

# Memorandum of Understanding Under the Workforce Investment Act Title IB

## 1. Parties:

This Memorandum of Understanding (MOU) is entered into by Adult and Family Services Division (AFS), Chemeketa Community College (CCC), Oregon Employment Department (OED), Vocational Rehabilitation Division (VRD), hereinafter referred to as investor partners, and the Enterprise for Employment and Education, hereinafter referred to as Enterprise, for purposes set forth in Section 121(c) of the Workforce Investment Act (WIA). In addition, this MOU includes as parties those organizations with whom a services referral agreement has been established and who shall hereinafter be referred to as affiliate partners.

## 2. Purpose:

### ***2.1 The strategic vision for the job and career center system:***

The Mid-Willamette Workforce Network (MWWN), as envisioned by the Enterprise, is a comprehensive system of workforce development services that is easily accessible and customer friendly for employers, job-seekers and the general public. Its job and career centers, operated by a Concordat<sup>1</sup>, are strategically located throughout the Marion-Polk-Yamhill region for customer convenience, and are supplemented by direct access to basic services through the MWWN's web site. Customers can be linked quickly to an extensive array of specialized services through the MWWN's comprehensive referral system with affiliate partners and other service organizations. The MWWN is built upon the principles of universal access; quality, timely service delivered in a professional manner; friendly and helpful staff; and customer satisfaction.

### ***Statement of mutual benefit for participating investor partners:***

The MWWN brings together a substantial collection of workforce development resources previously delivered through a variety of largely unrelated mechanisms, and forges them into a logical, synergistic arrangement that promotes an efficient, non-redundant delivery vehicle for bringing services to customers. Investor partners and their common and distinct customers benefit by having available a much broader range of services than could previously be offered.

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<sup>1</sup>Webster's Dictionary defines a concordat as "a formal agreement; compact."

## **2.2 Statement of mutual benefit for participating investor partners: (Continued)**

A variety of expertise is brought together in a collaborative setting to seek solutions to common or unique issues or problems, and to devise new and better ways of meeting customer needs. The combining of resources and expertise also provides for increased flexibility in responding to both anticipated and unanticipated workforce-related needs of the region. Working together under a common set of goals and sharing accountability for results will, over time, create an environment that can serve as a catalyst for other organizational realignments intended to further enhance the ways in which workforce and education needs of our three-county community are best served.

## **2.3 Description of the relationship between the one-stop operator and the one-stop partners, including investor and affiliate partners:**

The one-stop program operator under this MOU is a concordat of the major workforce development organizations serving the region which have voluntarily come together to serve that purpose in accordance with the provisions of Section 121(d)(2) of (WIA). The organizations are all required career network partners and are independent state and local public entities which will collectively share in the operating costs of the job and career centers and the MWWN as investor partners. The affiliate partners covered by this MOU will not participate as part of the concordat. Rather, those partners will make services available to career network customers and refer clients for job and career center services under the terms of reciprocal referral agreements with the MWWN that are approved by the Enterprise. As affiliate partners, those organizations will make their services easily available to customers of the career system, but are not expected to share in the operating costs of the MWWN.

## **3. Provision of Customer Services:**

### **3.1 Listing of the core, intensive, training and employer services<sup>2</sup> to be provided by the MWWN, including where they will be provided and by whom:**

The quality of the work of the MWWN will be defined by the customers of the system - the students, public assistance recipients, job seekers, incumbent workers, and businesses and other employers who use the systems services, as well as the employees and partners who help make the system work, and the boards and legislative bodies that guide the work. The focus will be on delivering services that customers find valuable, lead to customer satisfaction and help build the trust, confidence and loyalty of the public.

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<sup>2</sup>See Attachments 3.1-1, 3.1-2, 3.1-3, and 3.1-4 for definitions)

**3.1 Listing of the core, intensive, training and employer services<sup>3</sup> to be provided by the MWWN, including where they will be provided and by whom: (Continued)**

The investor partners will collect and analyze customer information, utilization patterns, market trends, performance outcomes, complaints and customer satisfaction survey results to better understand and anticipate the needs of current and potential customers and markets. (Note: This does not represent a commitment by the State Investor Partners to provide additional funds for these activities.)

Core and intensive services for universal customers will be delivered by the Oregon Employment Department and Chemeketa Community College WIA Title IB and JOBS/Welfare to Work funded staff in each of Region 3's seven job and career centers. Other investor partner staff located on-site in job and career centers will assist with core and intensive services to the extent their customers use job and career center resources.

Access to training services for job seekers without other financial sponsorship of partner agencies will be determined by staff delivering intensive services. Customers such as those receiving TANF benefits will have access to vocational training services as approved by AFS case managers and JOBS partners assigned responsibility for client Individual Employment Plans. Work-site based training such as On the Job Training and Occupational Skills Training will be accessed through staff sharing responsibility for intensive and training services. Individual Training Accounts will be used to purchase training for WIA Title IB sponsored participants and accessed through job and career center staff responsible for intensive and training services.

**3.2 Procedures for sharing of information:**

Parties to this agreement warrant that it will comply with the provisions of the Workforce Investment Act and other applicable federal and Oregon laws, regulations, administrative rules including but not limited to, those relating to confidentiality of customer records.

It is the desire of the investor partners to have a single MIS system to use for the seamless provision of labor exchange services to employers and job seekers in each of the job and career centers in the region.

**Compliance with the ADA to insure accessibility to customers with disabilities and other special populations such as non-English speakers, high school students, etc:**

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<sup>3</sup>See Attachment 3.1-1, 3.1-2, 3.1-3, and 3.1-4 for definitions

All parties agree to comply with the Americans with Disabilities Act (ADA) of 1990 and Section 504 of the Rehabilitation Act of 1973 as well as regulations, which implement these statutes, which prohibit discrimination on the basis of disability. All parties agree to actively seek methods of assuring individuals with disabilities are equitably served by job and career centers created as a part of this agreement. To accomplish this VRD will provide training on Section 504 of the Rehabilitation Act and ADA for all job and career center staff. VRD will also take the lead with assistance from other partners and consumers in developing and conducting reviews to ensure each job and career center is providing reasonable accommodations for individuals with disabilities to access all center services.

All parties agree to ensure their customers and employees are free from discrimination and harassment in compliance with the state and federal laws. This includes discrimination or harassment based on sex, race, color, ancestry, religious creed, national origin, disability, age or marital status and any other basis prohibited by law. All parties have an expectation that each job and career center will represent and reflect the various and unique diversities and cultures of our communities. Our goals include: promoting and ensuring an effective diversified workforce; creating and participating in opportunities to celebrate the diversity represented by our employees and the communities we serve; and engaging in activities which will provide a model for multi-cultural team development in the Job and career centers.

