department of Labor and Industries

By: _____ Date: _____

Ryan Guppy
Vocational Consultant/Business Development Manager

Note: Rental and lease costs for Department of Labor and Industries employee's workstations, common shared areas, and non-energy items are paid separately and not to be included in the Infrastructure Funding Agreement costs.

Department of Social and Health Services/TANF

By: _____ Date: _____

Babs Roberts
Community Services Division Director

Note: DSHS/ESA/CSD, on behalf of TANF, commits support in sharing the total cost of the System Operator and Accounting Services ($11,917) and prorated to the amount of $5,958.50 for the initial six (6) month Infrastructure Funding Agreement (IFA). These funds shall be contributed to the Tacoma-Pierce County WDC/WorkForce Central by the Employment Security Department (ESD) on behalf of TANF. These funds utilized by ESD are part of the current allocation that DSHS/ESA/CSD has contracted to ESD for the delivery of TANF/Workfirst services. If for any reason ESD does not have the identified amount available to pay IFA costs on behalf of TANF, or fails to do so, this agreement is void and must be renegotiated.

APPROVED:

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

Pierce County Workforce Development Council

By: _____ Date: _____

Tim Owens
Pierce WDC Chairman

Chief Local Elected Official

By: _____ Date: _____

Bruce Dammeier
County Executive, Pierce County

WorkForce Central

By: _____ Date: _____

Linda Nguyen
CEO

DSHS/Department of Vocational Rehabilitation

By: Doni Kotas-Turner Date: 11/29/2017

Doni Kotas-Turner
Key Contracts Coordinator

Department of Labor and Industries

By: _____ Date: _____

Ryan Guppy
Vocational Consultant/Business Development Manager

Note: Rental and lease costs for Department of Labor and Industries employee's workstations, common shared areas, and non-energy items are paid separately and not to be included in the Infrastructure Funding Agreement costs.

Department of Social and Health Services/TANF

By: _____ Date: _____

Babs Roberts
Community Services Division Director

Note: DSHS/ESA/CSD, on behalf of TANF, commits support in sharing the total cost of the System Operator and Accounting Services ($11,917) and prorated to the amount of $5,958.50 for the initial six (6) month Infrastructure Funding Agreement (IFA). These funds shall be contributed to the Tacoma-Pierce County WDC/WorkForce Central by the Employment Security Department (ESD) on behalf of TANF. These funds utilized by ESD are part of the current allocation that DSHS/ESA/CSD has contracted to ESD for the delivery of TANF/Workfirst services. If for any reason ESD does not have the identified amount available to pay IFA costs on behalf of TANF, or fails to do so, this agreement is void and must be renegotiated.

APPROVED:

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

Pierce County Workforce Development Council

By: _____ Date: _____

Tim Owens
Pierce WDC Chairman

Chief Local Elected Official

By: _____ Date: _____

Bruce Dammeier
County Executive, Pierce County

WorkForce Central

By: _____ Date: _____

Linda Nguyen
CEO

DSHS/Department of Vocational Rehabilitation

By: _____ Date: _____

Amanda Kipfer, MA, CRC
Vocational Rehabilitation Supervisor

Department of Labor and Industries

By: _____ Date: 11/30/17

Ryan Guppy, ~~Vocational Consultant/Business Development Manager~~ Chief of Return to Work Partnerships

Note: Subrental costs for Department of Labor & Industries employee's workstations, common shared areas, and non-energy items are paid separately and not to be included in the Infrastructure Funding Agreement costs.

Department of Social and Health Services/TANF

By: _____ Date: _____

Babs Roberts
Community Services Division Director

Note: DSHS/ESA/CSD, on behalf of TANF, commits support in sharing the total cost of the System Operator and Accounting Services ($11,917) and prorated to the amount of $5,958.50 for the initial six (6) month Infrastructure Funding Agreement (IFA). These funds shall be contributed to the Tacoma-Pierce County WDC/WorkForce Central by the Employment Security Department (ESD) on behalf of TANF. These funds utilized by ESD are part of the current allocation that DSHS/ESA/CSD has contracted to ESD for the delivery of TANF/Workfirst services. If for any reason ESD does not have the identified amount available to pay IFA costs on behalf of TANF, or fails to do so, this agreement is void and must be renegotiated.

APPROVED:

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

Pierce County Workforce Development Council

By: _____ Date: _____

Tim Owens
Pierce WDC Chairman

Chief Local Elected Official

By: _____ Date: _____

Bruce Dammeier
County Executive, Pierce County

WorkForce Central

By: _____ Date: _____

Linda Nguyen
CEO

DSHS/Department of Vocational Rehabilitation

By: _____ Date: _____

Amanda Kipfer, MA, CRC
Vocational Rehabilitation Supervisor

Department of Labor and Industries

By: _____ Date: _____

Ryan Guppy
Vocational Consultant/Business Development Manager

Department of Social and Health Services/TANF

By: _____ Date: 11/29/17

Babs Roberts
Community Services Division Director

Note: DSHS/ESA/CSD, on behalf of TANF, commits support in sharing the total cost of the System Operator and Accounting Services ($11,917) and prorated to the amount of $5,958.50 for the initial six (6) month Infrastructure Funding Agreement (IFA). These funds shall be contributed to the Tacoma-Pierce County WDC/WorkForce Central by the Employment Security Department (ESD) on behalf of TANF. These funds utilized by ESD are part of the current allocation that DSHS/ESA/CSD has contracted to ESD for the delivery of TANF/Workfirst services. If for any reason ESD does not have the identified amount available to pay IFA costs on behalf of TANF, or fails to do so, this agreement is void and must be renegotiated.

WA Employment Security Department
By: _____ Date: 11-30-2017
Tim McGann
Central Sound Regional Director

Job Corps
By: _____ Date: _____
Rich Nannini
Project Director

Clover Park Technical College
By: _____ Date: _____
Dr. Joyce Loveday
President

Pierce College
By: _____ Date: _____
Choi Halladay
Vice President of Administrative Services

Tacoma Community College
By: _____ Date: _____
Mary Chikwinya
Interim Co-President

Tacoma Community House
By: _____ Date: _____
Liz Dunbar
Executive Director

The Rescue Mission
By: _____ Date: _____
Name: _____
Title: _____

Pierce County Rural County Library District
By: _____ Date: _____
Georgia Lomax
Executive Director

Department of Services for the Blind
By: _____ Date: _____
Michael MacKillop
Deputy Director

Job Corps

By: Date: 11/30/17

Project Director

Clover Park Technical College

By:_____ Date:_____

Dr. Joyce Loveday
President

Pierce College

By: _____ Date:_____

Vice President of Administrative Services

Tacoma Community College

By:_____ Date:_____

Mary Chikwinya
Interim Co-President

Tacoma Community House

By:_____ Date:_____

Executive Director

The Rescue Mission

By:_____ Date:_____

Title: _____

Pierce County Rural County Library District

By:_____ Date:_____

Georgia Lomax
Executive Director

Department of Services for the Blind

By:_____ Date:_____

Michael MacKillop
Deputy Director

Goodwill of the Olympics and Rainier Region

By:_____ Date:_____

Senior Vice President

Bates Technical College

By:_____ Date:_____

Al Griswold
Executive Vice President

WA Employment Security Department

By:_____ Date:_____

Tim McGann
Central Sound Regional Director

Job Corps

By:

_____ Date:_____

Rich Nannini
Project Director

Clover Park Technical College

By: Joyce Loveday Date: 11-29-17

Dr. Joyce Loveday
President

Pierce College

By:

_____ Date:_____

Choi Halladay
Vice President of Administrative Services

Tacoma Community College

By:_____ Date:_____

Mary Chikwinya
Interim Co-President

Tacoma Community House

By:_____ Date:_____

Liz Dunbar
Executive Director

The Rescue Mission

By:_____ Date:_____

Name: _____
Title: _____

Pierce County Rural County Library District

By:_____ Date:_____

Georgia Lomax
Executive Director

Department of Services for the Blind

By:_____ Date:_____

Michael MacKillop
Deputy Director

WA Employment Security Department

By:_____ Date:_____

Tim McGann
Central Sound Regional Director

Job Corps

By:

_____ Date:_____

Rich Nannini
Project Director

Clover Park Technical College

By:_____ Date:_____

Dr. Joyce Loveday
President

Pierce College

By: _____ Date: 11/27/17

Choi Halladay
Vice President of Administrative Services

Tacoma Community College

By:_____ Date:_____

Mary Chikwinya
Interim Co-President

Tacoma Community House

By:_____ Date:_____

Liz Dunbar
Executive Director

The Rescue Mission

By:_____ Date:_____

Name: _____
Title: _____

Pierce County Rural County Library District

By:_____ Date:_____

Georgia Lomax
Executive Director

Department of Services for the Blind

By:_____ Date:_____

Michael MacKillop
Deputy Director

WA Employment Security Department

By:_____ Date:_____

Tim McGann
Central Sound Regional Director

Job Corps

By:

_____ Date:_____

Rich Nannini
Project Director

Clover Park Technical College

By:_____ Date:_____

Dr. Joyce Loveday
President

Pierce College

By:

_____ Date:_____

Choi Halladay
Vice President of Administrative Services

Tacoma Community College

By: Mary Chikwinya Date: 11-30-17

Mary Chikwinya
Interim Co-President

Tacoma Community House

By:_____ Date:_____

Liz Dunbar
Executive Director

The Rescue Mission

By:_____ Date:_____

Name: _____
Title: _____

Pierce County Rural County Library District

By:_____ Date:_____

Georgia Lomax
Executive Director

Department of Services for the Blind

By:_____ Date:_____

Michael MacKillop
Deputy Director

WA Employment Security Department

By:_____ Date:_____

Tim McGann
Central Sound Regional Director

Job Corps

By:

_____ Date:_____

Rich Nannini
Project Director

Clover Park Technical College

By:_____ Date:_____

Dr. Joyce Loveday
President

Pierce College

By:

_____ Date:_____

Choi Halladay
Vice President of Administrative Services

Tacoma Community College

By:_____ Date:_____

Mary Chikwinya
Interim Co-President

Tacoma Community House

By:_____ Date: 11/21/17

Liz Dunbar
Executive Director

The Rescue Mission

By:_____ Date:_____

Name: _____
Title: _____

Pierce County Rural County Library District

By:_____ Date:_____

Georgia Lomax
Executive Director

Department of Services for the Blind

By:_____ Date:_____

Michael MacKillop
Deputy Director

Tim McGann
Central Sound Regional Director

Job Corps
By: _____ Date: _____
Rich Nannini
Project Director

Clover Park Technical College
By: _____ Date: _____
Dr. Joyce Loveday
President

Pierce College
By: _____ Date: _____
Choi Halladay
Vice President of Administrative Services

Tacoma Community College
By: _____ Date: _____
Mary Chikwinya
Interim Co-President

Tacoma Community House
By: _____ Date: _____
Liz Dunbar
Executive Director

The Rescue Mission
By: _____ Date: 11/21/17
Katie Bering
Chair, Board of Trustees

Pierce County Rural County Library District
By: _____ Date: _____
Georgia Lomax
Executive Director

Department of Services for the Blind
By: _____ Date: _____
Michael MacKillop
Deputy Director

Goodwill of the Olympics and Rainier Region
By: _____ Date: _____
Dan Fey
Senior Vice President

WA Employment Security Department

By:_____ Date:_____

Tim McGann
Central Sound Regional Director

Job Corps

By:

_____ Date:_____

Rich Nannini
Project Director

Clover Park Technical College

By:_____ Date:_____

Dr. Joyce Loveday
President

Pierce College

By:

