

**Memorandum of Understanding**

Spokane WorkSource System Policies and Procedures

**POLICY #: 807 R.1**

Effective Date: March 10, 2014

**A. BACKGROUND**

The Spokane Area Workforce Development Council is issuing this policy to assure clarity and specificity for partner programs in WorkSource Spokane and at affiliate sites. This policy outlines the general requirements for a Memorandum of Understanding (MOU), as well as the process for changes and modifications to the document.

**B. POLICY**

The Spokane Area Workforce Development Council (SAWDC), with the agreement of the Chief Local Elected Official, will develop and enter into a Memorandum of Understanding with partners concerning the operations of the Spokane WorkSource System. The MOU for the greater Spokane area is an agreement that binds all partners together as a system.

It is understood by the partners to the MOU that each will fulfill its responsibilities in accordance with the provisions of law and regulations governing their activities. Nothing in the agreement is intended to negate or otherwise interfere with any such provisions or requirements.

The MOU shall, at a minimum, incorporate the following:

* Responsibility of each partner for customer service delivery.
* Customer flow through WorkSource centers and their affiliated sites.
* Integrated service functions, including front-end services, skills development services, and employer/business services.
* Services provided through the One-Stop System, including methods of referral of individuals between the One-Stop partners for appropriate services and activities.
* For specific reference to management responsibilities and oversight of the One-Stop delivery system, refer to the One-Stop Operator Agreement. This agreement shall be attached to the MOU.
* A brief outline of how the cost of services and operating costs will be funded.
* The duration of the MOU and the process for amending the MOU during the term of the agreement.
* Inclusion of required organizations and/or programs, if available in the covered SAWDC area, as well as agreed on local organizations.
* SAWDC Customer Complaint Policy #803 and the SAWDC Dispute Resolution Policy #806 as attachments.
* The term of the document, which cannot be longer than five years.
* Process for amending during the term of the MOU.

Process for updating and modifying the MOU:

As described in Washington State policy 1013 Revision 1, the MOU is intended to be a living document that is designed to serve WorkSource partners. Routine operations with continuous improvement changes normally will not require modifications. However, should a party seek clarification or a modification, the following process will be followed.

All changes or clarifications to the MOU will be evaluated by the SAWDC Executive Committee and actions will be based on the following criteria:

* **Level 1** – No impact on any signatory party, or minor impact to a limited number of signatory parties. Changes or clarifications will be posted to the SAWDC website. Signatory parties will not be not notified with the exception of any agency that is impacted. The MOU will not be resigned.
* **Level 2** – Changes to the intent of the MOU, or significant impact on any signatory party. If this level of change is needed or requested, all signatory partners will receive notice of the suggested changes and will have thirty (30) days to respond with questions or concerns. For changes at this level, the SAWDC will engage in open, inclusive discussions with the system partners, which will include approval by the SAWDC Executive Committee and may include discussion at a Spokane Area Workforce Development Council meeting. After the 30-day comment period, the MOU will be resent for signatures.

All signatory partners may bring forward recommendations to amend the Memorandum of Understanding. Recommended changes must be sent in writing to the SAWDC administrative office.

Dispute resolution

See SAWDC Dispute Resolution Policy #806

**DEFINITIONS**

**Memorandum of Understanding (MOU)**: The MOU is a formal agreement defining roles, responsibilities and the flow of services to be provided by partners in the Spokane WorkSource System.

**WorkSource:** Part of a national system of one-stop career centers and affiliated sites, certified by local Workforce Development Councils (locally known as SAWDC), that provide employment and training resources and services to business and job seekers, in person and online at Go2WorkSource.com.

**REFERENCES**

**Washington State Employment Security WorkSource Service Delivery System Policy 1013 Revision 1 WorkSource Memorandum of Understanding Policy.**

**WIA Law Section 121(c)**

**WIA Law Section 134(d)(2)**

**WIA Final Rules, 20 CFR Section 661.120(b): States should establish policies, interpretations, guidelines and definitions to implement provisions of Title I of WIA to the extent that such policies, interpretations, guidelines and definitions are not inconsistent with the Act and the regulations issued under the ACT, as well as Federal statutes and regulations governing One-Stop partner-programs.**

**WIA Final Rules 20 CFR Sections 662.310(b)(c):**

**WashingtonWORKS: ESD should continue to be the lead organization for developing statewide WorkSource operational policies. In exercising its leadership, ESD will use consultative mechanisms, such as the WorkSource Executive Oversight Committee, to form, communicate, and enforce statewide operational policies in unison with WDCs whenever possible. ESD will regularly consult with partner agencies such as DSHS, SBCTC, and the Workforce Board. ESD’s role will include clarifying areas where statewide the customers of the WorkSource system benefit from consistent and coordinated services and monitoring to ensure that implementation occurs throughout the state.**

Spokane Area Workforce Development Council Customer Complaint Policy #803.

Spokane Area Workforce Development Council Dispute Resolution Policy #806.

**SUPERSEDES**

Spokane Area Workforce Development Council Memorandum of Understanding Policy #807. (Revision history: 2011)