**3.4 *Services with eligibility criteria that will be available through the career network; access to those services and eligibility determination:***

Attachment E (Program Eligibility by Center) identifies programs and services available through the MWWN. Job and career center staff in each location will be trained in the basic eligibility factors of programs offered by investor and affiliate partners in order to provide job and career center customers with appropriate referrals. Eligibility for each program will continue to be determined by the partner with responsibility for that program.

**3.5 *Criteria and process to enable individuals to move from core to intensive to training services:***

The intent of the service delivery model for the MWWN is to maximize the value of self service resources, focus staff resources on those activities and processes which provide added value for customers and create a hierarchy of services that make core services available to all customers. From core services, individuals move to more intensive levels of services when it is apparent those services are necessary for the customer to become employed. (See attachment 3.1-1 – 3.1-4 for a listing of activities included in each level of services)

**CORE** services are self-directed services such as use of the job and career center resource room and individual job search. Core services also include services requiring minimal staff assistance such as an initial assessment of skills, provision of basic Labor Market Information, job search workshops, job and career center orientation and registration, completion of a job readiness appraisal, resume writing assistance, workshop referrals.

**INTENSIVE** services are available for adults, dislocated workers and older youth who have been receiving core services and have not found suitable employment or have documentation that they are unlikely to become suitably employed. These services require more staff assistance and are based on development of an Individual Employment Plan identifying a short term employment goal and a longer term career goal. Customers not obtaining suitable employment may be referred for additional assessment to determine if short-term training is necessary.

**TRAINING** services are available to employed and unemployed adults, dislocated workers and older youth who have received intensive services and have been determined unable to obtain or retain employment. Customers served by more than one organization will have training plans developed as part of a joint staffing process. Public assistance recipients and other low-income individuals (both employed and unemployed) will have the highest priority for access to both intensive and training services to the extent that they are unable to access other funding resources.

Individual Training Accounts will be used to purchase approved Professional/Technical training and related instruction for job and career center customers without other additional financial assistance to sufficiently cover such costs.

## **Methods of Referral:**

### **4.1 Referrals among partners and others:**

The following principles will guide development of referral processes among the investor and affiliate partners:

The goal for referrals is to connect customers with needed services.

Investor and affiliate partner staff will be cross-trained in order to understand each partners' basic services, performance targets and outcomes and eligibility requirements in keeping with the MWWN commitment to continuous improvement. Partner (investor and affiliate) staff will participate in an ongoing cross-referral workgroup which will evaluate and provide feedback for continuous improvement of the referral processes, provide training to respective

staff, consider the effect of referrals on mutual performance expectations, and continuously improve the joint delivery of services to customers.

Referrals will preferably be made “on the spot” and in writing as needed, using phone, e-mail, fax, etc.

A single referral form acceptable to all appropriate representatives of each partner will be used for job and career center referrals.

Referrals will be documented as defined between partners and affiliates based on the differing needs of each partner.

**4.2 Intake, enrollment and screening processes at the system entry points. Provision of services and initial referrals for services:**

Each of the seven job and career centers will be entry points for services provided by the MWWN. Customers using computers and other self-service materials available in the resource rooms will be asked to provide basic information that will allow automated follow-up. Customers who refuse to provide this information will still be able to access self service and “unassisted” core services. The collected intake data will be available to the workforce partners located in each center.

**4.2 Intake, enrollment and screening processes at the system entry points. Provision of services and initial referrals for services: (Continued)**

Customers wanting to enroll in basic labor exchange services provided by the Employment Service will be registered in the OJSS. Customers needing services that require significant WIA Title IB staff involvement or resources, will be enrolled as Title IB participants.

**2 Funding:**

**5.1 Investor partners and Cost Allocation Principles. Description of all investor partners providing cash or in-kind services:**

The investor partners in Region 3 are the parties listed in Section 1 of this MOU. The investor partners have assumed each partner has no new money to contribute, most cost sharing will be done through in-kind contributions and cost sharing agreements expressed in this MOU are for the period between July 1, 2000 and June 30, 2001.

Investor partners agree to comply with the Federal Cost Principles set forth in the applicable OMB Circulars as follows:

OMB Circular A-21 - Cost Principles for Educational Institutions  
OMB Circular A-87 - Cost Principles for State, Local and Indian Tribal Governments  
OMB Circular A-122 - Cost Principles for Nonprofit Organizations

Investor partners further agree to comply with individual partner organizations' guidelines and rules.

**5.2 Determination of Operating Costs and Cost Allocation Methods:**

Operating costs will be based on the actual costs of career center operations. Those costs which can be identified exactly, such as lease costs, equipment purchase costs, and staff salary and benefit costs will be used wherever possible. If costs cannot be exactly identified, such as marketing materials or staff development, they will be estimated based on prior actual costs for similar functions. (Insert Region 5 language).

**5.3 Investor Partner Program Funds and Job and career center Budgets:**

All investor partners have fiscal authority and responsibility for their budgets and expenditures. In order to capture the real costs of career center operations each of the seven career centers will develop an operating budget which identifies funding source, as well as direct and shared program costs. Attachment 5.3 is a sample format for such a budget.

Center Coordinators, with the assistance of career center management teams, have responsibility for developing career center budgets. Chemeketa Community College is the fiscal agent for WIA Title IB and Title II, Carl Perkins post-secondary, JOBS, Adult Literacy and DOL Welfare to Work funds.

Each partner's contribution to career center operations will be captured in a common format using the methodologies described below during the first year of MWWN operations. This methodology will be refined as part of the MWWN's continuous improvement activities.

Staff costs: Actual salary and benefits will be used. Staff costs will be based on time spent performing the benefiting function.

Space: This includes lease costs, utilities, janitorial, common space, etc. Square footage will generally be the allocation basis.

Office systems: Where possible office costs such as copy and fax machines will be based on each partner's actual usage. Costs for items that are

shared such as telephone systems, data lines and other telecommunications costs will be based on each partners' proportionate share of use.

Customer materials: Materials used for outreach, recruitment, and core services, and/or when job seekers are not enrolled in a specific funding source, will be based on estimated numbers of clients potentially or actually served by each funding source and as guided by federal cost allocation principles of benefit, allocability, allow ability and benefit.