_____ Date:_____

Choi Halladay
Vice President of Administrative Services

Tacoma Community College

By:_____ Date:_____

Mary Chikwinya
Interim Co-President

Tacoma Community House

By:_____ Date:_____

Liz Dunbar
Executive Director

The Rescue Mission

By:_____ Date:_____

Name: _____
Title: _____

Pierce County Rural County Library District

By: Georgia Lomax Date: 11/29/2017

Georgia Lomax
Executive Director

Department of Services for the Blind

By:_____ Date:_____

Michael MacKillop
Deputy Director

Job Corps

By: _____ Date: _____ Rich

Project Director

Clover Park Technical College

By: _____ Date: _____

Dr. Joyce Loveday
President

Pierce College

By: _____ Date: _____ Choi

Vice President of Administrative Services

Tacoma Community College

By: _____ Date: _____

Mary Chikwinya
Interim Co-President

Tacoma Community House

By: _____ Date: _____ Liz I

Executive Director

The Rescue Mission

By: _____ Date: _____ Nam

Title: _____

Pierce County Rural County Library District

By: _____ Date: _____

Georgia Lomax
Executive Director

Department of Services for the Blind

By: _____ Date: 11.30.2017

Michael MacKillop
Deputy Director

Goodwill of the Olympics and Rainier Region

By: _____ Date: _____ Dan

Senior Vice President

Bates Technical College

By: _____ Date: _____

Al Griswold
Executive Vice President

United Way of Pierce County

Job Corps

By: _____ Date: _____

Project Director

Clover Park Technical College

By: _____ Date: _____

Dr. Joyce Loveday
President

Pierce College

By: _____ Date: _____

Vice President of Administrative Services

Tacoma Community College

By: _____ Date: _____

Mary Chikwinya
Interim Co-President

Tacoma Community House

By: _____ Date: _____

Executive Director

The Rescue Mission

By: _____ Date: _____

Title: _____

Pierce County Rural County Library District

By: _____ Date: _____

Georgia Lomax
Executive Director

Department of Services for the Blind

By: _____ Date: _____

Michael MacKillop
Deputy Director

Goodwill of the Olympics and Rainier Region

By: _____ Date: 11-29-17

Senior Vice President

Bates Technical College

By: _____ Date: _____

Al Griswold
Executive Vice President

Goodwill of the Olympics and Rainier Region

By:_____ Date:_____

Dan Fey
Senior Vice President

Bates Technical College

By:_____ Date: 12/1/2017

Al Griswold
Executive Vice President

United Way of Pierce County

By_____ Date: 11/29/17

Dona Ponepinto
Chief Executive Officer

DocuSign Envelope ID: 00E50B96-7429-4ECB-A02A-1FB2CD079E8E

Goodwill of the Olympics and Rainier Region

By:_____ Date:_____

Dan Fey
Senior Vice President

Bates Technical College

By: Al Griswold Date: 12/1/2017

Al Griswold
Executive Vice President

United Way of Pierce County

By:_____ Date:_____

Dona Ponepinto
Chief Executive Officer

Tacoma Housing Authority

GL By: Michael Mirra Date: 3/9/2018 | 1:43 PM PST

Michael Mirra
Executive Officer

AGREEMENT TO AMEND THE PIERCE COUNTY WORKFORCE DEVELOPMENT COUNCIL MEMORANDUM OF UNDERSTANDING July 2017 to June 2021 IFA Revision for the Period July 1, 2018 through June 31, 2019

A. STATEMENT OF INTENT

The initial Infrastructure Sharing Agreement (IFA) for the period of January 2018 through June 2018 was an amendment to the Memorandum of Understanding for implementation of the Workforce Innovation and Opportunity Act (WIOA).

This ammendment specifies the 1st annual revisions to the IFA for the period of July 2018 through June 2019, outlining each agency's commitment for resource sharing.

B. PURPOSE

The purpose of this part of the Agreement is to establish the terms and conditions under which the parties will share infrastructure costs and resources in performance of the one-stop workforce system implementation plan. The parties will share system costs, i.e., those costs associated with operating the one-stop system and shared service costs, i.e., the costs associated with providing the planned shared services at a comprehensive Career Center, including but not limited to annual costs for lease, utilities, janitorial, and equipment subject to the allowability of such financial participation under the state or federal law that governs each Agency's funds.

This Infrastructure and Additional Cost Sharing Agreement will be reviewed and negotiated on an annual basis.

B.1. Workforce System and One-Stop Workforce Center Cost Allocation Methodology

The parties agree to the extent feasible to align individual agency resources to support workforce development systems integration. Each agency commits to sharing costs for Centers where the agency participates through full or part time collocation. These agreements will be negotiated using the appropriate cost allocation methodology, e.g., workstation cost, or FTE, or space or square footage.

Based on negotiations, individual partner agencies as specified on the attached budget sheet have committed to sharing infrastructure costs for the following cost categories, the one stop system operator and fiscal agent accounting services. The methodology used to allocate the partner share was to establish an equal share 'relative benefit' formula as each partner will benefit equally from an integrated and coordinated system through the work of the one stop system operator and the fiscal agent (Workforce-Central) expends the same level of effort in reconciling the quarterly accounts for each agency.

The MOU identifies seven system integrators, each of which may require specific resource commitments as part of the infrastructure. The parties agreed to support the development and execution of a common referral system, designed to help customers navigate the workforce system and to track referrals to MOU partners. Each parties' commitment to the referral system as part of the infrastructure is shown on the budget.

The parties agreed that other infrastructure costs such as common outreach and common technology needs will be addressed and negotiated as the system is further developed.

B.2. In-Kind Arrangements

In addition to selecting a method for the allocation of on-going costs, parties may contribute to the costs of the partnership on an in-kind basis. Such a contribution must be agreed to by all of the parties and may be used to offset the costs of a party's responsibility for costs under the cost allocation plan. Each in-kind contribution must specify the actual worth of the contribution.

B.3. Agency Commitments

Budget Attached.

B.3. Agency Commitments: Final July 1, 2018 through June 30, 2019

		Unfunded Shared System Costs	Unfunded Comprehensive Center Costs	Pierce County WDC/Title I		DSHS/DVR	
				Cash	In-Kind	Cash	In-Kind
OPERATIONAL COSTS							
• One-Stop System Operator	$ 150,000	67,232	$ -	$ 8,824	$ -	$ 8,824	$ -
• Salaries	6,479,473		290,000		1,742,949		97,196
• Benefits	2,145,096		87,000		427,751		21,912
• Training/Professional Development	88,937				37,820		800
• Travel	111,548				63,160		
• Rent	730,611				487,512		
• Utilities	-						
• Maintenance	-						
• Security	1,000				1,000		
• Janitorial	-						
• Common Space Supplies	17,500				12,000		
• Technology	196,410				85,785		
• Equipment	87,400				30,200		
• Phone and Internet Service	29,250				20,000		
• Insurance	5,200				2,500		
• Events	180,000		180,000				
• Common Outreach	72,000		72,000				
• Common Referral System	50,000	-		3,000		2,000	
• I Dashboards	-						
• Common Customer Satisfaction Data System	12,000	12,000					
• Single Point of Contact System for Business (Contact Management)	6,000	6,000					
• Program Materials	272,800						262,000
• Office Supplies	74,400				36,000		
• Postage and Mailing	11,415				9,600		
• Printing	-						
• Indirect	52,843						
• Accounting Services	28,750	12,913		1,691		1,691	
• Dues and Memberships (e.g. local chamber)	10,000		10,000				
Total One-Stop System Budget	**$ 10,812,633**	**$ 98,145**	**$ 639,000**	**$ 13,515**	**$ 2,956,277**	**$ 12,515** (1)	**$ 381,908**
Total Partner Contribution to One-Stop System		**$ 98,145**	**$ 639,000**	**$ 2,969,792**		**$ 394,423**	

Footnotes:

(1) DSHS/DVR contribution for the One-Stop System Operator and Accounting Services will be reconciled quarterly based on customer usage and will not exceed their $10,515 equal share committed for the One-Stop System Operator and Accounting Services.

(2) Subrental costs for Department of Labor & Industries employee's workstations, common shared areas, and non-energy items are paid separately and not to be included in the Infrastructure Funding Agreement costs.

(3) DSHS/ESA/CSD, on behalf of TANF, commits support in sharing the total cost of the System Operator and Accounting Services ($10,515) for the July 1, 2018 to June 30, 2019 Infrastructure Funding Agreement (IFA). In addition, DSHS/ESA/CSD is committing $2,000 to support the common referral system. These funds shall be contributed to the Tacoma-Pierce County WDC/WorkForce Central by the Employment Security Department (ESD) on behalf of TANF. These funds utilized by ESD are part of the current allocation that DSHS/ESA/CSD has contracted to ESD for the delivery of TANF/Workfirst services. If for any reason ESD does not have the identified amount available to pay IFA costs on behalf of TANF, or fails to do so, this agreement is void and must be renegotiated.

(4) Non-MOU Partners include JBLM, Americorps, MDC, Sound Outreach, and other Worksource Partners.

B.3. Agency Commitments: Final July 1, 2018 through June 30, 2019

	Dept of Labor & Industries		DSHS/TANF		Employment Security Dept		Job Corps		Clover Park Technical College		Pierce College District		Tacoma Community College	
	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind
OPERATIONAL COSTS														
• One-Stop System Operator	$ 8,824	$ -	$ 8,824	$ -	$ 8,824	$ -	$ 8,824	$ -	$ 3,360	$ -	$ 3,360	$ -	$ 3,360	$ -
• Salaries		69,240				2,572,707				120,066		133,600		
• Benefits		25,375				1,076,478				23,187		40,080		
• Training/Professional Development		500				21,738				1,250		5,000		
• Travel						28,288				2,500		1,000		
• Rent												20,128		
• Utilities														
• Maintenance														
• Security														
• Janitorial														
• Common Space Supplies														
• Technology												8,000		
• Equipment												4,500		
• Phone and Internet Service														
• Insurance														
• Events														
• Common Outreach														
• Common Referral System	2,200		2,000		2,000		3,000		4,000		4,000		4,000	
• I Dashboards														
• Common Customer Satisfaction Data System														
• Single Point of Contact System for Business (Contact Management)														
• Program Materials														
• Office Supplies												8,000		
• Postage and Mailing														
• Printing														
• Indirect												52,843		
• Accounting Services	1,691		1,691		1,691		1,691		640		640		640	
• Dues and Memberships (e.g. local chamber)														
Total One-Stop System Budget	**$ 12,715**	**$ 95,115**	**$ 12,515**	**$ -**	**$ 12,515**	**$ 3,699,211**	**$ 13,515**	**$ -**	**$ 8,000**	**$ 147,003**	**$ 8,000**	**$ 273,151**	**$ 8,000**	**$ -**
	(2)		(3)											
Total Partner Contribution to One-Stop System	**$ 107,830**		**$ 12,515**		**$ 3,711,726**		**$ 13,515**		**$ 155,003**		**$ 281,151**		**$ 8,000**	

B.3. Agency Commitments: Final July 1, 2018 through June 30, 2019

	Tacoma Community House		Tacoma Rescue Mission		Pierce County Library System		Dept of Services for the Blind		Goodwill of the Olympics & Rainier Region		Bates Technical College		Two Pierce County Rural Sites (TBD)	
	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind
OPERATIONAL COSTS														
• One-Stop System Operator	$ 840	$ -	$ 840	$ -	$ -	$ -	$ 840	$ -	$ 5,040	$ -	$ 3,360	$ -	$ -	$ -
• Salaries		9,300				78,320				83,210		140,009		232,000
• Benefits		1,800				29,628				14,800		49,003		50,000
• Training/Professional Development		600								2,000				2,500
• Travel						1,000				1,000				5,000
• Rent		1,500				13,896				30,000				30,000
• Utilities														
• Maintenance														
• Security														
• Janitorial														
• Common Space Supplies														
• Technology		300				77,625								15,000
• Equipment		300				4,500				8,000				21,000
• Phone and Internet Service		250												
• Insurance														
• Events														
• Common Outreach														
• Common Referral System	1,500		100		200				3,000		4,000			
• I Dashboards														
• Common Customer Satisfaction Data System														
• Single Point of Contact System for Business (Contact Management)														
• Program Materials						10,000								800
• Office Supplies		200				2,000				1,200				18,000
• Postage and Mailing		75												
• Printing														
• Indirect														
• Accounting Services	160		160				160		960		640			
• Dues and Memberships (e.g. local chamber)														
Total One-Stop System Budget	**$ 2,500**	**$ 14,325**	**$ 1,100**	**$ -**	**$ 200**	**$ 216,969**	**$ 1,000**	**$ -**	**$ 9,000**	**$ 140,210**	**$ 8,000**	**$ 189,012**	**$ -**	**$ 374,300**
Total Partner Contribution to One-Stop System	**$ 16,825**		**$ 1,100**		**$ 217,169**		**$ 1,000**		**$ 149,210**		**$ 197,012**		**$ 374,300**	

B.3. Agency Commitments: Final July 1, 2018 through June 30, 2019

	Tacoma Housing Authority		United Way of Pierce County		Non-MOU Partners	
	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind
OPERATIONAL COSTS						
• One-Stop System Operator	$ 8,824	$ -	$ -	$ -	$ -	$ -
• Salaries		222,000		99,750		589,126
• Benefits		93,240				204,842
• Training/Professional Development		6,000		3,229		7,500
• Travel		6,000				3,600
• Rent		37,575				110,000
• Utilities						
• Maintenance						
• Security						
• Janitorial						
• Common Space Supplies		5,500				
• Technology		6,500				3,200
• Equipment		5,000				13,900
• Phone and Internet Service						9,000
• Insurance						2,700
• Events						
• Common Outreach						
• Common Referral System				15,000		
• I Dashboards						
• Common Customer Satisfaction Data System						
• Single Point of Contact System for Business (Contact Management)						
• Program Materials						
• Office Supplies		4,200				4,800
• Postage and Mailing		1,500				240
• Printing						
• Indirect						
• Accounting Services	1,691					
• Dues and Memberships (e.g. local chamber)						
Total One-Stop System Budget	**$ 10,515**	**$ 387,515**	**$ -**	**$ 117,979**	**$ -**	**$ 948,908**
					(4)	
Total Partner Contribution to One-Stop System	**$ 398,030**		**$ 117,979**		**$ 948,908**	

APPROVED:

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

Pierce County Workforce Development Council

By: _____ Date: 10-18-18

April Gibson
Pierce WDC Chair

Chief Local Elected Official

By: _____ Date: 11/5/18

Victoria Woodards
Mayor, City of Tacoma

WorkForce Central

By: _____ Date: 10-16-18

Linda Nguyen
CEO

DSHS/Division of Vocational Rehabilitation

By: _____ Date: _____

Doni Kotas-Turner
Key Contracts Coordinator

Department of Labor and Industries

By: _____ Date: _____

Ryan Guppy
Vocational Consultant/Business Development Manager

Department of Social and Health Services/TANF

By: _____ Date: _____

Babs Roberts
Community Services Division Director

Note: DSHS/ESA/CSD, on behalf of TANF, commits support in sharing the total cost of the System Operator and Accounting Services ($11,917) and prorated to the amount of $5,958.50 for the initial six (6) month Infrastructure Funding Agreement (IFA). These funds shall be contributed to the Tacoma-Pierce County WDC/WorkForce Central by the Employment Security Department (ESD) on behalf of TANF. These funds utilized by ESD are part of the current allocation that DSHS/ESA/CSD has contracted to ESD for the delivery of TANF/Workfirst services. If for any reason ESD does not have the identified amount available to pay IFA costs on behalf of TANF, or fails to do so, this agreement is void and must be renegotiated.

