



**OREGON WORKFORCE ALLIANCE**

**MEMORANDUM OF UNDERSTANDING**  
**WITH**  
**WORKSOURCE OREGON ONE-STOP SYSTEM PARTNERS**

October 1, 2010

## Oregon Workforce Alliance Memorandum of Understanding

### TABLE OF CONTENTS

REFERENCES.....	3
BACKGROUND .....	3
VISION.....	4
PURPOSE.....	5
MEMORANDUM OF UNDERSTANDING .....	7
Section I.    Parties to the MOU.....	7
Section II.    Duration of Agreement.....	8
Section III.    Severability .....	9
Section IV.    Modification and Termination.....	9
Section V.    Dispute Resolution .....	9
Section VI.    General Provisions .....	10
Section VII.    Integrated Service Model.....	12
Section VIII.    Products and Services .....	14
Section IX.    OWA Certified One-Stop Centers .....	18
Section X.    WSO Performance Requirements and Goals .....	18
Section XI.    Referral Arrangements.....	19
Section XII.    Information Sharing and Confidentiality .....	20
Section XIII.    Funding, Cost Allocation and Resource Sharing Agreement .....	20
Section XIV.    Roles and Responsibilities .....	21
Section XV.    Signatures.....	28

**OREGON WORKFORCE ALLIANCE**  
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**REFERENCES**

- Workforce Investment Act (WIA) Section 121(c)(1) and (2)
- WIA Regulations, Part 662-Subpart C (20 CFR 662.300 – 662.310)
- Compass Policy, Department of Community Colleges & Workforce Development and Oregon Employment Department
- Initial Skills Review Policy, Department of Community Colleges & Workforce Development and Oregon Employment Department

**BACKGROUND**

The federal Workforce Investment Act of 1998 (WIA), P.L. 105-220, was implemented in July 2000 to consolidate, coordinate, and improve employment, training, literacy and vocational rehabilitation programs in the United States. WIA provides the framework for a national workforce preparation system that is flexible, responsive, customer-focused and locally managed. The Act restructured approximately 60 workforce development programs into an integrated workforce investment system designed to better respond to the employment needs of its customers—employers as well as current workers, unemployed workers, workers laid-off due to restructuring or downsizing, and new entrants to the labor force. The WIA system is built around seven key principles:

- **Streamlining Services:** Integrating multiple employment and training programs at the “street level” through the one-stop delivery system will simplify and expand services for job seekers and employers.
- **Empowering Individuals:** Customers will be empowered to obtain the services and skills they need to enhance their employability.
- **Universal Access:** Through the one-stop system, every customer will have access to a set of core employment-related services.
- **Increased Accountability:** Providers of service will be held accountable for meeting employment-related performance measures. Providers continued access to funding will be directly related to their performance.
- **Local Oversight:** Local boards (such as the OWA) with involvement from the private sector will be responsible for program planning and oversight of the local system.
- **Local Flexibility:** WIA provides local flexibility to improve systems and encourages innovative and comprehensive workforce investment systems. Local partners play a key role in policy development that is customized to meet the needs of the community.
- **Improved Programs:** WIA seeks to expand programs by encouraging strong connections between employers and service providers.

The Act envisions two primary customers, employers and job seekers, served by a comprehensive One-stop system, which includes a network of One-stops with strong links to community-based service providers, affiliates and program partners. The Act

envision a broad network of service providers through which job seekers and employers access a comprehensive continuum of services centered around job placement, retention, career advancement and training.

## **VISION**

As partners in this initiative, we support the federal vision for workforce as described in section 106 of WIA: To provide workforce investment activities, through statewide and local workforce investment systems, that increase the employment, retention, and earnings of participants, and increase occupational skills attainment by the participants, and as a result, improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the Nation.

The vision of the WorkSource Oregon partners is to support the creation of an available and skilled workforce necessary for business to locate, remain and grow, and to provide sustainable employment and the creation and growth of family wage jobs. Our vision reflects an optimism and belief in the opportunities for growth and improvement in rural Oregon. This vision includes:

- a. A cooperative planning effort originating from the level closest to the customer (certified one-stop locations and rural workforce regions);
- b. An effort extending beyond WIA, consisting of workforce, education, community, and economic development entities;
- c. A range of services and activities which promote self-sufficiency, personal accountability and self-reliance; A seamless service delivery system, which acknowledges and leverages the capacity and resources of the various funding sources and agencies;
- d. A model public/private partnership, built on a foundation of experience, innovation, and performance; and,
- e. Partners, stakeholders, and communities that are committed to the success of this effort.