Potential shared or pooled costs, such as the costs of supporting the Workforce Management Team/Concordat, the Enterprise Board, shared marketing efforts, MIS "bridges", systems planning and budgeting, performance measurement and reporting and continuous improvement activities will be identified during as opportunities arise during the first year of MWNN operation. The investor partners are committed to identifying best practices that support our mutual goals. Future agreements could be as specific as allocating the costs of supporting the Enterprise Board operations. The commitment of the investor partners for the first year of career center operations is to establish a process for identifying shared or pooled costs rather than attempting to "recover" costs between the partners. If is understood by all parties there is no commitment from any investor partner to provide additional funding for the shared costs of career center operations unless/until this MOU is amended and approved by the representatives of each partner organization who have the legal authority to make such commitments.

#### **5.4 *Purchase of services among the partners:***

The investor partners have a long history of purchasing services within the partnership to provide specialized services to special populations, reduce duplication and redundancy and build upon the expertise and mission of each partner. The greatest extent of this is evident in the Region 3 JOBS program which includes 18 financial partnerships via subcontracts and interagency agreements. It is not anticipated that any services will be purchased from investor partners or affiliates with WIA Title IB funds during the 1<sup>st</sup> year of this plan.

#### **Organizational elements:**

##### **6.1 *Relationships and responsibilities of local chief elected officials, the Enterprise and investor partner agencies:***

The relationships and responsibilities of the Enterprise, the chief elected officials (Mid-Willamette Jobs Council) and the fiscal/administrative agent (Chemeketa Community College) for WIA, Title IB, are set forth in a Memorandum of Agreement, a copy of which is provided as Attachment 6.1 (Agreement Among the Mid-Willamette Jobs Council, Chemeketa Community College and the Enterprise).

**6.1 Relationships and responsibilities of local chief elected officials, the Enterprise and investor partner agencies:**

In Essence, the Enterprise and the Local Elected Officials will share policy and oversight responsibilities while the College will have the lead role in the administration of Title IB funds and the delivery of program services supported by those funds. Those services will be an integral part of the MWWN delivery system.

The MWWN investor partners will develop and implement management policies and procedures necessary to carry out the unified program plans developed by the partner organizations and approved by the Enterprise, and will provide the day-to-day management and supervision of job and career center operations.

**6.2 Investor partner leadership and management of the career system:**

The leaders of the investor partners in Marion, Polk and Yamhill Counties, acting under the authority of the Workforce Investment Act and guided by the vision of the Enterprise, are committed to creating and sustaining values of excellence in performance, customer focus and public accountability. The local leaders of those agencies have adopted a concordat that defines their purpose as the MWWN, sets forth principles to guide career center operations, and describes roles and responsibilities of the leadership team. (See Attachment 6.2)

Management of the MWWN incorporates the region's strategic goals and plans and will be driven by customer defined needs, service quality and considerations for system capacities and limitations. The leaders of the investor partners are and will continue to be engaged with the regional and local workforce planning processes to ensure work processes align with strategic direction and that learning and improvement are reflected in our priorities.

The region's five year unified plan and the local workforce development team annual plans are the basis for managing the system and local career centers.

Investor partner and the Workforce Network's performance will be reviewed at least quarterly against agency and Network plans.

Goals for all levels of employees will be set on the basis of the system's overall goals and will support employee collaboration.

Each local workforce development planning team will include at least one front line job and career center staff representative.

Local planning teams and job and career center coordinators will communicate plans and performance to all job and career center system employees regularly.

## **6.2 *Investor partner leadership and management of the career system:***

Decisions about day to day operations of the career center will be the responsibility of each career center coordinator. Career Center Coordinators are accountable to the investor partners/Concordat as well as their parent organization. The coordinators have general management responsibility over center operations and share accountability for performance outcomes each center and investor partner programs.

Sub-regional Workforce Development Teams are charged with local workforce planning within guidelines established by the investor partners.

## **6.3 *Staffing of the Enterprise and the job and career centers. Supervisory relations among partner staff in the centers and in the system:***

Staff for the Enterprise include an executive director and a policy/management analyst. Other Enterprise staff may be added if needs dictate, resources are available, appropriate representatives of partner organizations agree to sharing the costs of additional staff and this MOU is amended and approved by appropriate state and local representatives. Staff for the career centers will be provided by the investor partners. Overall management direction for the career centers will be provided by the investor partner management teams made up of the key local management staff from the investor partner organizations. Each career center will have a coordinator who will be accountable to the management team as well as to their parent organization. The coordinator will have general management responsibility over the day-to-day operations of the center and will share accountability for all center performance outcomes for all partner programs. Other center staff will perform under the general coordination of the career center coordinator and will continue to be accountable to their parent organization supervisors. Although composed of agencies with differing human resources practices and bargaining units, the commonality of each agency's purpose and customers creates an employee interconnectedness. The system's work and job design and recognition approaches

will encourage all employees to contribute effectively to achieving system performance and quality objectives.

**6.4 Core competencies required of key job and career center staff, assessment of staff for core competency attainment. Inter-agency cross training and technical assistance offered by the partners:**

Attachment 6.4 identifies core competencies of key career center staff. Many of these competencies have been incorporated into the position descriptions of the WIA Title IB staff hired by Chemeketa to work in the career centers. Inter-agency cross training is being developed to be delivered beginning in June, 2000.

**6.5 Responsibility for audits, monitoring, resolution of formal complaints, incident reports, and EEO:**

Each investor partner has responsibility for appropriate fiscal and personnel management as required in each organization's applicable laws and rules. Career center personnel practices will conform with each investor partner's collective bargaining agreements and approved personnel policies. Monitoring of Career Center and system operations will be conducted by the investor partners and the Career Center Operations and Oversight Committee of the Enterprise. Complaints will be resolved consistent with the guidance and policies of the responsible state and federal organization and with State "Methods of Administration" policy when that is available. Incident reports and fraud allegations will be investigated and resolved at the lowest possible level and in accordance with the policies, procedures and practices of the investor partners. Depending on the nature of the incident or allegation, the State of Oregon and/or law enforcement officials may also be involved.

**6.6 Financial procedures (cash draw down, petty cash account, procurement and accounting methods) used in the site:**

Each investor partner maintains responsibility for appropriate fiscal management of their funds as determined by their parent organization. As the WIA Title IB fiscal agent, Chemeketa will follow Generally Accepted Accounting Principles (GAAP) and standard practices for financial management of federal grants. Chemeketa's financial management activities are reviewed annually by independent auditors and other governmental agencies. The reference guide for those activities is attachment 6.6-1. Chemeketa has Model Contracting and Purchasing Rules in place that provide the general framework for procurement, contracting and purchasing related to WIA Title IB, Attachment 6.6-2.