APPROVED:

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

Pierce County Workforce Development Council

By: _____ Date: _____ Tim (

Pierce WDC Chairman

Chief Local Elected Official

By: _____ Date: _____ Bruc(

County Executive, Pierce County

WorkForce Central

By: _____ Date: _____

Linda Nguyen
CEO

DSHS/Division of Vocational Rehabilitation

By: Danny Pratt Date: 10/18/18

Danny Pratt
Key Contracts Coordinator

Department of Labor and Industries

By: _____ Date: _____

Ryan Guppy
Vocational Consultant/Business Development Manager

Department of Social and Health Services/TANF

By: _____ Date: _____

Babs Roberts
Community Services Division Director

Note: DSHS/ESA/CSD, on behalf of TANF, commits support in sharing the total cost of the System Operator and Accounting Services ($11,917) and prorated to the amount of $5,958.50 for the initial six (6) month Infrastructure Funding Agreement (IFA). These funds shall be contributed to the Tacoma-Pierce County WDC/WorkForce Central by the Employment Security Department (ESD) on behalf of TANF. These funds utilized by ESD are part of the current allocation that DSHS/ESA/CSD has contracted to ESD for the delivery of TANF/Workfirst services. If for any reason ESD does not have the identified amount available to pay IFA costs on behalf of TANF, or fails to do so, this agreement is void and must be renegotiated.

WA Employment Security Department

APPROVED:

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

Pierce County Workforce Development Council

By: _____ Date: _____

Tim Owens
Pierce WDC Chairman

Chief Local Elected Official

By: _____ Date: _____

Bruce Dammeier
County Executive, Pierce County

WorkForce Central

By: _____ Date: _____

Linda Nguyen
CEO

DSHS/Division of Vocational Rehabilitation

By: _____ Date: _____

Doni Kotas-Turner
Key Contracts Coordinator

Department of Labor and Industries

By: _____ Date: 10/15/18

Ryan Guppy, CDMS
Chief of Return to Work Partnerships

Department of Social and Health Services/TANF

By: _____ Date: _____

Babs Roberts
Community Services Division Director

Note: DSHS/ESA/CSD, on behalf of TANF, commits support in sharing the total cost of the System Operator and Accounting Services ($11,917) and prorated to the amount of $5,958.50 for the initial six (6) month Infrastructure Funding Agreement (IFA). These funds shall be contributed to the Tacoma-Pierce County WDC/WorkForce Central by the Employment Security Department (ESD) on behalf of TANF. These funds utilized by ESD are part of the current allocation that DSHS/ESA/CSD has contracted to ESD for the delivery of TANF/Workfirst services. If for any reason ESD does not have the identified amount available to pay IFA costs on behalf of TANF, or fails to do so, this agreement is void and must be renegotiated.

APPROVED:

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

Pierce County Workforce Development Council

By: _____ Date: _____

Tim Owens
Pierce WDC Chairman

Chief Local Elected Official

By: _____ Date: _____

Bruce Dammeier
County Executive, Pierce County

WorkForce Central

By: _____ Date: _____

Linda Nguyen
CEO

DSHS/Division of Vocational Rehabilitation

By: _____ Date: _____

Doni Kotas-Turner
Key Contracts Coordinator

Department of Labor and Industries

By: _____ Date: _____

Ryan Guppy
Vocational Consultant/Business Development Manager

Department of Social and Health Services/TANF

By: _____ Date: 1-3-19

Babs Roberts
Community Services Division Director

Note: DSHS/ESA/CSD, on behalf of TANF, commits support in sharing the total cost of the System Operator and Accounting Services ($10,515) for Infrastructure Funding Agreement (IFA). In addition, DSHS is committing $2,000 to support the 'common referral system'. These funds shall be contributed to the Tacoma-Pierce County WDC/WorkForce Central by the Employment Security Department (ESD) on behalf of TANF. These funds utilized by ESD are part of the current allocation that DSHS/ESA/CSD has contracted to ESD for the delivery of TANF/Workfirst services. If for any reason ESD does not have the identified amount available to pay IFA costs on behalf of TANF, or fails to do so, this agreement is void and must be renegotiated.

WA Employment Security Department
By: _____ Date: 10-19-2018
Tim McGann
Central Sound Regional Director

Clover Park Technical College
By: _____ Date: _____
Dr. Joyce Loveday
President

Pierce College
By:
Date: _____
Choi Halladay
Vice President of Administrative Services

Tacoma Community College
By: _____ Date: _____
Mary Chikwinya
Interim Co-President

Tacoma Community House
By: _____ Date: _____
Liz Dunbar
Executive Director

The Rescue Mission
By: _____ Date: _____
Name: _____
Title: _____

Pierce County Rural County Library District
By: _____ Date: _____
Georgia Lomax
Executive Director

Department of Services for the Blind
By: _____ Date: _____
Michael MacKillop
Deputy Director

Goodwill of the Olympics and Rainier Region
By: _____ Date: _____

WA Employment Security Department

By:_____ Date:_____

Tim McGann
Central Sound Regional Director

_____

Clover Park Technical College

By:_____ Date: 10-8-18

Dr. Joyce Loveday
President

Pierce College

By:

_____ Date:_____

Choi Halladay
Vice President of Administrative Services

Tacoma Community College

By:_____ Date:_____

Krista Fox
Vice Provost/Vice President of Instruction

Tacoma Community House

By:_____ Date:_____

Liz Dunbar
Executive Director

The Rescue Mission

By:_____ Date:_____

Name: _____
Title: _____

Pierce County Rural County Library District

By:_____ Date:_____

Georgia Lomax
Executive Director

Department of Services for the Blind

By:_____ Date:_____

Michael MacKillop
Deputy Director

WA Employment Security Department

By:_____ Date:_____

Tim McGann
Central Sound Regional Director

Clover Park Technical College

By:_____ Date:_____

Dr. Joyce Loveday
President

Pierce College

By: Choi Halladay Date: 10/10/18

Choi Halladay
Vice President of Administrative Services

Tacoma Community College

By:_____ Date:_____

Krista Fox
Vice Provost/Vice President of Instruction

Tacoma Community House

By:_____ Date:_____

Liz Dunbar
Executive Director

The Rescue Mission

By:_____ Date:_____

Name: _____
Title: _____

Pierce County Rural County Library District

By:_____ Date:_____

Georgia Lomax
Executive Director

Department of Services for the Blind

By:_____ Date:_____

Michael MacKillop
Deputy Director

WA Employment Security Department

By:_____ Date:_____

Tim McGann
Central Sound Regional Director

Clover Park Technical College

By:_____ Date:_____

Dr. Joyce Loveday
President

Pierce College

By:

_____ Date:_____

Choi Halladay
Vice President of Administrative Services

Tacoma Community College

By: _____ Date: 10/17/18

Krista Fox
Vice Provost/Vice President of Instruction

Tacoma Community House

By:_____ Date:_____

Liz Dunbar
Executive Director

The Rescue Mission

By:_____ Date:_____

Name: _____
Title:

Pierce County Rural County Library District

By:_____ Date:_____

Georgia Lomax
Executive Director

Department of Services for the Blind

By:_____ Date:_____

Michael MacKillop
Deputy Director

WA Employment Security Department

By:_____ Date:_____

Tim McGann
Central Sound Regional Director

Clover Park Technical College

By:_____ Date:_____

Dr. Joyce Loveday
President

Pierce College

By:

Date:_____

Choi Halladay
Vice President of Administrative Services

Tacoma Community College

By:_____ Date:_____

Krista Fox
Vice Provost/Vice President of Instruction

Tacoma Community House

By:_____ Date: 10/5/18

Liz Dunbar
Executive Director

The Rescue Mission

By:_____ Date:_____

Name: _____
Title: _____

Pierce County Rural County Library District

By:_____ Date:_____

Georgia Lomax
Executive Director

Department of Services for the Blind

By:_____ Date:_____

Michael MacKillop
Deputy Director

WA Employment Security Department

By:_____ Date:_____

Tim McGann
Central Sound Regional Director

J

Clover Park Technical College

By:_____ Date:_____

Dr. Joyce Loveday
President

Pierce College

By: _____ Date:_____

Choi Halladay
Vice President of Administrative Services

Tacoma Community College

By:_____ Date:_____

Krista Fox
Vice Provost/Vice President of Instruction

Tacoma Community House

By:_____ Date:_____

Liz Dunbar
Executive Director

The Rescue Mission

By: Parker Poulson Date: 10/16/18

Name: Parker Poulson
Title: Executive Director

Pierce County Rural County Library District

By:_____ Date:_____

Georgia Lomax
Executive Director

Department of Services for the Blind

By:_____ Date:_____

Michael MacKillop
Deputy Director

Goodwill of the Olympics and Rainier Region

By:_____ Date:_____

Dan Fey
Senior Vice President

WA Employment Security Department

By:_____ Date:_____

Tim McGann
Central Sound Regional Director

Clover Park Technical College

By:_____ Date:_____

Dr. Joyce Loveday
President

Pierce College

By:

Date:_____

Choi Halladay
Vice President of Administrative Services

Tacoma Community College

By:_____ Date:_____

Krista Fox
Vice Provost/Vice President of Instruction

Tacoma Community House

By:_____ Date:_____

Liz Dunbar
Executive Director

The Rescue Mission

By:_____ Date:_____

Name: _____
Title: _____

Pierce County Rural County Library District

By: Georgia Lomax Date: 10/5/2018

Georgia Lomax
Executive Director

Department of Services for the Blind

By:_____ Date:_____

Michael MacKillop
Deputy Director

WA Employment Security Department

By:_____ Date:_____

Tim McGann
Central Sound Regional Director

Clover Park Technical College

By:_____ Date:_____

Dr. Joyce Loveday
President

Pierce College

By:

_____ Date:_____

Choi Halladay
Vice President of Administrative Services

Tacoma Community College

By:_____ Date:_____

Krista Fox
Vice Provost/Vice President of Instruction

Tacoma Community House

By:_____ Date:_____

Liz Dunbar
Executive Director

The Rescue Mission

By:_____ Date:_____

Name: _____
Title: _____

Pierce County Rural County Library District

By:_____ Date:_____

Georgia Lomax
Executive Director

Department of Services for the Blind

By: _____ Date: 10.16.2018

Michael MacKillop
Deputy Director

WA Employment Security Department

By:_____ Date:_____ Tim I

Central Sound Regional Director

Clover Park Technical College

By:_____ Date:_____

Dr. Joyce Loveday
President

Pierce College

By: _____ Date:_____ Choi

Vice President of Administrative Services

Tacoma Community College

By:_____ Date:_____

Krista Fox
Vice Provost/Vice President of Instruction

Tacoma Community House

By:_____ Date:_____ Liz D

Executive Director

The Rescue Mission

By:_____ Date:_____ Nam

Title: _____

Pierce County Rural County Library District

By:_____ Date:_____

Georgia Lomax
Executive Director

Department of Services for the Blind

By:_____ Date:_____

Michael MacKillop
Deputy Director

Goodwill of the Olympics and Rainier Region

By: [illegible] Date: 10-8-18

Pres + CEO

Bates Technical College

By:_____ Date:_____

Al Griswold
Executive Vice President

Goodwill of the Olympics and Rainier Region

By:_____ Date:_____

Dan Fey
Senior Vice President

Bates Technical College

By:_____ Date: 10/9/18

Al Griswold
Executive Vice President

United Way of Pierce County

By:_____ Date:_____

Dona Ponepinto
Chief Executive Officer

Tacoma Housing Authority

By:_____ Date:_____

Michael Mirra
Executive Officer

Goodwill of the Olympics and Rainier Region

By:_____ Date:_____

Dan Fey
Senior Vice President

Bates Technical College

By:_____ Date:_____

Al Griswold
Executive Vice President

United Way of Pierce County

By: Dona Ponepinto Date: 10-8-18

Dona Ponepinto
Chief Executive Officer

Tacoma Housing Authority

By:_____ Date:_____

Michael Mirra
Executive Officer

Goodwill of the Olympics and Rainier Region

By:_____ Date:_____

Dan Fey
Senior Vice President

Bates Technical College

By:_____ Date:_____

Al Griswold
Executive Vice President

United Way of Pierce County

By:_____ Date:_____

Dona Ponepinto
Chief Executive Officer

Tacoma Housing Authority

By: Michael Mirra ✱ Date: 11·5·18

Michael Mirra
Executive Officer

AGREEMENT TO AMMEND THE PIERCE COUNTY WORKFORCE DEVELOPMENT COUNCIL MEMORANDUM OF UNDERSTANDING July 2017 to June 2021 IFA Revision for the Period July 1, 2019 through June 31, 2020

A. STATEMENT OF INTENT

The initial Infrastructure Sharing Agreement (IFA) for the period of January 2018 through June 2018 was an amendment to the Memorandum of Understanding for implementation of the Workforce Innovation and Opportunity Act (WIOA).

This amendment specifies the 2nd annual revision to the IFA for the period of July 2019 through June 2020, outlining each agency's commitment for resource sharing.

B. PURPOSE

The purpose of this part of the Agreement is to establish the terms and conditions under which the parties will share infrastructure costs and resources in performance of the one-stop workforce system implementation plan. The parties will share system costs, i.e., those costs associated with operating the one-stop system and shared service costs, i.e., the costs associated with providing the planned shared services at a comprehensive Career Center, including but not limited to annual costs for lease, utilities, janitorial, and equipment subject to the allowability of such financial participation under the state or federal law that governs each Agency's funds.

This Infrastructure and Additional Cost Sharing Agreement will be reviewed and negotiated on an annual basis.

B.1. Workforce System and One-Stop Workforce Center Cost Allocation Methodology

The parties agree to the extent feasible to align individual agency resources to support workforce development systems integration. Each agency commits to sharing costs for Centers where the agency participates through full or part time collocation. These agreements will be negotiated using the appropriate cost allocation methodology, e.g., workstation cost, or FTE, or space or square footage.

Based on negotiations, individual partner agencies as specified on the attached budget sheet have committed to sharing infrastructure costs for the following cost categories, the one stop system operator, common referral system, fiscal agent accounting services, accommodations, incidental expenses and the customer comment card system. The methodology used to allocate the partner share was to establish an equal share 'relative benefit' formula as each partner will benefit equally from an integrated and coordinated system through the work of the one stop system operator, providing accommodations, the data collected through the comment card system, and the fiscal agent (Workforce-Central) expends the same level of effort in reconciling the accounts for each agency.

Partner contributions will be reconciled annually. This will be the responsibility of the fiscal agent to compare the actual expenditures to the amounts collected from each partner. In the event of any excess contributions, partners will convene to discuss whether and how to refund the

excess or to carry them over to the next IFA period. Any excess contribution will be dispersed, either by refund or carried into the next period, in proportion to the percent that the partner contributed to the shared system costs in the IFA.

The MOU identifies seven system integrators, each of which may require specific resource commitments as part of the infrastructure. The parties agreed to continue to support ongoing improvements to and the execution of the common referral system, designed to help customers navigate the workforce system and to track referrals to MOU partners. Each parties' continued commitment to the referral system as part of the infrastructure is shown on the budget.
The parties also agree to support the One Stop System Operator (OSSO) at a lower rate than in the previous IFA. The scope of the OSSO has been reduced to include only the following tasks, effective October 1, 2019:

- Continue functional supervision of the WorkSource Comprehensive Center Manager.
- Continue to facilitate, provide technical assistance and training to the WorkSource Comprehensive Center design and leadership teams as well as all co-located partners.
- Continue to provide technical assistance and training to WorkSource affiliate sites.
- Operationalize and oversee the business single point of contact system integrator – until it gains full traction.
- Increase the system's use of the customer satisfaction survey for continuous quality improvement purposes.
- Increase the system's use of the common referral system. Trouble shoot partner access issues and improve the referral system's capability.
- Manage the system wide customer satisfaction data collection and reporting.

The parties agreed that other infrastructure costs such as common outreach and common technology needs will be addressed and negotiated as the system is further developed.

B.2. In-Kind Arrangements

In addition to selecting a method for the allocation of on-going costs, parties may contribute to the costs of the partnership on an in-kind basis. Such a contribution must be agreed to by all of the parties and may be used to offset the costs of a party's responsibility for costs under the cost allocation plan. Each in-kind contribution must specify the actual worth of the contribution.

B.3. Agency Commitments

Budget Attached.

APPROVED:

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

Pierce County Workforce Development Council
By: _____ Date: 10-24-19
April Gibson
Pierce WDC Chairman

Chief Local Elected Official
By: _____ Date: _____
Bruce Dammeier
County Executive, Pierce County

WorkForce Central
By: _____ Date: 10-22-19
Linda Nguyen
CEO

DSHS/Division of Vocational Rehabilitation
By: _____ Date: _____
Doni Kotas-Turner
Key Contracts Coordinator

Department of Labor and Industries
By: _____ Date: _____
Ryan Guppy
Vocational Consultant/Business Development Manager

Department of Social and Health Services/TANF
By: _____ Date: _____
Babs Roberts
Community Services Division Director

Note: DSHS/ESA/CSD, on behalf of TANF, commits support in sharing their equal share of the total cost of the Shared System Costs ($9,141.47) for the July 1, 2019 to June 30, 2020 Infrastructure Funding Agreement (IFA). These funds shall be contributed to the Tacoma-Pierce County WDC/WorkForce Central by the Employment Security Department (ESD) on behalf of TANF. These funds utilized by ESD are part of the current allocation that DSHS/ESA/CSD has contracted to ESD for the delivery of TANF/Workfirst services. If for any reason ESD does not have the identified amount available to pay IFA costs on behalf of TANF, or fails to do so, this agreement is void and must be renegotiated.

APPROVED:

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

Pierce County Workforce Development Council

By: _____ Date: _____

April Gibson
Pierce WDC Chairman

Chief Local Elected Official

By: _____ Date: 10/28/19

Bruce Dammeier
County Executive, Pierce County

WorkForce Central

By: _____ Date: 10-22-19

Linda Nguyen
CEO

DSHS/Division of Vocational Rehabilitation

By: _____ Date: _____

Doni Kotas-Turner
Key Contracts Coordinator

Department of Labor and Industries

By: _____ Date: _____

Ryan Guppy
Vocational Consultant/Business Development Manager

Department of Social and Health Services/TANF

By: _____ Date: _____

Babs Roberts
Community Services Division Director

Note: DSHS/ESA/CSD, on behalf of TANF, commits support in sharing their equal share of the total cost of the Shared System Costs ($9,141.47) for the July 1, 2019 to June 30, 2020 Infrastructure Funding Agreement (IFA). These funds shall be contributed to the Tacoma-Pierce County WDC/WorkForce Central by the Employment Security Department (ESD) on behalf of TANF. These funds utilized by ESD are part of the current allocation that DSHS/ESA/CSD has contracted to ESD for the delivery of TANF/Workfirst services. If for any reason ESD does not have the identified amount available to pay IFA costs on behalf of TANF, or fails to do so, this agreement is void and must be renegotiated.

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

Pierce County Workforce Development Council

By: _____ Date: _____

April Gibson
Pierce WDC Chairman

Chief Local Elected Official

By: _____ Date: _____

Bruce Dammeier
County Executive, Pierce County

WorkForce Central

By: _____ Date: _____

Linda Nguyen
CEO

DSHS/Division of Vocational Rehabilitation

By: Brenda Boles Date: 10/17/19

Brenda Boles
Key Contracts Coordinator

Department of Labor and Industries

By: _____ Date: _____

Ryan Guppy
Vocational Consultant/Business Development Manager

Department of Social and Health Services/TANF

By: _____ Date: _____

Babs Roberts
Community Services Division Director

Note: DSHS/ESA/CSD, on behalf of TANF, commits support in sharing their equal share of the total cost of the Shared System Costs ($9,141.47) for the July 1, 2019 to June 30, 2020 Infrastructure Funding Agreement (IFA). These funds shall be contributed to the Tacoma-Pierce County WDC/WorkForce Central by the Employment Security Department (ESD) on behalf of TANF. These funds utilized by ESD are part of the current allocation that DSHS/ESA/CSD has contracted to ESD for the delivery of TANF/Workfirst services. If for any reason ESD does not have the identified amount available to pay IFA costs on behalf of TANF, or fails to do so, this agreement is void and must be renegotiated.

APPROVED:

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

Pierce County Workforce Development Council

By: _____ Date: _____

April Gibson
Pierce WDC Chairman

Chief Local Elected Official

By: _____ Date: _____

Bruce Dammeier
County Executive, Pierce County

WorkForce Central

By: _____ Date: _____

Linda Nguyen
CEO

DSHS/Division of Vocational Rehabilitation

By: _____ Date: _____

Doni Kotas-Turner
Key Contracts Coordinator

Department of Labor and Industries

By: A (Hunt) Date: 1/30/2020

~~Ryan Guppy~~
~~Vocational Consultant/Business Development Manager~~ Amanda Hunt
Field Services Liaison Manager

Department of Social and Health Services/TANF

By: _____ Date: _____

Babs Roberts
Community Services Division Director

Note: DSHS/ESA/CSD, on behalf of TANF, commits support in sharing their equal share of the total cost of the Shared System Costs ($9,141.47) for the July 1, 2019 to June 30, 2020 Infrastructure Funding Agreement (IFA). These funds shall be contributed to the Tacoma-Pierce County WDC/WorkForce Central by the Employment Security Department (ESD) on behalf of TANF. These funds utilized by ESD are part of the current allocation that DSHS/ESA/CSD has contracted to ESD for the delivery of TANF/Workfirst services. If for any reason ESD does not have the identified amount available to pay IFA costs on behalf of TANF, or fails to do so, this agreement is void and must be renegotiated.

APPROVED:

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

Pierce County Workforce Development Council

By: _____ Date: _____

April Gibson
Pierce WDC Chairman

Chief Local Elected Official

By: _____ Date: _____

Bruce Dammeier
County Executive, Pierce County

WorkForce Central

By: _____ Date: _____

Linda Nguyen
CEO

DSHS/Division of Vocational Rehabilitation

By: _____ Date: _____

Doni Kotas-Turner
Key Contracts Coordinator

Department of Labor and Industries

By: _____ Date: _____

Ryan Guppy
Vocational Consultant/Business Development Manager

Department of Social and Health Services/TANF

By: _____ Date: March 26, 2020

Babs Roberts
Community Services Division Director

Note: DSHS/ESA/CSD, on behalf of TANF, commits support in sharing their equal share of the total cost of the Shared System Costs ($9,141.47) for the July 1, 2019 to June 30, 2020 Infrastructure Funding Agreement (IFA). These funds shall be contributed to the Tacoma-Pierce County WDC/WorkForce Central by the Employment Security Department (ESD) on behalf of TANF. These funds utilized by ESD are part of the current allocation that DSHS/ESA/CSD has contracted to ESD for the delivery of TANF/Workfirst services. If for any reason ESD does not have the identified amount available to pay IFA costs on behalf of TANF, or fails to do so, this agreement is void and must be renegotiated.

