



# SPOKANE WORKFORCE COUNCIL

## ATTACHMENT A: RESPONSIBILITIES, SERVICES AND DELIVERY SITES (ALL PARTNERS)

### RESPONSIBILITIES

**Spokane Workforce Council (SWC)** holds the ultimate accountability and responsibility for the organization and oversight of the Spokane WorkSource System, pursuant to WIOA Section 107(d)(7)(A)(i). SWC will:

1. Fulfill the requirements of the federal Workforce Innovation and Opportunity Act on behalf of the Local Elected Officials in the Workforce Development Area.
2. Promote and support the integration of workforce development services of WorkSource System partners
3. Develop policies for, oversee the quality and design of, and certify the WorkSource System within the Spokane region.
4. Negotiate the MOU and IFA for the region in good faith and be responsible for the regular reconciliation of costs, management of disputes, should these arise, and the process for modification/resigning.
5. Define training priorities and establish skills standards based on employer needs analysis for the Spokane WorkSource System
6. Ensure customer satisfaction is measured and continuous quality improvement activities are in place.
7. Lead efforts to assure that all partners are cross trained, and cognizant of each other's goals so that they can work in a more collaborative fashion.
8. In collaboration with economic development efforts, establish relationships and networks with large and small employers and their intermediaries to develop, convene, or implement industry or sector partnerships.
9. Educate the community about critical workforce issues and the resources of the WorkSource system
10. Craft and implement the area's Local Integrated Workforce Plan with input from the WorkSource Partners and community stakeholders.
11. Procure and award contracts for a One-Stop Operator and WIOA Title I services consistent with the requirements of WIOA and the Local Integrated Workforce Plan.
12. Certify eligible training providers.
13. Establish and maintain the local Demand/Decline Occupations List.

**One-Stop Operator** is responsible for the activities outlined in [SWC Policy #WS814](#), which include:

1. Management of WorkSource Spokane, including hours of operations, site operations, space configuration, space usage, customer flow, and integration.

2. Determining the number of staff and cubicles at WorkSource Spokane.
3. In partnership with the SWC, coordinating communication and partnerships across the One-Stop campus (WorkSource, Talent Solutions, Next Generation Zone and Spokane Resource Center) and Connection service locations in Spokane County.
4. Encouraging partner collaboration within WorkSource Spokane including continuously striving to achieve shared ownership for success of the customer and the system; and contributing to collective accountability that recognizes system outcomes.
5. Working with SWC to create functional alignment includes having one-stop center staff who perform similar tasks serve on relevant functional teams
6. Leading One-Stop Site Certification process for WorkSource Spokane.
7. Operationalizing the vision of the SWC for WorkSource Spokane, including high quality customer service, integrated service delivery, and a professional environment with up-to-date technology.
8. In partnership with the SWC, establishing the expectations of dress and attire for WorkSource Spokane, and holding agencies accountable for enforcing these expectations.
9. Assuring that appropriate referrals are made among the WorkSource system partners.
10. Promoting the services available on the One-Stop Campus, including development of marketing and outreach materials, with support from the SWC.
11. Being knowledgeable of the mission and performance standards of all partners at WorkSource and facilitating cross-training among all staff on site.
12. Evaluating customer needs and satisfaction data to continually refine and improve service strategies.
13. Ensuring that the SWC's non-program-related policies and procedures are effectively communicated and carried out at WorkSource.
14. Working with the SWC and partners to define and provide a means to meet common operational needs at WorkSource Spokane, such as training, technical assistance, and additional resources, etc.
15. Ensuring non-program EEO requirements are met, including coordinating staff training, and assuring EEO posters and processes are in place at WorkSource Spokane.
16. Aligning with the Next Generation Zone to ensure the One-Stop Campus is operating in a cohesive fashion.
17. The operator **will not** assist in the development, preparation and submission of Local plans, management or assistance in future competitive processes for selecting operators or selecting or terminating one-stop operators, career services providers, or Youth providers. The operator cannot negotiate local performance accountability measures or develop and submit budgets for activities of the Local WDB. SWC is responsible for the negotiated performance measures, strategic planning, budgets, and one-stop operator oversight (including monitoring).