**6.7 Inter-agency case management (lead agency, training plan agreements, etc.):**

The investor partners recognize that many of the job seekers in the Career Centers will be registered and served by more than one partner, and, potentially, by more than one Career Center. Career Center Coordinators will work with appropriate investor partners and affiliate staff to develop a standard approach to “inter-agency” case management. This approach will be based on the following principles:

Customer service is the underlying principle of inter-agency case management. In any situation where roles and responsibilities are unclear, the clarification process will place customer needs first.

The lead agent in the joint case management shall be the referring agent in cases where the job seeker is referred to the career center from off-site. In all other cases the lead agent in the joint case management shall be the agent with the major funding investment in the job seeker.

All inter-agency case management will be initiated by a face-to-face joint staffing among the job seeker and the partner staff. During this staffing, the initial expectations and resources from each partner, and from the client, will be developed and documented in the case file. In addition, lead responsibility for monitoring progress and resolving problems will be identified at this point.

The investor partners intend to build on the successful case management practices of Adult and Family Services Division in Region 3 in working with low income people to obtain and maintain employment, increase participant skills and earnings. During the first year of MWWN operation AFS will provide case management to career center customers in 3 locations as pilots to assess the potential to expand this model throughout the region.

**6.8 Performance requirements and goals, collectively and by individual partner funding stream, shared performance accountability and expectations:**

See Negotiated Performance Targets for Title 1B (found elsewhere in this plan) and Attachment 6.9-2.

**6.9 Continuous improvement strategies and practices of the MWWN:**

The MWWN is committed to achieving and maintaining exceptional results in the delivery of workforce services. It is understood that attaining this goal is only achieved by intentional effort to continuously improve processes. That commitment will be driven by an effort to strengthen the following seven important dimensions in every aspect of the agreement.

Customers are highly valued and respected, and quality is defined and judged by the customer.

Leadership sets direction and creates customer orientation with clear and visible values and high expectations.

The system maintains a strong future orientation with planning occurring for both short and long term changes.

Employees are valued, empowered, supported and recognized for their involvement and accomplishments.

All decisions are made based on reliable information, data and analysis.

Quality is designed into processes and services, based on the needs and expectations of customers.

The organization's performance system focuses on results.

Critical processes will be identified, evaluated and improved upon with the purpose of using public resources effectively and efficiently, developing new services in a quick and efficient manner, and testing new services before bringing them to scale across the system. Collecting and using sound data in making decisions, conducting strategic planning and managing processes is the key to driving improved system performance and effectiveness. Financial and non-financial data, tracked in the short term and over time will provide the system and its employees with bases for setting goals and priorities for improvement, and for analyzing effectiveness and progress in meeting those goals and priorities.

Career center staff and management have key roles in the identification of opportunities for the improvement of customer services. The center coordinator and the investor partner management team for the center will work with center staff to identify opportunities to improve processes and customer services. The center management team will determine the most appropriate approach for addressing quality improvement issues. The coordinator will be responsible for bringing together the stakeholders who will be charged with addressing the issue or opportunity through a systematic process that incorporates the following steps.

Clearly defining the issue/opportunity from the customer perspective.

Identifying relevant data.

Identifying how, when and from what source the data will be obtained if not available.

Analyzing the data and identifying gaps between the desired and current situations.

Identifying root causes.

Developing options for addressing the root causes, and selecting the best solution.

Developing, implementing and testing the best solution, and evaluating the results.

Modifying the solution as necessary and implementing the final approach.

Tracking post-implementation data and performance to ensure the solution is obtaining the desired results.

## **Data Collection and Reporting:**

### **7.1 *The Desired Future:***

The investor partners recognize that effective use of technology is the critical tool in making possible all aspects of the information exchange required for high quality customer service, including:

data collection and reporting required by the state and federal government to satisfy funding sources and the Enterprise, and to establish and benefit from quality improvement systems.

site and system performance management to meet and exceed performance expectations.

timely and effective referrals to address customer needs.

unified case management to provide seamless service delivery.

The investor partners agree to the principles of common reporting and shared information through electronic concepts and mechanisms, including shared technology. The parties further agree that the highest form of shared information is reached when local access to and influence on system design is in place.

The parties recognize that each investor partner and affiliate has separate funding streams and data reporting systems at this time. The parties agree to collaborate on the development and deployment of system interfaces which will move the partners' data systems toward a more common ground on the local level during the term of this agreement. This MOU makes no assumptions about the investor partners commitments to future funding to systems development or deployment costs.

### **7.2 *The Current State:***

All investor partners currently have data reporting systems in place to meet funding source reporting requirements, and to assist local managers with program and performance management. All these data reporting systems transmit data to the local

field offices for program management and to the appropriate State agencies for reporting to Federal funding sources.

In addition, the state agencies transmit data from the local operations to the Shared Information System (SIS). This latter system is a 10-partner network of state agencies involved in workforce preparation. The purpose of the SIS is to provide common terminology and aggregate outcomes reporting on a statewide basis.

It can also be used to compare data bases for the purpose of meeting some Federal reporting requirements. For example, the SIS<sup>4</sup> will be used to determine the employment and earnings status of WIA Title IB registrants three quarters after they exit their WIA-funded program. While regional information is available from the SIS, it is not timely enough for the purpose of local program management.

The only electronic information system which is designed and maintained locally is the WIA Title IB system maintained by Chemeketa Community College. The parties agree to collaborate to interface their systems with the WIA Title IB system for the purpose of providing non-duplicative case management and local performance management reporting.

Investor partners and affiliates will also have needs with regard to collecting and reporting information, at least for the purposes of case management and referrals.

**Terms of this agreement:**

**8.1 Duration:**

This MOU will take effect upon approval and signature by the Enterprise and the investor partners and the concurrence of the Mid-Willamette Jobs Council Board of Directors, and shall remain in effect through June 30, 2003, unless terminated earlier for reasons of non-performance or as provided for below.

The MOU may be extended for an additional two-year period ending on June 30, 2005, subject to agreement of and satisfactory performance by the investor partners as determined by the Enterprise. It is understood that the number of investor partners in the Concordat must be three or more in order for the MOU to remain in effect

**Termination/withdrawal provisions:**

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<sup>4</sup>Unless or until the SIS is replaced or an alternate system is designated by the state

This MOU may be terminated, with or without cause, by the Enterprise or by the Concordat upon a minimum of six months written notice to the other party. If however any of the parties to this agreement fail to receive funding, or appropriations, limitations or other expenditure authority at levels sufficient to provide the resources the party committed to provide in this agreement, the party may withdraw from this agreement with notice to the other parties.