WA Employment Security Department

By: _____ Date: 11-5-2018

Tim McGann
Central Sound Regional Director

Clover Park Technical College

By: _____ Date: _____

Dr. Joyce Loveday
President

Pierce College

By: _____ Date: _____

Choi Halladay
Vice President of Administrative Services

Tacoma Community College

By: _____ Date: _____

Krista Fox
Vice Provost/Vice President of Instruction

Tacoma Community House

By: _____ Date: _____

Lauren Walker-Lee
Executive Director

Pierce County Rural County Library District

By: _____ Date: _____

Georgia Lomax
Executive Director

Department of Services for the Blind

By: _____ Date: _____

Michael MacKillop
Deputy Director

Goodwill of the Olympics and Rainier Region

By: _____ Date: _____

Eu-wanda D. Eagans
Senior Vice President

Bates Technical College

By: _____ Date: _____

Al Griswold
Executive Vice President

WA Employment Security Department

By:_____ Date:_____

Tim McGann
Central Sound Regional Director

Clover Park Technical College

By: Joyce Loveday Date: 10-24-19

Dr. Joyce Loveday
President

Pierce College

By: _____ Date:_____

Choi Halladay
Vice President of Administrative Services

Tacoma Community College

By:_____ Date:_____

Krista Fox
Vice Provost/Vice President of Instruction

Tacoma Community House

By:_____ Date:_____

Lauren Walker-Lee
Executive Director

Pierce County Rural County Library District

By:_____ Date:_____

Georgia Lomax
Executive Director

Department of Services for the Blind

By:_____ Date:_____

Michael MacKillop
Deputy Director

Goodwill of the Olympics and Rainier Region

By:_____ Date:_____

Eu-wanda D. Eagans
Senior Vice President

Bates Technical College

By:_____ Date:_____

Al Griswold
Executive Vice President

WA Employment Security Department

By:_____ Date:_____

Tim McGann
Central Sound Regional Director

Clover Park Technical College

By:_____ Date:_____

Dr. Joyce Loveday
President

Pierce College

By: _____ Date: 11-7-19

Choi Halladay
Vice President of Administrative Services

Tacoma Community College

By:_____ Date:_____

Krista Fox
Vice Provost/Vice President of Instruction

Tacoma Community House

By:_____ Date:_____

Lauren Walker-Lee
Executive Director

Pierce County Rural County Library District

By:_____ Date:_____

Georgia Lomax
Executive Director

Department of Services for the Blind

By:_____ Date:_____

Michael MacKillop
Deputy Director

Goodwill of the Olympics and Rainier Region

By:_____ Date:_____

Eu-wanda D. Eagans
Senior Vice President

Bates Technical College

By:_____ Date:_____

Al Griswold
Executive Vice President

WA Employment Security Department

By:_____ Date:_____

Tim McGann
Central Sound Regional Director

Clover Park Technical College

By:_____ Date:_____

Dr. Joyce Loveday
President

Pierce College

By: _____ Date:_____

Choi Halladay
Vice President of Administrative Services

Tacoma Community College

By:_____ Date: 10/22/19

Dr. Ivan L. Harrell
President

Tacoma Community House

By:_____ Date:_____

Lauren Walker-Lee
Executive Director

Pierce County Rural County Library District

By:_____ Date:_____

Georgia Lomax
Executive Director

Department of Services for the Blind

By:_____ Date:_____

Michael MacKillop
Deputy Director

Goodwill of the Olympics and Rainier Region

By:_____ Date:_____

Eu-wanda D. Eagans
Senior Vice President

Bates Technical College

By:_____ Date:_____

Al Griswold
Executive Vice President

WA Employment Security Department

By:_____ Date:_____

Tim McGann
Central Sound Regional Director

Clover Park Technical College

By:_____ Date:_____

Dr. Joyce Loveday
President

Pierce College

By: _____ Date:_____

Choi Halladay
Vice President of Administrative Services

Tacoma Community College

By:_____ Date:_____

Krista Fox
Vice Provost/Vice President of Instruction

Tacoma Community House

By:_____ Date: 1/31/2020

Lauren Walker-Lee
Executive Director

Pierce County Rural County Library District

By:_____ Date:_____

Georgia Lomax
Executive Director

Department of Services for the Blind

By:_____ Date:_____

Michael MacKillop
Deputy Director

Goodwill of the Olympics and Rainier Region

By:_____ Date:_____

Eu-wanda D. Eagans
Senior Vice President

Bates Technical College

By:_____ Date:_____

Al Griswold
Executive Vice President

WA Employment Security Department

By:_____ Date:_____

Tim McGann
Central Sound Regional Director

Clover Park Technical College

By:_____ Date:_____

Dr. Joyce Loveday
President

Pierce College

By: _____ Date:_____

Choi Halladay
Vice President of Administrative Services

Tacoma Community College

By:_____ Date:_____

Krista Fox
Vice Provost/Vice President of Instruction

Tacoma Community House

By:_____ Date:_____

Lauren Walker-Lee
Executive Director

Pierce County Rural County Library District

By: Georgia Lomax Date: 10/22/2019

Georgia Lomax
Executive Director

Department of Services for the Blind

By:_____ Date:_____

Michael MacKillop
Deputy Director

Goodwill of the Olympics and Rainier Region

By:_____ Date:_____

Eu-wanda D. Eagans
Senior Vice President

Bates Technical College

By:_____ Date:_____

Al Griswold
Executive Vice President

WA Employment Security Department

By:_____ Date:_____

Tim McGann
Central Sound Regional Director

Clover Park Technical College

By:_____ Date:_____

Dr. Joyce Loveday
President

Pierce College

By: _____ Date:_____

Choi Halladay
Vice President of Administrative Services

Tacoma Community College

By:_____ Date:_____

Krista Fox
Vice Provost/Vice President of Instruction

Tacoma Community House

By:_____ Date:_____

Lauren Walker-Lee
Executive Director

Pierce County Rural County Library District

By:_____ Date:_____

Georgia Lomax
Executive Director

Department of Services for the Blind

By:_____ Date: Oct 17, 2019

Michael MacKillop
Deputy Director

Goodwill of the Olympics and Rainier Region

By:_____ Date:_____

Eu-wanda D. Eagans
Senior Vice President

Bates Technical College

By:_____ Date:_____

Al Griswold
Executive Vice President

WA Employment Security Department

By:_____ Date:_____

Tim McGann
Central Sound Regional Director

Clover Park Technical College

By:_____ Date:_____

Dr. Joyce Loveday
President

Pierce College

By: _____ Date:_____

Choi Halladay
Vice President of Administrative Services

Tacoma Community College

By:_____ Date:_____

Krista Fox
Vice Provost/Vice President of Instruction

Tacoma Community House

By:_____ Date:_____

Lauren Walker-Lee
Executive Director

Pierce County Rural County Library District

By:_____ Date:_____

Georgia Lomax
Executive Director

Department of Services for the Blind

By:_____ Date:_____

Michael MacKillop
Deputy Director

Goodwill of the Olympics and Rainier Region

By:_____ Date: 2/3/20

Eu-wanda D. Eagans
Senior Vice President

Bates Technical College

By:_____ Date:_____

Al Griswold
Executive Vice President

WA Employment Security Department

By:_____ Date:_____

Tim McGann
Central Sound Regional Director

Clover Park Technical College

By:_____ Date:_____

Dr. Joyce Loveday
President

Pierce College

By: _____ Date:_____

Choi Halladay
Vice President of Administrative Services

Tacoma Community College

By:_____ Date:_____

Krista Fox
Vice Provost/Vice President of Instruction

Tacoma Community House

By:_____ Date:_____

Lauren Walker-Lee
Executive Director

Pierce County Rural County Library District

By:_____ Date:_____

Georgia Lomax
Executive Director

Department of Services for the Blind

By:_____ Date:_____

Michael MacKillop
Deputy Director

Goodwill of the Olympics and Rainier Region

By:_____ Date:_____

Eu-wanda D. Eagans
Senior Vice President

Bates Technical College

By:_____ Date: 3/9/2020

~~Al Griswold~~
~~Executive Vice President~~
Dr. Lin Zhou
President

United Way of Pierce County

By:_____ Date: 1-13-2020

Dona Ponepinto
Chief Executive Officer

Tacoma Housing Authority

By:_____ Date:_____

Michael Mirra
Executive Officer

DocuSign Envelope ID: 80040F66-778D-4BC5-8314-3C58A9F765D0

United Way of Pierce County

By:_____ Date:_____

Dona Ponepinto
Chief Executive Officer

DS
CH

Tacoma Housing Authority

By: DocuSigned by: Michael Mirra 7A2D3EFFF1F94F7... Date: 11/6/2019 | 1:34 PM PST

Michael Mirra
Executive Officer

B.3. Agency Commitments: Final July 1, 2019 through June 30, 2020

		One-Stop System Operator		Pierce County WDC/Title I		DSHS/DVR		Dept of Labor & Industries		DSHS/TANF	
		Cash	In-Kind	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind
OPERATIONAL COSTS											
SHARED SYSTEM COSTS											
One-Stop System Operator	$ 39,118.13	$ -	$ -	$ 7,276.66	$ -	$ 2,480.72	$ -	$ 3,239.64	$ -	$ 3,239.64	$ -
Common Referral System	60,000.00			7,582.75		2,585.08		3,375.92		3,375.92	
Provision of Accommodations	1,000.00			186.02		63.42		82.82		82.82	
Incidental Expenses	750.00			139.51		47.56		62.11		62.11	
Accounting Services	28,750.00			5,348.00		1,823.22		2,380.98		2,380.98	
Customer Comment Card System	14,000.00		7,000.00	7,000.00							
Subtotal Shared System Costs	**$ 143,618.13**	**$ -**	**$ 7,000.00**	**$ 27,532.94**	**$ -**	**$ 7,000.00**	**$ -**	**$ 9,141.47**	**$ -**	**$ 9,141.47**	**$ -**
COMPREHENSIVE CENTER											
Salaries	$ 4,073,803.00				$ 1,549,342.00		$ 207,756.00		$ 100,000.00		
Benefits	1,296,816.00				366,660.00						
Training/Professional Development	56,558.00				35,320.00						
Travel	84,948.00				56,660.00						
Rent (includes utilities, alarm, janitorial, maintenance)	487,512.00				200,127.91		18,675.88		8,164.32		
Security Guard	51,581.00				21,174.46		1,975.99		863.82		
Center Manager	127,546.00				52,358.75		4,886.10		2,136.00		
Internet	7,320.00				6,306.91		588.56		257.29		
Analog Fax Line	780.00				759.85						
IT Support and Maintence	50,000.00				48,437.50						
Copier/Printer/Scanner/Fax	15,000.00				14,612.52						
Desk Phones	28,080.00				11,160.00		720.00		360.00		
Phones - Shared Space	5,400.00				2,216.74		206.87		90.44		
Electronic Scheduler	480.00				205.72		68.57		68.57		
Signage	5,700.00				2,339.89		218.36		95.46		
Copier/Printer - Resource Room and Computer Lab	900.00				369.45		34.48		15.07		
Wet System (Water Filtration)	1,764.00				724.14		67.58		29.54		
Business Center and Other Common Space Supplies	1,400.00				574.71		53.63		23.45		
Subtotal Comprehensive Center	**$ 6,295,588.00**	**$ -**	**$ -**	**$ -**	**$ 2,369,350.55**	**$ -**	**$ 235,252.02**	**$ -**	**$ 112,103.96**	**$ -**	**$ -**
Other Workforce System Costs											
Staff (including benefits)	$ 6,172,223.00				$ 2,209,191.00						
Operations (overhead/indirect)	1,174,783.00				619,716.00						
Other (e.g., travel, outreach, materials, technology/equipment)	5,476,107.00				5,042,222.00						
Subtotal Other Workforce System Costs	**$ 12,823,113.00**	**$ -**	**$ -**	**$ -**	**$ 7,871,129.00**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**
Total One-Stop System Budget	**$ 19,262,319.13**	**$ -**	**$ 7,000.00**	**$ 27,532.94**	**$ 10,240,479.55**	**$ 7,000.00**	**$ 235,252.02**	**$ 9,141.47**	**$ 112,103.96**	**$ 9,141.47**	**$ -**
						(1)		(2)		(3)	
Total Partner Contribution to One-Stop System		**$ 7,000.00**		**$ 10,268,012.49**		**$ 242,252.02**		**$ 121,245.43**		**$ 9,141.47**	

Footnotes:

(1) DSHS/DVR contribution for the Shared System Costs will be reconciled quarterly based on customer usage and will not exceed their $9,141.47 equal share. The $7,000 cash contribution for their Shared System Costs was estimated based on customer usage for the period of July 1, 2018 through June 30, 2019.

(2) Subrental costs for Department of Labor & Industries employee's workstations, common shared areas, and non-energy items are paid separately and not to be included in the Infrastructure Funding Agreement costs.

(3) DSHS/ESA/CSD, on behalf of TANF, commits support in sharing their equal share of the total cost of the Shared System Costs ($9,141.47) for the July 1, 2019 to June 30, 2020 Infrastructure Funding Agreement (IFA). These funds shall be contributed to the Tacoma-Pierce County WDC/WorkForce Central by the Employment Security Department (ESD) on behalf of TANF. These funds utilized by ESD are part of the current allocation that DSHS/ESA/CSD has contracted to ESD for the delivery of TANF/Workfirst services. If for any reason ESD does not have the identified amount available to pay IFA costs on behalf of TANF, or fails to do so, this agreement is void and must be renegotiated.