In accordance with WIA, Section 121(c)(1) and (2) and WIA Regulations, Part 662-Subpart C, each Local Workforce Investment Board (LWIB), with the agreement of the chief elected official, will develop and enter into a Memorandum of Understanding (between the LWIB and the One-Stop partners) concerning the operation of the One-Stop delivery system in the local area. Each MOU shall contain provisions describing:

- a. The parties to the MOU;
- b. The duration of the memorandum and the procedures for amending the memorandum during the term of the memorandum;
- c. Such other provisions, consistent with the requirements of Title I of WIA, as the parties to the agreement determine to be appropriate;
- d. The services to be provided through the One-Stop delivery system;
- e. Methods for referral of individuals between the One -Stop operator and the One-Stop partners, for the appropriate services and activities; and
- f. How the costs of such services and the operating costs of the system will be funded.

## **PURPOSE**

The Oregon Workforce Alliance Memorandum of Understanding (MOU) provides the forum for public partners to discuss and establish written working agreements necessary for the effective and efficient development and operation of the WorkSource Oregon (WSO) One-Stop system within nine workforce regions and 24 counties composing The Oregon Consortium local workforce investment area. By working together, partners can explore other funding opportunities and resources, identify current and future workforce skills, promote skills development and post-secondary education, develop lifelong learning strategies, and foster the entrepreneurship spirit of rural Oregon. An educated, skilled and talented population will enable rural Oregon to compete in the global economy.

This MOU between the Oregon Workforce Alliance and the One-Stop Partners is a requirement of the Workforce Investment Act of 1998 and is intended to be a working document that changes based on the discussions, needs and agreements of the partners. This MOU is also intended to address the requirements of the State of Oregon Department of Community Colleges & Workforce Development and Oregon Employment Department, as articulated in the joint Compass Policy providing guidance for the alignment and integration of the WorkSource Oregon System. The provisions of the Compass Policy require that elements of the policy be embedded into the MOU. For this reason the Compass Policy is presented in its entirety.

## **COMPASS POLICY**



### **DEPARTMENT OF COMMUNITY COLLEGES AND WORKFORCE DEVELOPMENT EMPLOYMENT DEPARTMENT**

<b>Joint Policy No.</b>	<b>02-10</b>
<b>Effective Date:</b>	<b>March 24, 2008</b>
<b>Revision No.</b>	<b>1</b>
<b>Revised:</b>	<b>July 1, 2010</b>

**Subject: Compass Policy for Alignment and Integration of the Workforce System**

#### **Purpose:**

The WorkSource Oregon (WSO) system includes many essential and valuable partners. However, this policy is intended to apply only to the systems acknowledged previously through policy and actions that constitute the foundation of the one-stop workforce system as it exists in Oregon. The participants in this policy development are the Department of Community Colleges and Workforce Development (CCWD) and the Oregon Employment Department (OED). Other WSO partners will be included in discussions regarding service integration, as appropriate, at the local and state levels, as sufficient progress is made on realigning the core work of foundational partners. The intent of this policy is not to consolidate state agencies, departments or budgets.

This policy provides guidance for the implementation of an integrated service system that applies at this time to Local Workforce Investment Boards (LWIBs), OED, CCWD and Workforce Investment Act (WIA) Title IB providers that:

- Moves beyond partnership to multi-disciplinary service integration;
- Establishes integration minimums (listed below) that are expected in all local areas;
- Requires that LWIBs convene the partners and are accountable for the development of an integrated service delivery system with OED and the LWIB.

Multi-disciplinary service integration for all customers who come to a WSO physical location will:

- Increase the quality of services being delivered through OED and CCWD;
- Focus on skill and talent development of job seekers as well as current workers;

- Increase the wages, retention and advancement of Oregonians; and,
- Positively impact the economic well being of the State.

**Background:**

In November of 2007 leadership from the OED, CCWD, and the LWIBs met together to explore the opportunities for enhancement of WSO. Participants in this conversation agreed that it is the appropriate time to implement an integrated service delivery system. The intent will be to provide workforce investment activities that increase the employment, retention, and earnings of participants, and increase access to skill development opportunities including occupational skill training when appropriate. As a result, we will improve the quality of the workforce, and enhance the productivity and global competitiveness of Oregon.