### **8.3 *Negotiation and dispute resolution processes regarding the MOU:***

Every effort shall be made to resolve any disputes which may arise between any of the parties through informal negotiation. If such negotiation cannot produce satisfactory resolution within 45 calendar days of the dispute being raised, then the matter shall be resolved per the policy adopted by the Oregon Workforce Investment Board, "MOU Impasse Resolution."

### **8.4 *Process for amendments:***

This MOU may be amended at any time upon the mutual written approval of the Enterprise and the appropriate representatives of the organizations that form the Concordat, and the concurrence of the Mid-Willamette Jobs Council Board of Directors.

### **8.5 *Non-Appropriation Clause***

If a party to this agreement fails to receive funding, or appropriations, limitations or other expenditure authority at levels sufficient to provide the resources the party committed to provide in this agreement, the party may withdraw from this agreement with notice to the other parties.

### **8.6 *Confidentiality and Compliance with the law***

Parties to this agreement warrant that it will comply with the provisions of the Workforce Investment Act and other applicable federal and Oregon laws, regulations and administrative rules including, but not limited to, those relating to confidentiality of customer records.

### **8.7 *Third Party Beneficiaries***

The parties signing this agreement are the only parties to the Agreement and are the only parties entitled to enforce its terms. Nothing in this agreement gives, is intended to give, or shall be construed to give or provide any benefit or right, whether directly

or indirectly or otherwise, to third parties unless such third persons are individually identified by name herein and expressly described as intended beneficiaries.

## **9. *Liability and Indemnification***

### **1. Responsibility for Funds Provided Under Title IB of the Workforce Investment Act.**

In addition to any other remedies available for recovery of funds, if such jurisdiction is a county subject to Article XI, section 10 of the Oregon Constitution, provision for payment of such potential liability shall be made by placement of \$250,000 in an interest bearing account as risk insurance, the principle amount of which may not be spent without the joint approval of the political jurisdiction and the Enterprise board. These funds have already been set aside by Chemeketa Community College and no other party is expected to contribute to the risk insurance fund.

### **2. Responsibility for Other Funds**

Each party is liable for any misuse of funds caused by or resulting from its or its officers', employees', or agents' actions or omissions under or relating to this Agreement. Each party is liable for, and shall indemnify the other parties for, any misuse of funds caused by or resulting from its or its officers', employees', or agents' actions or omissions under or relating to this Agreement.

### **3. Responsibility for Torts**

Each party shall be responsible only for the tortuous acts, omissions or negligence of its own officers, employees or agents. Subject to Article XI, section 7 or 10 of the Oregon Constitution, if the party is the State or a county, it is responsible only to the extent required by the Oregon Tort Claims Act, ORS 30.260 to 30.300. If the party is any other "public body," as defined in ORS 30.260, it is responsible only to the extent required by the Oregon Tort Claims Act.

### **4. Responsibility for Comprehensive Liability Insurance and Property Damage Insurance.**

Each party to this Agreement shall obtain, and at all times keep in effect, comprehensive liability insurance and property damage insurance covering its and its officers', employees' or agents' tortuous acts, omissions or negligence under this Agreement. Any "public body," as defined in ORS 30.260, may satisfy these requirements in any manner allowed by ORS 30.282. Such public body liability and property damage insurance, whatever the form, shall be in amount not less than the limits of public body tort liability specified in ORS 30.270. For all other parties, the insurance shall have a combined single limit per occurrence of not less than \$AMOUNT SET BY LOCAL BOARD. Insurance coverage may not be cancelled,

materially changed, reduced nor not renewed without 30 days written notice from the party to the Enterprise board. In the event of unilateral cancellation or restriction by the insurance company of the insurance policy, the public body or other party shall immediately notify the Enterprise verbally and in writing.

**5. Responsibility for Employment and Other Related Benefits and Deductions**

Each party shall perform under this Agreement as an independent contractor. Each party, with respect to its officers and employees, shall be exclusively responsible for providing for employment-related benefits and deductions that are required by law, including but not limited to federal and state income tax deductions, workers' compensation coverage, unemployment insurance coverage and contributions to the Public Employees Retirement System, if contributions are required.

**6. No Third Party Beneficiaries**

The parties signing this Agreement are the only parties to the Agreement and are the only parties entitled to enforce its terms. Nothing in this Agreement gives, is intended to give, or shall be construed to give or provide any benefit or right, whether directly, indirectly or otherwise, to third persons unless such third persons are individually identified by name herein and expressly described as intended beneficiaries of the terms of this Agreement.

**Certification**

By signing this agreement, all parties agree that the provisions contained herein are subject to all applicable, Federal, State and local laws, regulations and/or guidelines relating to nondiscrimination, equal opportunity, displacement, privacy rights of participants, and maintenance of records and other confidential information to one-stop customers.

By signature affixed below, the parties specify their agreement to extend this MOU to June 30, 2004:

_____	<u>June 30, 2003</u>
Marion County Commissioner Official Designee	Date
_____	<u>June 30, 2003</u>
Polk County Commissioner Official Designee	Date
_____	<u>June 30, 2003</u>
Yamhill County Commissioner Official Designee	Date
_____	<u>June 30, 2003</u>
R-3 Workforce Investment Board Chair	Date
_____	<u>June 30, 2003</u>
Adult and Family Services	Date
_____	<u>June 30, 2003</u>
Chemeketa Community College	Date
_____	<u>June 30, 2003</u>
Oregon Employment Department	Date
_____	<u>June 30, 2003</u>
Oregon Vocational Rehabilitation Division	Date
_____	<u>June 30, 2003</u>
Experience Works	Date

MID-WILLAMETTE WORKFORCE NETWORK  
MEMORANDUM OF UNDERSTANDING  
GLOSSARY OF TERMS

Affiliate partners	Those partners in the MWWN who contribute services to customers of the Network through reciprocal referral agreements with the Network, but who do not help support the operating costs of the MWWN.
Customer satisfaction	The perceived value on the part of both employer and job seeking customers of the services received by the MWWN.
Enterprise for Employment and Education	The Workforce Investment Board for Region 3, as defined under the Workforce Investment Act of 1998.
Investor partners	Those partners in the MWWN who contribute cash or in-kind services to help support the operating costs of the MWWN and its policy Board, the Enterprise for Education and Employment.
Labor exchange functions	Those mechanisms which match the skills of those seeking jobs with the requirements of open positions.
Mid-Willamette Workforce Network	A comprehensive system of workforce development services in Marion, Polk and Yamhill Counties, resident in seven Career Centers, a web site and including access through related agencies, organizations and local education institutions.
Occupational skills traiings(OST)	Professional-technical training offered on the worksite under the auspices of Chemeketa Community College