**WorkSource Partners (MOU Partners)** are responsible for:

1. Supporting the cross-training of staff, as appropriate, and providing other professional learning opportunities that promote continuous quality improvement.
2. Supporting the provision of Career, Follow-up and Training services through the WorkSource System.
3. Familiarizing themselves with how to access the services available, as well as with the available services and benefits offered, for each of the Partners' programs represented in the Spokane Local WDA American Job Center network.
4. Providing current materials summarizing their program requirements and making these materials easily available for Partners and customers.
5. Developing and utilizing common intake, eligibility determination, assessment, and registration forms as applicable.
6. Working with the One-Stop Operator to develop cross-referral protocols and refer customers within the system and to other providers that may best meet their needs.
7. Maintaining confidentiality among partners.
8. Regularly evaluating ways to improve the referral process, including the use of customer satisfaction surveys.
9. Committing to robust and ongoing communication required for an effective referral and service delivery process, even when referrals and services don't work so that partners can continuously improve the process.
10. Being aware of the goals of WorkSource Partners and Working together and invest to achieve the mission, vision, purpose, goals and outcomes identified in Local Integrated Workforce Plan and this MOU.
11. Regularly reviewing program and service performance for quality improvement.
12. Using the WorkSource System required operating systems, including customer tracking and accountability, such as Effort to Outcomes (ETO), as appropriate.
13. Promoting the WorkSource System.
14. Supporting co-location of services where required and voluntary co-location where practical.
15. Providing financial support or in-kind services as negotiated in the Infrastructure Funding Agreement.

**Compact Partners (Workforce Network Partners)** are responsible for:

1. Expand access to the services provided by the WorkSource System.
2. Generally, know, support and respect the goals of each of the partners to avoid working at cross purposes.
3. Identify new opportunities to serve job seekers and businesses.
4. Communicate with the SWC and appropriate partners regarding services offered, best practices, and workforce challenges that need to be addressed.
5. Look for opportunities to avoid unnecessary duplication.
6. Use customer centered/human design centered approaches to customer service.

The following table illustrates where each Workforce System Partners provides services across the Spokane Area Workforce Development Council region.

## WorkSource (MOU) Partners Required Partners Sites and Services\*

	WorkSource Spokane (Center)	Next Generation Zone (Affiliate)	Connection Site	Other location
<b>SYSTEM OVERSIGHT AND COORDINATION</b>				
SWC				X
One Stop Operator	X			
<b>REQUIRED PARTNERS: CORE PARTNERS</b>				
WIOA Title I Adult and Dislocated Worker				
• Career Path Services	X			
• Employment Security	X			
• Goodwill Industries of the Inland NorthWest	X			
WIOA Title I Youth				
• Career Path Services		X		
• NorthEast Washington ESD 101		X		
• Goodwill Industries		X		
WIOA Title II Adult and Family Literacy Act: Community Colleges of Spokane		X	X	
WIOA Title III Wagner-Peyser: ESD	X			
WIOA Title IV Rehabilitation Act: DVR	X			X
WIOA Title IV Rehabilitation Act: DSB				X
<b>ALL OTHER REQUIRED PARTNERS</b>				
Title V SCSEP – AARP Foundation				X
VETS: ESD	X			
Trade Adjustment Act: ESD	X			
Unemployment Insurance Liaison and RESEA: ESD	X			
YouthBuild: NorthEast Washington ESD 101		X		X
WIOA Native American Program				X
TANF (WorkFirst: ESD filling role)	X			X
Carl Perkins Post-Secondary Education: Community Colleges of Spokane				X
CSBG Employment and Training Program: Spokane Neighborhood Action Partners			X	X
<b>ADDITIONAL WORKSOURCE SYSTEM PARTNERS</b>				
YWCA (Connection Site)			X	
Goodwill Industries of the Inland Northwest (Connection Site)			X	
Libraries – City x3 (Connection Sites)			X	
Libraries – County x10 (Connection Sites)			X	
Open Doors		X		
Greater Spokane Incorporated				X

## WorkSource (MOU) Partners Required Partners Sites and Services\*

	WorkSource Spokane (Center)	Next Generation Zone (Affiliate)	Connection Site	Other location
Washington State Department of Labor & Industries (WorkSource)	X			
Spokane Regional Labor Council				X
<b>PARTNERS NOT AVAILABLE IN THE REGION</b>				
MFSW: N/A				
HUD Employment and Training Programs: N/A				
Second Chance Act: N/A				

\* At a minimum, access to Basic Career Services is provided at all sites, except “other locations”.