**Supersedes:**

None. This revision updates the Compass Policy of March 24, 2008, for current terminology and practices.

**Integration Minimums:**

OED, CCWD, and LWIB representatives have defined the following minimum requirements for the delivery of a demand-driven, skill-based integrated service delivery system. These integration minimums are, however, set in the context of state and local partnership realities. OED and CCWD as state agencies have certain statutory, fiduciary and management requirements as set forth by the Governor and legislature and these statewide oversight responsibilities cannot be waived. The LWIBs also have certain federal and state statutory requirements that must be recognized and made a part of this integration. The partners acknowledge the delicate balance of local and state interests in the new service integration model.

- In order to increase the quality of services being delivered the following will be implemented:
  - Local workforce boards will adopt, implement, and continuously improve the local demand-driven, skill-based integrated services system that includes Wagner-Peyser, WIA Title IB Adult and Dislocated workers;
  - Elements of the Compass policy will be embedded in all related workforce documents, including the Memorandum of Understanding (MOU), One-Stop Agreements, and service contracts as appropriate;
  - A process for an integrated customer pool. All customers are registered using a common intake process;
  - Customers of WSO, WIA Title IB Adult, Dislocated Worker, Trade Adjustment Assistance and Wagner-Peyser will be co-enrolled and count towards performance metrics;
  - An integrated staffing chart where staff are assigned by function rather than funding/program;
  - An integrated customer flow that clearly defines a service delivery process with a sequence of demand-driven, universal services that does not emphasize program eligibility and program participation;
  - Functional supervision and staffing resource allocation will be determined locally by mutual agreement of OED and WIA Title IB; and
  - Local boards have responsibility for overseeing the success of the local integrated system as defined in the state approved local integrated services plan.
- A focus on skill and talent development of job seekers as well as current workers will include:
  - The promotion of an electronic initial, standardized skill assessment to all customers at physical WSO locations;
  - An electronic initial, standardized skill assessment;
  - An electronic comprehensive menu of demand-driven skill enhancement products (including but not limited to occupational training); and
  - Matching of job seekers and current workers with occupational training opportunities when appropriate/beneficial.

- Increasing wages, retention and advancement of Oregonians by:
  - A locally designed employer services team that has responsibility for connecting local employers to the one-stop system;
  - Using a variety of tools to match job seekers skills, interests and abilities with high wage, high demand jobs; and,
  - State-wide performance metrics to assure a demand-driven, skill-based integrated service delivery system will be developed. These measures will be in addition to the federal performance measures - which will be achieved through the integrated service delivery system.
- A shared customer data base will support the integrated service delivery system, meet federal requirements and provide sufficient management information
- A realigned and integrated service model:
  - Operates and depends upon state and local policies which are aligned;
  - Is a progressive system not stymied by federal legislation, action or inaction; and,
  - Is driven by policy based on achievement of performance metrics that go beyond USDOL Common Measures.

Integration will enhance the use of limited and declining funding through a more efficient use of resources and an elimination of program duplication and requirements. Integration will systematically improve the coordination of WIA and Wagner-Peyser Act funded services to achieve improved customer outcomes and more efficient and effective customer service.

Additional policies will include a variety of policies that will that support workforce integration and require collaboration and input from every level and implementation by LWIBs, OED, CCWD, and the WIA Title IB provider network.

Camille Preus  
Cam Preus, Commissioner  
Department of Community Colleges and  
Workforce Development

Laurie A. Warner  
Laurie Warner, Director,  
Oregon Employment Department

August 6, 2010  
Date

August 12, 2010  
Date

## **MEMORANDUM OF UNDERSTANDING**

### **Section I. Parties to the MOU**

- a. In alignment with the State of Oregon Compass Policy the primary parties to this Memorandum of Understanding (MOU) are:
  1. Oregon Workforce Alliance workforce investment board;
  2. Workforce Investment Act Title 1B programs; and,
  3. Oregon Employment Department
    - i. Wagner Peyser;
    - ii. Trade Adjustment Assistance; and,
    - iii. Veterans Services.

The primary parties to the MOU are responsible for addressing standards articulated in the Compass policy.