Operating Costs	Those costs required to offer services through the MWWN, including costs to support Career Centers (e.g., personnel, materials & services, etc.), the Enterprise (e.g., staff, professional development, etc.), and the customers (e.g., resource room materials, tuition, etc.).
Reciprocal referral agreements	Written agreements between affiliate partners and the MWWN which provide a mechanism for MWWN customers to receive services not offered within the Network.
Special populations	Those population cohorts which exist within the larger job seeking population who are usually identified as having serious barriers to becoming employed, such as non-English speakers, non-high school completers, etc.
The Mid-Willamette Jobs Council	The three county commissions for the counties of Marion, Polk and Yamhill, defined as the Chief Elected Officials under the Workforce Investment Act of 1998.
Universal access	Customers in all population groups can get all core services on-site; OR, can get information on-site about all core services and receive a referral as defined in this MOU, AND all staff on-site know that the site is an access point for the Network.

## Mid-Willamette Workforce Network CORE SERVICES FOR JOB SEEKERS

Activity	System Definition
Eligibility Determination, Title IB	The evaluation of an individual's, eligibility to receive WIA Title IB program services (Adult, Dislocated Worker and Youth services.)
Outreach	Activities designed to inform and encourage customers to access the services available in the MWWN and by investor partner programs.
Intake	Process in which basic information is collected from customers by investor partner programs or the MWWN, which may determine program participation (e. g. name, SSN, demographic information etc.)
Orientation	Systematic Provision of information to job seekers on investor partner programs, the MWWN, and career center services. Provided by career center resource staff. Delivered individually or through printed and electronic media (videotapes, computers, intra- and Internet, etc)
Initial Assessment of skill levels, aptitudes, and support service needs	An initial identification of a customer's skill levels, aptitudes, and supportive service needs, it may be done through an interview, a needs survey, or self-assessed. Used to assess need for core, intensive or training services.
Labor Market Information (Employment Statistics)	Employment data and information relating to local, regional, and national economic/employment trends, demands, expectations, skill needs, wage rates, etc. Presented by career center staff, self-service applications such as Intranet website access (OLMIS) or as part of group and individual job search assistance.
Job listings/job referrals	Job information that is provided by the "public labor exchange", a federally mandated service for the facilitated connection of appropriate job seekers with employer job openings, and/or through other job listing, job referral systems. There are normally two aspects to the service: the screening/referral of job seekers and the listing of employer job openings.
Job search assistance	Services designed to directly assist the job seeker in obtaining work, designed to help the individual's work search strategy (as opposed to career counseling). Can be provided to groups or individuals.
Performance and Program Cost information	Provision of performance and program cost information on service providers for Title IB, II, Voc Rehab, and Voc. Ed for dropouts.
Information on performance measures for the Career Center system	Provision of information on how the local Career Center Network is performing in terms of local performance indicators.
Information on other Career Center Partner services	Information about Partner programs, eligibility criteria, and access. It may include the formal or informal scheduling and referral for customers with other investor partners.
<b>Information and referral for supportive services</b>	Provision of information to customers on the availability of services in the community such as child care, transportation, and other assistance and referral to service providers when appropriate.
<b>Information on filing for unemployment insurance</b>	Information on filing claims for unemployment insurance.
<b>Welfare to Work referral assistance</b>	Assistance in referral to Welfare to Work services
<b>Assistance in determining eligibility for Financial Aid</b>	Assistance in establishing eligibility for training and education programs that are available in the local area but not funded by Title I of the WIA. At a minimum includes information about criteria, sources of and applications for such assistance May also include documentation of non-financial eligibility elements related to labor market and employability issues.
Resource Room usage	Participants' access and use of materials that are provided and designed to assist the job seeker in finding work, i.e. videos, access to computers for resumes, newspapers, electronic job listings, telephones, etc. Can be self-accessed or staff-assisted in nature.
<b>Rapid Response activities</b>	Assistance to individuals on the range of available services, normally upon mass layoff due to impact of economic/environmental factors, disaster situations, corporate changes, etc.
<b>Follow-up services for those who have "Entered Employment" (WIA)</b>	A range of services focused on the job retention of an individual who has been "registered" under Title IB and has "entered employment" (required for 12 months period after "entered employment").
<b>Career Development</b>	Services designed to assist the job seeker in making appropriate vocational decisions (job search activities aid in work search strategies, "career development" is similar in nature but less involved than the intensive services "group counseling" and "individual counseling".)

Services mandated by WIA Title I are designated in bold (**activities items bolded**)

## Mid-Willamette Workforce Network INTENSIVE SERVICES

Intensive Services are for individuals who are unemployed and are unable to obtain employment through core services and who have been determined in need of such services to obtain employment or are in need of such services to obtain/retain employment that allows for self-sufficiency.

<b>Activity</b>	<b>System Definition</b>
Comprehensive Assessment	Evaluation of and individuals skills and abilities related to obtaining and maintaining employment and identifying the types of activities and/or services needed to do so. As part of intensive services this assessment will be more detailed and comprehensive than the initial identification of needs done as part of core services. Could include specialized assessments or formal evaluations.
Individual Employment Plan	A plan, jointly developed with the participant, that identifies short term employment objectives and the appropriate combination of services and activities to achieve those objectives.
Individual Career Plan	A plan, jointly developed with the participant, that identifies long term career goals and strategies to achieve those goals.
Case-Management	The process of working with an individual in the context of an agreed upon plan that addresses issues, supports, services, goals and how they will be achieved.
Short-Term Pre-vocational Services	Activities and services that can be delivered in a short period of time that are designed to assist an individual in increasing their job readiness. Intensive activities include, but are not limited to, Adult Basic Education, GED, English as a Second Language, workplace preparation. Services that are designed to remove barriers and improve employment opportunities.
Group Counseling	Assisting individuals with issues and/or strategies related to job readiness. Activities provided on a group basis and include activities such as mental health and A&D services delivered in an in-depth, clinical fashion. These activities would normally be provided concurrently with other services such as job search or retention activities.
Individual Counseling	Assisting an individual with issues and/or strategies related to job readiness. Activities provided on a one-on-one basis and would be more in-depth, and clinical in nature. These activities would normally be provided concurrently with other services such as job search or retention activities.
Retention Services	Services designed to help employed individuals retain employment

## Mid-Willamette Workforce Network TRAINING SERVICES

Training services are for individuals who are eligible for intensive services but unable to obtain or retain employment and have been (a) determined to be eligible for training, in accordance with the priority system, and in need of training; and (b) can successfully participate in training linked to employment opportunities.