B.3. Agency Commitments: Final July 1, 2019 through June 30, 2020

	Employment Security Dept		Clover Park Technical College		Pierce College District		Tacoma Community College		Tacoma Community House		Pierce County Library System	
	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind
OPERATIONAL COSTS												
SHARED SYSTEM COSTS												
One-Stop System Operator	$ 5,011.59	$ -	$ 2,835.11	$ -	$ 2,126.34	$ -	$ 3,239.64	$ -	$ 708.78	$ -	$ -	$ -
Common Referral System	5,222.40		2,954.37		2,215.78		3,375.92		738.58			
Provision of Accommodations	128.11		72.48		54.35		82.82		18.12			
Incidental Expenses	96.09		54.36		40.77		62.11		13.60			
Accounting Services	3,683.28		2,083.68		1,562.76		2,380.98		520.92			
Customer Comment Card System												
Subtotal Shared System Costs	**$ 14,141.47**	**$ -**	**$ 8,000.00**	**$ -**	**$ 6,000.00**	**$ -**	**$ 9,141.47**	**$ -**	**$ 2,000.00**	**$ -**	**$ -**	**$ -**
COMPREHENSIVE CENTER												
Salaries		$ 2,139,705.00		$ 77,000.00								
Benefits		930,156.00										
Training/Professional Development		20,238.00		1,000.00								
Travel		26,288.00		2,000.00								
Rent (includes utilities, alarm, janitorial, maintenance)		255,237.08		5,306.81								
Security Guard		27,005.25		561.48								
Center Manager		66,776.75		1,388.40								
Internet				167.24								
Analog Fax Line				20.15								
IT Support and Maintence				1,562.50								
Copier/Printer/Scanner/Fax				387.48								
Desk Phones		15,480.00		360.00								
Phones - Shared Space		2,827.17		58.78								
Electronic Scheduler		68.57		68.57								
Signage		2,984.24		62.05								
Copier/Printer - Resource Room and Computer Lab		471.20		9.80								
Wet System (Water Filtration)		923.54		19.20								
Business Center and Other Common Space Supplies		732.97		15.24								
Subtotal Comprehensive Center	**$ -**	**$ 3,488,893.77**	**$ -**	**$ 89,987.70**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**
Other Workforce System Costs												
Staff (including benefits)		$ 1,384,681.00		$ 194,000.00		$ 305,660.00		$ 185,000.00		$ 562,513.00		$ 100,000.00
Operations (overhead/indirect)		112,012.00		13,000.00		52,843.00				132,111.00		15,000.00
Other (e.g., travel, outreach, materials, technology/equipment)		165,082.00		4,000.00		46,628.00		9,000.00		14,600.00		90,000.00
Subtotal Other Workforce System Costs	**$ -**	**$ 1,661,775.00**	**$ -**	**$ 211,000.00**	**$ -**	**$ 405,131.00**	**$ -**	**$ 194,000.00**	**$ -**	**$ 709,224.00**	**$ -**	**$ 205,000.00**
Total One-Stop System Budget	**$ 14,141.47**	**$ 5,150,668.77**	**$ 8,000.00**	**$ 300,987.70**	**$ 6,000.00**	**$ 405,131.00**	**$ 9,141.47**	**$ 194,000.00**	**$ 2,000.00**	**$ 709,224.00**	**$ -**	**$ 205,000.00**
Total Partner Contribution to One-Stop System	**$ 5,164,810.24**		**$ 308,987.70**		**$ 411,131.00**		**$ 203,141.47**		**$ 711,224.00**		**$ 205,000.00**	

B.3. Agency Commitments: Final July 1, 2019 through June 30, 2020

	Dept of Services for the Blind		Goodwill of the Olympics & Rainier Region		Bates Technical College		Tacoma Housing Authority		United Way of Pierce County		JBLM Non-MOU Partner	
	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind
OPERATIONAL COSTS												
SHARED SYSTEM COSTS												
One-Stop System Operator	$ 354.39	$ -	$ 3,239.64	$ -	$ 2,126.34	$ -	$ 3,239.64	$ -	$ -	$ -	$ -	$ -
Common Referral System	369.29		3,375.92		2,215.78		3,375.92			19,236.37		
Provision of Accommodations	9.05		82.82		54.35		82.82					
Incidental Expenses	6.79		62.11		40.77		62.11					
Accounting Services	260.48		2,380.98		1,562.76		2,380.98					
Customer Comment Card System												
Subtotal Shared System Costs	**$ 1,000.00**	**$ -**	**$ 9,141.47**	**$ -**	**$ 6,000.00**	**$ -**	**$ 9,141.47**	**$ -**	**$ -**	**$ 19,236.37**	**$ -**	**$ -**
COMPREHENSIVE CENTER												
Salaries												
Benefits												
Training/Professional Development												
Travel												
Rent (includes utilities, alarm, janitorial, maintenance)												
Security Guard												
Center Manager												
Internet												
Analog Fax Line												
IT Support and Maintence												
Copier/Printer/Scanner/Fax												
Desk Phones												
Phones - Shared Space												
Electronic Scheduler												
Signage												
Copier/Printer - Resource Room and Computer Lab												
Wet System (Water Filtration)												
Business Center and Other Common Space Supplies												
Subtotal Comprehensive Center	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**
Other Workforce System Costs												
Staff (including benefits)				$ 101,010.00		$ 189,012.00		$ 268,761.00		$ 102,979.00		$ 569,416.00
Operations (overhead/indirect)				30,000.00				79,361.00				120,740.00
Other (e.g., travel, outreach, materials, technology/equipment)				9,200.00				78,275.00				17,100.00
Subtotal Other Workforce System Costs	**$ -**	**$ -**	**$ -**	**$ 140,210.00**	**$ -**	**$ 189,012.00**	**$ -**	**$ 426,397.00**	**$ -**	**$ 102,979.00**	**$ -**	**$ 707,256.00**
Total One-Stop System Budget	**$ 1,000.00**	**$ -**	**$ 9,141.47**	**$ 140,210.00**	**$ 6,000.00**	**$ 189,012.00**	**$ 9,141.47**	**$ 426,397.00**	**$ -**	**$ 122,215.37**	**$ -**	**$ 707,256.00**
Total Partner Contribution to One-Stop System	**$ 1,000.00**		**$ 149,351.47**		**$ 195,012.00**		**$ 435,538.47**		**$ 122,215.37**		**$ 707,256.00**	

AGREEMENT TO AMEND THE PIERCE COUNTY WORKFORCE DEVELOPMENT COUNCIL
MEMORANDUM OF UNDERSTANDING
July 2017 to June 2021
IFA Revision for the Period July 1, 2019 through June 30, 2020

AMENDMENT #3
July 1, 2020 through December 31, 2020

A. STATEMENT OF INTENT

The initial Infrastructure Sharing Agreement (IFA) for the period of January 2018 through June 2018 was an amendment to the Memorandum of Understanding (MOU) for implementation of the Workforce Innovation and Opportunity Act (WIOA). This amendment amends the 2nd annual revision to the IFA for the period of July 2019 through June 2020, outlining each agency's commitment for resource sharing.

The Partnership planned to conduct a thorough review of the methodology and shared costs as part of the 3rd annual review. Due to the COVID-19 closures as well as multiple leadership changes in partner organizations, the review was not completed prior to June 30, 2020, as expected. To be able to complete the review, the MOU signatory partners agreed to extend the 2nd amendment **for up to** 6-months, ending on December 31, 2020.

B. PURPOSE

The purpose of this part of the Agreement is to establish the terms and conditions under which the parties will share infrastructure costs and resources in performance of the one-stop workforce system implementation plan. The parties will share system costs, i.e., those costs associated with operating the one-stop system and shared service costs, i.e., the costs associated with providing the planned shared services at a comprehensive Career Center, including but not limited to annual costs for lease, utilities, janitorial, and equipment subject to the allowability of such financial participation under the state or federal law that governs each Agency's funds.

This Infrastructure and Additional Cost Sharing Agreement will be reviewed and negotiated on an annual basis.

B.1. Workforce System and One-Stop Workforce Center Cost Allocation Methodology

This is the current methodology that will continue through the period of the extension, up to six-months, no longer than December 31, 2020.

The parties agree to the extent feasible to align individual agency resources to support workforce development systems integration. Each agency commits to sharing costs for Centers where the agency participates through full or part time collocation. These agreements will be negotiated using the appropriate cost allocation methodology, e.g., workstation cost, or FTE, or space or square footage.

Based on negotiations, individual partner agencies as specified on the attached budget sheet have committed to sharing infrastructure costs for the following cost categories, the one stop system operator, common referral system, fiscal agent accounting services, accommodations, and incidental expenses. The methodology used to allocate the partner share was to establish an equal share 'relative benefit' formula as each partner will benefit equally from an integrated and coordinated system through the work of the one stop system operator, utilizing the common referral system, providing accommodations, the data

collected through the comment card system, and the fiscal agent (WorkForce Central) expends the same level of effort in reconciling the accounts for each agency.

Partner contributions will be reconciled annually. This will be the responsibility of the fiscal agent to compare the actual expenditures to the amounts collected from each partner. In the event of any excess contributions, partners will convene to discuss whether and how to refund the excess or to carry them over to the next IFA period. Any excess contribution will be dispersed, either by refund or carried into the next period, in proportion to the percent that the partner contributed to the shared system costs in the IFA.

The MOU identifies seven system integrators, each of which may require specific resource commitments as part of the infrastructure. The parties agreed to continue to support ongoing improvements to and the execution of the common referral system, designed to help customers navigate the workforce system and to track referrals to MOU partners. Each parties' continued commitment to the referral system as part of the infrastructure is shown on the budget.

The parties also agree to support the One Stop System Operator (OSSO) with the scope of the OSSO including the following tasks, effective July 1, 2020:

- Partner with Interim Center Director of the WorkSource Comprehensive Center.
- Continue to facilitate, provide technical assistance and training to the WorkSource Comprehensive Center design and leadership teams as well as all co-located partners.
- Continue to provide technical assistance and training to WorkSource affiliate sites.
- Operationalize and oversee the business single point of contact system integrator – until it gains full traction.
- Increase the system's use of the customer satisfaction survey for continuous quality improvement purposes.
- Increase the system's use of the common referral system. Trouble shoot partner access issues and improve the referral system's capability.
- Manage the system wide customer satisfaction data collection and reporting through September 30, 2020.

The parties agreed that other infrastructure costs such as common outreach and common technology needs will be addressed and negotiated as the system is further developed.

B.2. In-Kind Arrangements
In addition to selecting a method for the allocation of on-going costs, parties may contribute to the costs of the partnership on an in-kind basis. Such a contribution must be agreed to by all of the parties and may be used to offset the costs of a party's responsibility for costs under the cost allocation plan. Each in-kind contribution must specify the actual worth of the contribution.

B.3. Agency Commitments
Six-month revised budget attached.

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

Pierce County Workforce Development Council

By: April Betts-Gibson (Sep 2, 2020 19:06 PDT) Date: 09/03/2020

April Gibson
Pierce WDC Chair

Chief Local Elected Official

By: Bruce F. Dammeier (Sep 3, 2020 04:11 PDT) Date: 09/03/2020

Bruce Dammeier
County Executive, Pierce County

WorkForce Central

By: Katie Condit (Sep 3, 2020 07:42 PDT) Date: 09/03/2020

Katie Condit
CEO

DSHS/Division of Vocational Rehabilitation

By: Date: 09/03/2020

Russell Wrigg
Key Contracts Coordinator

Department of Labor and Industries

By: Date: 9.24.2020

Amanda Hunt
Insurance Services Field Liaison Manager

Department of Social and Health Services/TANF

By: Babette Roberts (Sep 15, 2020 18:01 PDT) Date: 09/15/2020

Babs Roberts
Community Services Division Director

Note: DSHS/ESA/CSD, on behalf of TANF, commits support in sharing their share of the total cost of the Shared System Costs ($4,883.33) for the July 1, 2020 to December 31, 2020 Infrastructure Funding Agreement (IFA). These funds shall be contributed to the Tacoma-Pierce County WDC/WorkForce Central by the Employment Security Department (ESD) on behalf of TANF. These funds utilized by ESD are part of the current allocation that DSHS/ESA/CSD has contracted to ESD for the delivery of TANF/Workfirst services. If for any reason ESD does not have the identified amount available to pay IFA costs on behalf of TANF, or fails to do so, this agreement is void and must be renegotiated.