- b. Critical partners in the OWA WorkSource Oregon One-Stop system and parties to this MOU also include:
  - 1. Department of Human Services Children & Families Services
    - i. TANF/JOBS Program
    - ii. Office of Vocational Rehabilitation Services
  - 2. Education
    - i. K-12 Schools
    - ii. Community Colleges
      - a) Carl Perkins
      - b) Adult Education & Literacy
      - c) WIA Title II
  - 3. Labor
  - 4. Economic Development
  - 5. Community Based Organizations
  - 6. Migrant Seasonal Farmworkers
  - 7. Job Corps
  - 8. Community Services Block Grant
  - 9. Housing & Urban Development
  - 10. Native American Grantee
  - 11. Senior Community Employment Program/Title V Older American Act

These partners are often co-located at WSO One-Stop centers and service delivery sites or are otherwise represented in the community, service region, or local area. These partners provide critical support for the WSO One-Stop service delivery system and may provide services through or in coordination with WSO One-Stop centers and service delivery sites.

- c. In addition to the parties listed above, other agencies and organizations may provide services through or be accessible from WSO One-Stop centers or service delivery sites in support of providing better access to services to customers.
- d. 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 or indirectly or otherwise, to third persons unless third persons are individually identified by name herein and expressly described as intended beneficiaries of the terms of this agreement.

## **Section II. Duration of Agreement**

- a. This Memorandum of Understanding shall become effective on the date on which all parties have signed the MOU.
- b. It shall remain in effect for five years, ending June 30, 2015, or until terminated by the repeal of the Workforce Investment Act of 1998 (WIA), otherwise by action of law, or in accordance with this section.



- c. Any party may withdraw from this MOU by giving written notice of intent to withdraw with not less than 90 calendar days notice in advance of the effective withdrawal date. Notice of intent to withdraw shall be given to The Oregon Consortium & Oregon Workforce Alliance at their current office location.
- d. Should any party withdraw, this MOU shall remain in effect with respect to the remaining parties.
- e. New parties or One-Stop system partners may be included with the consent of the signatories to this agreement.

### **Section III. Severability**

If any part of this MOU is found to be null and void, or is otherwise stricken, the rest of this MOU shall remain in force.

### **Section IV. Modification and Termination**

- a. This MOU may be modified at any time by written agreement of all parties and shall become effective immediately or as stated in the modification.
- b. If a party to this agreement assigns any duties and responsibilities under this MOU to another entity, the assignor shall require the assignee to abide by the terms of the agreement if they are applicable under this agreement to the duties and responsibilities of the assignee.
- c. If a party to this agreement fails to receive funding or appropriation, or is constrained by limitations or expenditure authority at levels sufficient to provide the resources the party committed to provide in section XII of this agreement, the party may withdraw from this agreement with notice to the other parties.

### **Section V. Dispute Resolution**

- a. The WorkSource Oregon system of certified and affiliate sites and other service locations are operated under an approved business plan between the co-located partners or by individual partner agencies.
- b. At each WSO center or service delivery site the approved business plan establishes the operational agreement among co-located partners. Nothing in those agreements will conflict with the provisions of this MOU.
- c. The leadership team of the certified One Stop center, as described in the approved business plan, will make joint decisions about funding, staffing and management of the center, as long as these matters do not conflict with the provisions of this MOU.
- d. Staffing allocations, compensation, personnel actions, and terms and conditions of employment including performance appraisals and accountability of merit-staff employees will remain under the authority of the partner agency.

- e. If a conflict arises in the course of operations the involved partners will follow the prescribed course of conflict resolution, as provided for in the OWIB Policy MOU Impasse Resolution.
  1. Level One Resolution: Local Partners. The parties shall first attempt to resolve all disputes informally. Any party may call a meeting of all parties to discuss and resolve disputes. Mediation may be used.
  2. Level Two Resolution: Regional Partners. If the impasse is between partners at the regional workforce area level and regional partners, acting in good faith, are unable to resolve an impasse, the impasse must be taken to the Regional Workforce Investment Board (RWIB) before requesting local-level assistance. Action taken to resolve the impasse must be reflected in the minutes of the RWIB. TOC/OWA staff or staff of state agencies will offer, if requested, technical assistance on resolving the matter (including looking into and facilitating a conversation between regional workforce investment area board chairs and staff focused on how other regional areas have resolved the impasse issue).
  3. Level Three Resolution: Local and Regional Partners. If the impasse is between partners at the local workforce investment area level or regional partners following the impasse resolution process and acting in good faith, are unable to resolve an impasse, the impasse must be taken to the Oregon Workforce Alliance workforce investment board before requesting state-level assistance. Action taken to resolve the impasse must be reflected in the minutes of the OWA board. TOC/OWA staff or staff of state agencies will offer, if requested, technical assistance on resolving the matter (including looking into and facilitating a conversation between local area workforce investment area board chairs and staff focused on how other local areas have resolved the impasse issue).
  4. Level Four Resolution: State Assistance. If substantive impasse remains after a good-faith effort has been made at the local/regional board level to resolve issues, the OWA board and relevant One-Stop partners may request assistance in the resolution process from the Department of Community Colleges and Workforce Development. The request shall be written and include the impasse issue(s). Documentation shall also include the record of attempts to resolve the issue at the other levels. The parties agree that a decision of the Oregon Workforce Investment Board (OWIB) Executive Committee will be final.