Activity	System Definition
Adult Education	Services or instruction below the post-secondary level for individuals (A) who have attained 16 years of age; (B) who are enrolled or required to be enrolled in secondary school under State law, and (C) who: (i) lack sufficient mastery of basic educational skills to enable the individuals to function effectively in society; (ii) do not have a secondary school diploma or its recognized equivalent, and have not achieved an equivalent level of education; or (iii) are unable to speak, read, or write English language. This is combined with other WIA training.
Customized Training	Training (A) that is designed to meet the special requirements of an employer (including a group of employers); (B) that is conducted with a commitment by the employer to employ an individual on successful completion of the training; and (C) for which the employer pays for not less than 50% of the cost of the training. (WIA)
Employer Training	Provision of training and technical expertise to individuals and groups of employers on areas of knowledge, normally on program topics such as American Disabilities Act, accommodations, agricultural, recruitment, labor law, etc.
Entrepreneurial Training	Training that provides an individual with the knowledge and skills to start and grow a business. (Small Business Administration)
Job Readiness Training	Training that provides an individual with the workplace competencies (resources, interpersonal skills, information, systems, technology) and foundation skills (basic skills, thinking skills and personal qualities) needed to obtain and maintain a job. (Based on the SCANS Report).
Occupational Skills Training	Programs designed to prepare persons with the skill and knowledge to enter employment in a specific occupation or group of occupations. Programs vary in length depending on the current knowledge of the participant and the skills necessary for employment in the particular field. (Based on occupational preparatory training definition, Oregon Community College Handbook.)
On-the Job Training	Training by an employer that is provided to a paid participant while engaged in productive work in a job: (A) provides knowledge or skills essential to the full and adequate performance of the job; (B) provides reimbursement to the employer of up to 50% of the wage rate of the participant, for the extraordinary costs of providing the training and additional supervision related to the training; and (C) is limited in duration as appropriate to the occupation for which the participant is being trained, taking into account the content of the training, the prior work experience of the participant, and the service strategy of the participant, as appropriate. (WIA).
Professional Technical Training	Programs offered by Oregon community colleges, private career schools and other providers to prepare persons with the knowledge and skills to enter employment or further education for a specific professional technical occupations or careers. Professional technical is defined as occupations concerned with the theoretical or practical aspects of such fields as science, art, education, law and business relations where substantial post-secondary educational preparation or equivalent on-the-job training or experience is required. Occupational groupings include: general management support, engineering and scientific; data processing and mathematical; social sciences, law and related; teaching and related; medicine and health; and writing, art and related.
Related Instruction	Programs of study for which applied or specialized associate degrees are granted, or programs of an academic year or more in length for which certificates are granted, must contain a recognizable body of instruction in program-related areas of 1) communication, 2) computation, and 3) human relations. Additional topics which should be covered as appropriate include safety, industrial safety, and environmental awareness. Instruction in the related instructional areas may be either embedded with the program curriculum or taught in blocks of specialized instruction. Each approach, however, must have clearly identified content that is pertinent to the general program of study. (Commission on Colleges Accreditation Handbook)
Retraining Services	Includes classroom training, occupational skill training, on-the-job training, out-of-area job search, relocation, basic and remedial education, literacy and English for non-English speakers training, entrepreneurial training, and any other appropriate training activities directly related to appropriate employment opportunities. (JTPA).
Skill Upgrade Training	Training that provides the skills necessary for an individual to maintain their job and/or increase their upward mobility to a better job.
Workplace Training/Related Instruction	A program of study that combines occupational skills training, related instruction and work- experience to provide persons with the skills, knowledge and abilities to enter employment in a specific occupation or group of occupations.

## Mid-Willamette Workforce Network EMPLOYER SERVICES

<b>Activity</b>	<b>System Definition</b>
Employer Relations	Contact with employers to assist employer in meeting workforce needs, solicit job orders, market career system services and place job seekers.
Labor market information, customized	Information and services such as labor market studies done in response to employer requests (the development, publication, and/or distribution of LMI material beyond that routinely done for the business and employer community.)
Labor market information, routine	A variety of information and services for employers covering work trends, labor market expectations, business outlooks, etc. that is developed and/or provided on a somewhat regular basis.
Job order taking	Obtaining and listing job orders from employers as an aspect of basic labor exchange services (referral of job seekers is the other "half" of the public labor exchange), investor partners may have their own labor exchange services (i.e. job listings for specific programs, OJTs, training, clientele, etc.)
Referral and interview scheduling, and employer use of facility/office	Making special arrangements for job applicants/program participants for an employer such as coordinating interview times, consolidating application forms, facilitating use of interview room, etc. (beyond referral of applicant to employer); done in situations for special employer needs, dependant upon resources and office priorities, etc.
Special Recruitment for employer	Solicitation of job seekers for specific employer needs; radio, mailings, media and other efforts to encourage job seekers to apply with an employer (activities beyond normal listing/referral.)
Access to America's Job Bank (AJB)	Information and support of AJB to employers (nationwide job listings, entry of job orders, access to resumes and other features.)
Reference checks of referrals/applicants	Verification of a job seeker's work background, normally contacting past employers and/or personal references for dates of work, evaluation of work, willingness to rehire, etc.
Drug testing	Coordinating or administering components of an employer's drug testing for job seekers and potential employees.
Occupational testing	Administration of standardized tests to meet employer needs.
Testing for employer	Administering tests such as personality, handwriting, etc. to job seekers in response to individual employer needs/requests.
Employer seminars/conferences	Training or workshops focused on the needs of employers.
Employer advisory committees	Participation with employers in a formalized setting to assist in developing/delivering services, addressing labor market concerns, sharing employment and training information.
Job Fair coordination	Development and coordination of employer job fairs with job seekers.
Training and Technical Assistance	Provision of training and technical expertise to individuals and groups of employers on areas of knowledge, normally on program topics such as ADA, workplace accommodations, agricultural recruitment, labor law etc.
First Source Hiring coordination	Acting as lead investor partner in coordinating recruitment, referral, and hiring needs for employers within the state's First Source Hiring program.
Assistance on tax credit eligibility and other wage subsidy programs	Screening, informing, and/or assisting employers in eligibility for program or governmental programs with financial incentives for the business (e.g. JOBS Plus, WOTC, First Source Hiring, ADA accommodation, On-the-Job Training and other programs.)
Alien Certification and similar programs	Federal programs for recruitment/consideration of US workers and potential foreign workers (agricultural and non-ag workers employers)
Rapid Response Assistance	Services for an employer designed to assist in averting a layoff of employees or in the adjustment to a layoff (work with Human Relations/Personnel department, information on work-share unemployment insurance, coordination of service provider meetings, etc.)
Skill Training Services	The identification of an employer's skill needs, discussion, development, and coordination of training programs to assist the employer in resolving skill needs. The service may be on the behalf of a single employer, an industry, or for different groups of employers. The service could be directed towards the current workforce of a business or the development of future employees.
Job Retention Services	Activities designed to assist the employer in maintaining a stable workforce. The services may be specifically for the employer, facilitated through the employer or provided directly to the employees. They include: employee assistance (e.g. resolving child care, transportation, accessing mental health and/or substance abuse services), staff training, or information on the "work-share" program, etc.