WA Employment Security Department

By: AGoranson (Sep 9, 2020 17:23 PDT) Date: 09/10/2020

Anne Goranson
Interim Central Sound Regional Director

Clover Park Technical College

By: Joyce Loveday Date: 09/11/2020

Dr. Joyce Loveday
President

Pierce College

By: Sylvia James (Sep 16, 2020 08:08 PDT) Date: 09/16/2020

Sylvia James
Interim Associate Dean for Administrative Services

Tacoma Community College

By: M Schlesinger Date: 09/16/2020

Marissa Schlesinger
Vice Provost/Vice President for Academic Affairs

Tacoma Community House

By: Lauren Lee (Sep 14, 2020 10:59 PDT) Date: 09/14/2020

Lauren Walker-Lee
Executive Director

Pierce County Rural County Library District

By: Georgia Lomax (Sep 3, 2020 09:09 PDT) Date: 09/03/2020

Georgia Lomax
Executive Director

Department of Services for the Blind

By: Michael MacKillop (Sep 3, 2020 08:07 PDT) Date: 09/03/2020

Michael MacKillop
Deputy Director

Goodwill of the Olympics and Rainier Region

By: Eu-wanda D. Eagans (Sep 17, 2020 11:59 PDT) Date: 09/17/2020

Eu-wanda D. Eagans
Senior Vice President

Bates Technical College

By: Lin Zhou (Sep 3, 2020 07:07 PDT) Date: 09/03/2020

Dr. Lin Zhou
President

United Way of Pierce County

By: Dona Ponepinto (Sep 11, 2020 15:20 PDT) Date: 09/11/2020

Dona Ponepinto
President and Chief Executive Officer

Tacoma Housing Authority

By: Michael Mirra (Sep 10, 2020 20:26 PDT) Date: 09/11/2020

Michael Mirra
Executive Officer

B.3. Agency Commitments: Final July 1, 2020 through December 31, 2020

		One-Stop System Operator		Pierce County WDC/Title I		DSHS/DVR		Dept of Labor & Industries		DSHS/TANF	
		Cash	In-Kind	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind
OPERATIONAL COSTS											
SHARED SYSTEM COSTS											
One-Stop System Operator	$ 18,750.00	$ -	$ -	$ 2,151.89	$ -	$ 2,151.88	$ -	$ 2,151.88	$ -	$ 2,151.88	$ -
Common Referral System	30,000.00			2,237.96		2,237.95		2,237.95		2,237.95	
Provision of Accommodations	500.00			57.38		57.38		57.38		57.38	
Incidental Expenses	375.00			43.04		43.04		43.04		43.04	
Accounting Services	9,000.00			393.08	5,575.00	393.08		393.08		393.08	
Subtotal Shared System Costs	$ 58,625.00	$ -	$ -	$ 4,883.35	$ 5,575.00	$ 4,883.33	$ -	$ 4,883.33	$ -	$ 4,883.33	$ -
COMPREHENSIVE CENTER											
Salaries	$ 1,857,098.00				$ 1,549,342.00		$ 207,756.00		$ 100,000.00		
Benefits	366,660.00				366,660.00						
Training/Professional Development	35,320.00				35,320.00						
Travel	56,660.00				56,660.00						
Rent (includes utilities, alarm, janitorial, maintenance)	487,512.00				200,136.00		18,672.00		8,160.00		
Security Guard	51,517.00				21,149.03		1,973.13		862.30		
Center Manager	150,820.00				61,911.61		5,776.41		2,518.69		
Internet	7,500.00				6,462.35		602.91		263.48		
Analog Fax Line	900.00				876.76						
IT Support and Maintence	42,000.00				40,551.72						
Copier/Printer/Scanner/Fax	10,500.00				10,228.91						
Desk Phones	28,080.00				11,160.00		720.00		360.00		
Phones - Shared Space	5,400.00				2,216.84		206.82		90.39		
Electronic Scheduler	1,000.01				333.34		166.67		166.67		
Copier/Printer - Resource Room and Computer Lab	7,730.00				3,173.36		296.06		129.39		
Wet System (Water Filtration)	1,950.00				800.53		74.68		32.64		
Business Center and Other Common Space Supplies	5,245.00				2,153.08		200.88		87.59		
Subtotal Comprehensive Center	$ 3,115,892.00	$ -	$ -	$ -	$ 2,369,135.53	$ -	$ 236,445.56	$ -	$ 112,671.15	$ -	$ -
Other Workforce System Costs											
Staff (including benefits)	$ 8,967,138.00				$ 3,138,237.00						
Operations (overhead/indirect)	1,750,910.00				628,239.00				25,000.00		
Other (e.g., travel, outreach, materials, technology/equipment)	6,779,684.00				6,493,890.00				1,000.00		
Subtotal Other Workforce System Costs	$ 17,497,732.00	$ -	$ -	$ -	$ 10,260,366.00	$ -	$ -	$ -	$ 26,000.00	$ -	$ -
Total One-Stop System Budget	$ 20,672,249.00	$ -	$ -	$ 4,883.35	$ 12,635,076.53	$ 4,883.33	$ 236,445.56	$ 4,883.33	$ 138,671.15	$ 4,883.33	$ -
						(1)		(2)		(3)	
Total Partner Contribution to One-Stop System		$ -		$ 12,639,959.88		$ 241,328.89		$ 143,554.48		$ 4,883.33	

Footnotes:

(1) DSHS/DVR contribution for the Shared System Costs will be reconciled quarterly based on customer usage and will not exceed their $4,883.33 share.

(2) Subrental costs for Department of Labor & Industries employee's workstations, common shared areas, and non-energy items are paid separately and not to be included in the Infrastructure Funding Agreement costs.

(3) DSHS/ESA/CSD, on behalf of TANF, commits support in sharing their share of the total cost of the Shared System Costs ($4,883.33) for the July 1, 2020 to December 31, 2020 Infrastructure Funding Agreement (IFA). These funds shall be contributed to the Tacoma-Pierce County WDC/WorkForce Central by the Employment Security Department (ESD) on behalf of TANF. These funds utilized by ESD are part of the current allocation that DSHS/ESA/CSD has contracted to ESD for the delivery of TANF/Workfirst services. If for any reason ESD does not have the identified amount available to pay IFA costs on behalf of TANF, or fails to do so, this agreement is void and must be renegotiated.

(4) Common Business Contact Management System (SalesForce) - Each participating partner agency agrees to pay for the annual license cost plus sales tax (current cost is $1,570.35 per license) based on the number of licenses needed for each participating partner agency. The licenses will be invoiced separately at the time the licenses are purchased.

B.3. Agency Commitments: Final July 1, 2020 through December 31, 2020

	Employment Security Dept		Clover Park Technical College		Pierce College District		Tacoma Community College		Tacoma Community House		Pierce County Library System	
	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind
OPERATIONAL COSTS												
SHARED SYSTEM COSTS												
One-Stop System Operator	$ 2,151.88	$ -	$ 1,101.65	$ -	$ 1,101.65	$ -	$ 1,101.65	$ -	$ 440.65	$ -	$ -	$ -
Common Referral System	2,237.95		1,145.71		1,145.71		1,145.71		458.29			
Provision of Accommodations	57.38		29.38		29.38		29.38		11.76			
Incidental Expenses	43.04		22.03		22.03		22.03		8.81			
Accounting Services	393.08		201.23		201.23		201.23		80.49			
Subtotal Shared System Costs	$ 4,883.33	$ -	$ 2,500.00	$ -	$ 2,500.00	$ -	$ 2,500.00	$ -	$ 1,000.00	$ -	$ -	$ -
COMPREHENSIVE CENTER												
Salaries												
Benefits												
Training/Professional Development												
Travel												
Rent (includes utilities, alarm, janitorial, maintenance)		255,240.00		5,304.00								
Security Guard		26,972.05		560.49								
Center Manager		78,969.35		1,643.94								
Internet				171.26								
Analog Fax Line				23.24								
IT Support and Maintence				1,448.28								
Copier/Printer/Scanner/Fax				271.09								
Desk Phones		15,480.00		360.00								
Phones - Shared Space		2,827.20		58.75								
Electronic Scheduler		166.67		166.67								
Copier/Printer - Resource Room and Computer Lab		4,047.09		84.10								
Wet System (Water Filtration)		1,020.93		21.22								
Business Center and Other Common Space Supplies		2,746.28		57.17								
Subtotal Comprehensive Center	$ -	$ 387,469.57	$ -	$ 10,170.20	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Other Workforce System Costs												
Staff (including benefits)		$ 3,338,119.00		$ 94,930.00		$ 305,660.00		$ 185,000.00		$ 562,513.00		$ 100,000.00
Operations (overhead/indirect)		600,219.00		12,869.00		99,471.00				132,111.00		15,000.00
Other (e.g., travel, outreach, materials, technology/equipment)		31,861.00		29,900.00				5,000.00		14,600.00		90,000.00
Subtotal Other Workforce System Costs	$ -	$ 3,970,199.00	$ -	$ 137,699.00	$ -	$ 405,131.00	$ -	$ 190,000.00	$ -	$ 709,224.00	$ -	$ 205,000.00
Total One-Stop System Budget	$ 4,883.33	$ 4,357,668.57	$ 2,500.00	$ 147,869.20	$ 2,500.00	$ 405,131.00	$ 2,500.00	$ 190,000.00	$ 1,000.00	$ 709,224.00	$ -	$ 205,000.00
Total Partner Contribution to One-Stop System	$ 4,362,551.90		$ 150,369.20		$ 407,631.00		$ 192,500.00		$ 710,224.00		$ 205,000.00	

Footnotes:

(1) DSHS/DVR contribution for the Shared System Costs will be reconciled quarterly based on

(2) Subrental costs for Department of Labor & Industries employee's workstations, common s Agreement costs.

(3) DSHS/ESA/CSD, on behalf of TANF, commits support in sharing their share of the total cos (IFA). These funds shall be contributed to the Tacoma-Pierce County WDC/WorkForce Cei the current allocation that DSHS/ESA/CSD has contracted to ESD for the delivery of TANF/ TANF, or fails to do so, this agreement is void and must be renegotiated.

(4) Common Business Contact Management System (SalesForce) - Each participating partner number of licenses needed for each participating partner agency. The licenses will be inv

B.3. Agency Commitments: Final July 1, 2020 through December 31, 2020

	Dept of Services for the Blind		Goodwill of the Olympics & Rainier Region		Bates Technical College		Tacoma Housing Authority		United Way of Pierce County		JBLM Non-MOU Partner	
	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind	Cash	In-Kind
OPERATIONAL COSTS												
SHARED SYSTEM COSTS												
One-Stop System Operator	$ 220.32	$ -	$ 991.48	$ -	$ 881.31	$ -	$ 2,151.88	$ -	$ -	$ -	$ -	$ -
Common Referral System	229.15		1,031.14		916.58		2,237.95			10,500.00		
Provision of Accommodations	5.88		26.44		23.50		57.38					
Incidental Expenses	4.40		19.83		17.63		43.04					
Accounting Services	40.25		181.11		160.98		393.08					
Subtotal Shared System Costs	$ 500.00	$ -	$ 2,250.00	$ -	$ 2,000.00	$ -	$ 4,883.33	$ -	$ -	$ 10,500.00	$ -	$ -
COMPREHENSIVE CENTER												
Salaries												
Benefits												
Training/Professional Development												
Travel												
Rent (includes utilities, alarm, janitorial, maintenance)												
Security Guard												
Center Manager												
Internet												
Analog Fax Line												
IT Support and Maintence												
Copier/Printer/Scanner/Fax												
Desk Phones												
Phones - Shared Space												
Electronic Scheduler												
Copier/Printer - Resource Room and Computer Lab												
Wet System (Water Filtration)												
Business Center and Other Common Space Supplies												
Subtotal Comprehensive Center	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Other Workforce System Costs												
Staff (including benefits)			$ 101,010.00		$ 189,012.00		$ 329,241.00			$ 54,000.00		$ 569,416.00
Operations (overhead/indirect)			30,000.00				81,861.00			5,400.00		120,740.00
Other (e.g., travel, outreach, materials, technology/equipment)			9,200.00				86,883.00			250.00		17,100.00
Subtotal Other Workforce System Costs	$ -	$ -	$ -	$ 140,210.00	$ -	$ 189,012.00	$ -	$ 497,985.00	$ -	$ 59,650.00	$ -	$ 707,256.00
Total One-Stop System Budget	$ 500.00	$ -	$ 2,250.00	$ 140,210.00	$ 2,000.00	$ 189,012.00	$ 4,883.33	$ 497,985.00	$ -	$ 70,150.00	$ -	$ 707,256.00
Total Partner Contribution to One-Stop System	$ 500.00		$ 142,460.00		$ 191,012.00		$ 502,868.33		$ 70,150.00		$ 707,256.00	

Footnotes:

(1) DSHS/DVR contribution for the Shared System Costs will be reconciled quarterly based on

(2) Subrental costs for Department of Labor & Industries employee's workstations, common s Agreement costs.