## Mid-Willamette Workforce Network Program Eligibility by Career Center<sup>1</sup>

Program	Downtown Salem Career Center	Winema Career Center	Polk Career Center	McMinnville Career Center	Newberg Career Center	Woodburn Career Center	Santiam Career Center
U.I.(OED)	yes	yes	yes	yes	yes	yes	yes
TANF/JOBS WtW (AFS)	yes	yes	yes	yes	yes	yes	yes
Food Stamps (AFS)	info only	info only	info only	info only	yes	info only	yes
Employment Related Day Care (AFS)	info only	info only	info only	info only	yes	info only	yes
OHP (AFS)	info only	info only	info only	info only	yes	info only	yes
Vocational Rehabilitation Services (VRD)	yes	yes	info only	info only	yes	info only	yes
Jobs Plus (AFS and OED)	yes	yes	yes	yes	yes	yes	yes
WIA Title IB	yes	yes	yes	yes	yes	yes	yes
WIA Title IC (Job Corps)	info only	info only	info only	info only	info only	info only	info only
WIA Title ID (MSFW/Native American Programs)	yes	info only	info only	info only	info only	yes	info only
WIA Youth	yes	yes	yes	yes	yes	yes	yes
TRA	info only	info only	info only	info only	info only	info only	info only
TAA	info only	info only	info only	info only	info only	info only	info only
Student Financial Aid	info only	info only	info only	info only	info only	info only	info only

<sup>1</sup>Information and referral to sites where eligibility is determined will be available at all centers wherever “no” is indicated.

**Mid-Willamette Workforce Network  
Investor Partner Program Funds  
Region 3**

<b>Funding Source</b>	<b>Fiscal Agent</b>	<b>Target Group</b>	<b>Allowable Costs</b>
<b>WIA Title IB</b>	<b>Chemeketa Community College</b>	<b>Disadvantaged Adults, Youth and Dislocated Workers</b>	<b>Reasonable costs for workforce preparation, job seeking, information and referral, support services, skill training, marketing to employers, etc.</b>
<b>WIA Title II (ABE)</b>	<b>Chemeketa Community College</b>	<b>Adults with low basic skills</b>	<b>Instructional and support costs</b>
<b>WIA Title III (Wagner-Peyser)</b>	<b>Employment Department</b>	<b>Universal access to job seekers and employers</b>	<b>Labor market info, job matching, marketing and taking job orders, etc.</b>
<b>Additional funds to support the Employment Service activities (SEDAF)</b>	<b>Employment Department</b>	<b>Universal access to job seekers and employers</b>	<b>Labor market info, job matching, marketing and taking job orders, etc.</b>
<b>WIA Title IV (Voc Rehab)</b>	<b>Vocational Rehabilitation Division</b>	<b>Disabled youth and adults who can enter the labor market with assistance</b>	<b>Workforce preparation including training, worksite accommodation, job coaching, support services, etc.</b>
<b>JOBS/WtW</b>	<b>Chemeketa Community College</b>	<b>Disadvantaged adults and youth with dependent children referred by AFS</b>	<b>Workforce preparation activities, support services, job search activities, etc.</b>



**Welcome to the Mid-Willamette Workforce Network**  
**Please complete this form each time you visit!**

Name: \_\_\_\_\_ SSN: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Date: \_\_\_\_\_  
 Return Customer?  (Complete Section A)      New Customer?  (Please complete all sections)

Referred By? \_\_\_\_\_

<b>A. Please mark all services you are interesting <u>today</u>:</b>			
<b>Appointment with:</b> _____			
<input type="checkbox"/>	<b>Computers for job search/word processing</b>	<input type="checkbox"/>	<b>Register for job referrals</b>
<input type="checkbox"/>	<b>Phone, photocopier, or fax</b>	<input type="checkbox"/>	<b>Other</b> _____
<input type="checkbox"/>	<b>Labor Market Information</b>	<input type="checkbox"/>	
<input type="checkbox"/>	<b>Attend a workshop</b>		
<input type="checkbox"/>	<b>Reference library materials</b>		

<b>Mailing Address:</b> _____			
Street Address			
_____	_____	_____	Birthdate: _____ / _____ / _____
City	State	Zip	
Phone: (____) _____ - _____			
<b>Ethnic Group:</b>	<input type="checkbox"/> Asian, Pacific Islander	<input type="checkbox"/> Black, not Hispanic	
	<input type="checkbox"/> Hispanic	<input type="checkbox"/> Native American/Alaska Native	
	<input type="checkbox"/> White, not Hispanic	<input type="checkbox"/> Other	
<b>U.S. Citizen</b>	<input type="checkbox"/> yes <input type="checkbox"/> no	<b>If no, are you legal to work in the U.S.?</b>	<input type="checkbox"/> yes <input type="checkbox"/> no
<b>Highest grade completed in school?</b> 1   2   3   4   5   6   7   8   9   10   11   12   13   14   15   16			
<b>Did you serve on active duty in U.S. Armed Forces? Dates:</b> _____ to _____			

The Employment Department has authority to request your Social Security Number under the Privacy Act of 1974, Public Law 93-579, and advises you that your Social Security Number will be used to carry out Employment Department duties under Oregon Revised Statutes Chapter 657. If seeking employment services, use of your Social Security Number is not required. Your Social Security Number though, is the personal identification we use to record services you receive from us, information about your skills and experience help us to refer you to work. If you do not want job-related information recorded with your Social Security Number, do not provide it on this form. The information that you provide could be shared and used by other organizations to help you with employment and training services.