(3) DSHS/ESA/CSD, on behalf of TANF, commits support in sharing their share of the total cos (IFA). These funds shall be contributed to the Tacoma-Pierce County WDC/WorkForce Ce the current allocation that DSHS/ESA/CSD has contracted to ESD for the delivery of TANF/ TANF, or fails to do so, this agreement is void and must be renegotiated.

(4) Common Business Contact Management System (SalesForce) - Each participating partner number of licenses needed for each participating partner agency. The licenses will be inv

APPENDIX C

Customer Complaint and Concern Resolution Policy, Policy Number: 3001, Revision Effective Date: July 1, 2015.

CUSTOMER COMPLAINT AND CONCERN RESOLUTION POLICY

POLICY NUMBER: 3001

REVISION EFFECTIVE DATE: JULY 1, 2015

SUPERSEDES : Customer Concern and Complaint Resolution Policy Number 006-1012 Revision 2, Released October 16, 2014

PURPOSE

The WorkForce Central (WFC) Customer Complaint and Concern Resolution Policy ensures all WFC staff and service providers (subrecipients) process and resolve program complaints and concerns alleging a violation of the Workforce Innovation and Opportunity Act (WIOA) law or regulations first at the local level. Additionally, this policy includes customer complaints about discrimination in violation of Equal Opportunity laws at any level. This policy and the procedures contained in the associated Handbook cover complaints alleging noncriminal violations in the operation of local WIOA programs and services.

BACKGROUND

This policy applies to programmatic complaints and concerns pursuant to WIOA sec. 181(c) and complaints alleging discrimination under WIOA Section 188 and/or Federal Register Part II 29 CFR 37.

Information and complaints involving allegations of fraud, abuse, or criminal activity must be reported in accordance to WFC Policy - *Reporting Incidents of Fraud, Program Abuse and Criminal Misconduct Involving WIOA Funding* located at www.workforce-central.org.

TYPES OF COMPLAINTS

A WIOA participant or other interested party may file two types of complaints: complaints against the program and/or an employer and discrimination complaints.

This policy, and the associated Handbook, describes these two types of complaints — programmatic and discrimination — each of which follows its own procedures in alignment with federal regulations.

- Programmatic complaints are complaints which allege a violation of a law, regulations or policy connected to Wagner-Peyser, WIOA, or Trade Adjustment Assistance (TAA) programs but do not allege discrimination. All programmatic complaints must be filed within one year of the alleged date of incident.

- Discrimination complaints are complaints alleging a violation of law(s) that prohibit discrimination in federally assisted programs on the basis of: race; color; religion; sex; age; national origin; disability; political affiliation or belief; and for beneficiaries only, citizenship/status as a lawfully admitted immigrant authorized to work in the United States. Washington State law also prohibits discrimination in public accommodations based on marital status, sexual orientation or gender identity, honorably discharged veteran or military status, and the use of a trained guide dog or service animal by a person with a disability.

Discrimination complaints must be filed within 180 days of the date of the alleged discrimination.

It is important to establish the difference between the types of complaints. A complaint cannot be processed simultaneously as a program complaint and a discrimination complaint. Complainants must have their complaints heard and an earnest attempt must be made to reach a resolution locally. Appeals to the State and, under some circumstances, to the U.S. Department of Labor can be made if any party to an action is not satisfied with the results of the local hearing.

While this policy introduces separate processes to correspond to the different types of complaints described above, all WorkSource partners are expected to collaborate and be responsive to the needs of all WorkSource customers. Collaboration is essential when a complaint presents allegations that cross jurisdictional boundaries, including allegations that involve more than one program or allegations against a program that also alleges discrimination.

CONCERNS

Concerns are written or verbal expressions of dissatisfaction rather than alleged violations of program or discrimination regulations noted in this policy. Concerns do not require the same formal process as a complaint (i.e., logging, tracking, etc.). WorkSource office/Affiliate Complaint Contacts will conduct informal inquiries into expressed concerns. While not formally entered into the official complaint log maintained at WFC, these concerns should be made a matter of record to help develop staff training and/or client support needs for the future. Concerns should be resolved at the lowest level possible before escalating to the level of a complaint.

POLICY

It is the policy of the Tacoma-Pierce County Workforce Development Council dba WorkForce Central (WFC) to:

1. Establish and maintain local procedures and a process for managing complaints and concerns.
2. Appoint a single individual as the WFC Complaints Officer for each type of complaint — discrimination and programmatic.
3. Provide information about the content of the complaint and concern procedures to WIOA participants and other interested parties affected by the local workforce system, including One-Stop partners and service providers.
4. Require that every entity (such as service providers), receiving WIOA Title I funds, provide complaint and concern information to participants receiving WIOA Title I funded services.
5. Make reasonable efforts to make sure that the complaint and concern information is understood by the participants and other individuals. This includes youth and those who speak limited English. These efforts must be in compliance with the language requirements of 29 CFR 37.35.
6. WFC and service providers (subrecipients) must provide initial and continuing notice to each WIOA participant, members of the public, and any interested parties of the local complaint and concern procedures and instructions on how to file a complaint or concern. A copy of a written description of the local complaint and concern procedure includes:
    - Notification that the participant has the right to file a complaint or concern at any time of the alleged violation;
    - Instructions and timeline for filing a complaint or concern; and
    - Notification that the participant has the right to receive technical assistance.
    - The notice *(Program Participation Information form)* must be included in each WIOA participant's file at the time of program enrollment. A copy of

acknowledgement of receipt must be signed by the participant. A copy of the Program Participation Information form is included in the WFC Customer Complaint & Concern Documentation & Procedures Handbook.

7. Allow an opportunity for informal resolution.
8. Allow an opportunity for a local hearing. The local hearing must be completed within 60 days of the filing of the complaint or concern.
9. Allow an individual alleging a labor standards violation to submit a grievance to a binding arbitration procedure. Binding arbitration must be provided for in the collective bargaining agreement covering the parties to the grievance.
10. Allow an opportunity for a local level appeal to the State when: a) no decision is reached within 60 days; or b) either party is dissatisfied with the local hearing decision.
11. Publish the minimum complaint and concern processing requirements in the associated WFC Customer Complaint & Concern Documentation & Procedures Handbook. The Handbook contains details as to procedures, safeguards, fact-finding, recording, appeals process, and resolution.

Any WIOA participant or other interested party believing they have been adversely affected by a decision or action by the local workforce system, including decisions by One-Stop partners and service providers, has the right to file a complaint or concern with WFC.

Complaints must be submitted in writing and be signed by the complainant.

At a minimum, complaints must contain the following information:

- Complainant's name;
- Mailing address, or other means by which the complainant may be contacted;
- Identification of individual(s) or organization(s) responsible for the alleged issue;
- A description of the complainant's allegations, which must include enough details to determine the jurisdiction of the complaint and the date(s) the alleged incident(s) took place, and
- The complainant's signature and signature date. The signature of his/her authorized representative is also acceptable.

WFC, its sub recipients and service providers have the responsibility to provide assistance to complainants, including those complaints or concerns against WFC. Such technical assistance includes providing instructions on how to file a complaint or concern, providing relevant copies of documents such as WIOA law, regulations, local rules, contracts requirements, and providing clarifications and interpretations of relevant provisions. This technical assistance requirement does not allow WFC or service providers to violate rules of confidentiality.

At all levels of the complaint or concern process, complainants have the right to be represented, at their own expense, by a person(s) of their choosing.

All complaints or concerns, amendments, and withdrawals that are not solved informally must be in writing. All persons filing complaints or concerns shall be free from restraint, coercion, reprisal, or discrimination.

GENERAL GUIDELINES

The purpose of the following guidelines is to provide information regarding other key elements of complaint management.

a) Due Process

Due process is the established series of actions designed to protect the legal rights of an individual. All persons affected by WIOA should be made aware of their rights and have access to appropriate remedies. Local complaint procedures contain full due process protections.

b) Accurate and Complete Fact Finding

Fact-finding is the discovery or determination of facts and is the first step in the process for complaint or concern management. WIOA requires complaint and concern procedures that ensure accurate fact-finding in preparation for a local hearing.

Initial fact-finding should result in determining the type of complaint. The WFC local complaint officer and ESD's State Audit Resolution Team must be notified immediately if there are criminal complaints involving fraud or program abuse. An Incident Report must be provided after immediate notification. *(See WFC Policy - Reporting Incidents Involving WIOA Funding for reporting details, located at www.workforce-central. oro)*

Generally, fact-finding includes:

1. Establishing the official record.
2. Determining the exact laws, regulations, or policies that have been violated. Participants may have language limitations or other barriers. The individual conducting the fact-finding should establish what they heard, what the issue is, and what exact laws, regulations, or policies have been violated.
3 Creating an accurate and complete record about the complaint. Detailed note taking is needed. Notes should be typed into a report format with complete details about the complaint.
4. Listening to the complainant. Understanding an individual's complaint or concern is important; there is a reason they came to your office or contacted you.
5. Taking a complaint in person or by the telephone. This is an important part of the process. The complainant may need assistance with the complaint.
6. Determining what is causing this individual to contact you. Determine what the problem is, who is causing the problem, and how the problem should be addressed.
7. Determining the facts from the complainant's point of view. Ensure that all the necessary information is gathered. This may be the first indication of the type of complaint and determining next steps in the process to follow to resolve the complaint or concern.
8. Obtaining copies of documents from the complainant for the complaint file.
9. Organizing and processing. The complaint needs to be processed and compared to the requirements in the law, regulations, and policies. Complaints inform the system that the WIOA program may not be working correctly.

Accurate and complete fact-finding should enable the system to determine whether the complaint is a violation of a law, regulation, fraud or abuse, an EO issue, or a program violation.

All complaints as defined in the Customer Complaint & Concern Documentation & Procedures Handbook must be forwarded to WFC's Complaint Officer. WFC will retain a singular log to document and track to closure all complaints.

COMPLAINT CONTACTS

WFC COMPLAINT OFFICER FOR DISCRIMINATION COMPLAINTS:

Deborah Howell

Chief Operations Officer/ Equal Opportunity Officer
253-254-7618 or dhowellttt›workforce-central.orp-
3650 South Cedar Street, Tacoma, WA 98409

WFC COMPLAINT COORDINATOR FOR PROGRAM COMPLAINTS:

Percy Lagdan, Director of Accountability

253-245-7908 or plagdan@workforcentral. org-
3650 South Cedar Street, Tacoma, WA 98409

DEFINITIONS

Note: For a complete list of definitions, refer to the attached WFC Customer Complaint and Resolution Handbook.

Complaint — The submission of a written and signed allegation that falls under the jurisdiction of WIOA Title 1, Wagner-Peyser, TAA, and/or Non-Discrimination requirements as noted in the WFC Customer Complaint and Resolution Handbook.

Complaint Contact — The program management or staff designated by program administrators responsible for processing program complaints. The WFC Equal Opportunity Officer or the State Equal Opportunity Officer may serve as a complaint contact for discrimination complaints. A contact may also be appointed by the One-Stop Operator that initially assists all customers interested in filing a complaint at a local WorkSource office and determines partner(s) program's complaint jurisdiction if a complaint is subsequently filed.

Complaint Coordinator — The WFC designated single point of contact for the WDA. The Complaint Coordinator is responsible for facilitating the initial process and promoting coordination to resolve all complaints.

Concern — Any verbal expression of dissatisfaction or any written expression of dissatisfaction other than alleged violations of program or non-discrimination rules or laws. Concerns must be referred to the site's Complaint Contact for informal resolution. Concerns do not require the same formal process as a complaint (i.e.: logging, tracking, etc.).

REFERENCES

- WIOA Sec. 188
- 20 CFR 683.285
  - 20 CFR 683.600, et at.
  - 29 CFR Part 37
  - Title IX of Education Amendments of 1972
  - President's Executive Order 11246
  - RCW 49.60 Human Rishts Commission

- ESD WIOA Policv 5402, Revision 1, Epual Opportunity and Nondiscrimination
- Washington State Methods of Administration
- Title VI & VII of the Civil Riphts Act of 1964, as amended
- Section 504 of Rehabilitation Act of 1973, as amended

ATTACHMENT

- WFC Customer Concern & Complaint Handbook

INQUIRIES

Direct Inquires To:
WorkForce Central
3650 South Cedar
Street Tacoma, WA
98409-5714
(253) 472-8094 or 1-800-999-8168

APPROVED

Linda Nguyen, WFC CEO
Date: 6-29-16

APPROVED BY WDC

Date: N/A Minor Changes Only; WIA to WIOA reference updates