This conflict resolution process will remain in effect until the OWIB policy on MOU Impasse Resolution is amended or rescinded by the Oregon Workforce Investment Board.

## **Section VI. General Provisions**

- a. Supplemental agreements to the MOU: The partners understand and agree that all of the terms and conditions of this Memorandum of Understanding are binding upon any subsequent supplemental agreement between the partners. The partners further agree that such supplemental agreements shall be in furtherance of and complementary to this agreement. Copies of any supplementary agreements shall be provided to all other partners.

- b. Adherence to Applicable Laws: At all times during the term and performance of this Memorandum of Understanding, all parties shall comply with all applicable Federal and State laws, regulations, rules or procedures, as these provisions currently exist, or may hereafter be amended, all of which are incorporated herein by reference and made a part of the terms and conditions of this agreement. Included by reference, but not limited to, the various Equal Employment Opportunity Laws and provisions, the Fair Labor Standards Act, Child Labor Laws and the Occupations Safety and Health Act.
- c. All parties shall maintain fiscal records relating to this MOU and in support of the resource sharing agreement in accordance with generally accepted accounting principles. In addition, all parties shall maintain any other records pertinent to this MOU in such a manner as to clearly document performance. All parties acknowledge and agree that all state agencies, including Oregon Secretary of State's Office and the federal government and their duly authorized representatives shall have access to such fiscal records and other books, documents, papers, plans and writings of all parties that are pertinent to this MOU to perform examinations and audits and make excerpts and transcripts. All parties shall retain and keep accessible all such fiscal records, books, documents, papers, plans and writings for a minimum of three (3) years, or such longer periods as may be required by applicable law, following final payment and termination of this MOU, or until the conclusion of any audit, controversy or litigation arising out of or related to this MOU, whichever is later.
- d. Equal Opportunity and Methods of Administration: In accordance with section 188 of the Workforce Investment Act, One-Stop partners are required to obey Equal Opportunity laws. Consistent with the state of Oregon Methods of Administration, the designated local area Equal Opportunity Coordinator, in partnership with the state Equal Opportunity Officer and regional Equal Opportunity Coordinators, is responsible for local compliance with Equal Opportunity laws and regulation.
  1. Equal Opportunity Complaints: The state of Oregon Methods of Administration, consistent with section 188 of the Workforce Investment Act, requires that all Equal Opportunity discrimination complaints generated from within The Oregon Consortium local workforce investment area and received by partners listed in this agreement be reported to the regional and local Equal Opportunity Coordinators and be resolved in accordance with the provisions of the state of Oregon Methods of Administration.
    - i. The local workforce investment area Equal Opportunity Coordinator is the following designee:
      - a) Name: Jeff Dickason
      - b) Title: Chief Operations Officer
      - c) Agency: The Oregon Consortium
      - d) Telephone: (541) 928-0241
      - e) Address: 260 SW Ferry, Suite 202  
Albany OR 97321

- ii. Regional Equal Opportunity Coordinators will be identified in compliance with the state Methods of Administration and TOC/OWA policy WIA-18-10/01.
2. Tag-Lines and Language: Agency documents provided to customers/employees or applicants must contain Tag-Lines such as: “Equal Opportunity Employer/Program” and “Auxiliary Aids and Services are Available upon Request” as well as appropriate TTY/TDD or alternative contact information.
  3. All parties to this agreement will provide materials in other languages to support limited English proficiency clients, and/or have access to translation services, as appropriate.
  4. Accessibility: All certified One-Stop centers and affiliate sites must be American Disabilities Act (ADA) compliant.

## **Section VII. Integrated Service Model**

### **a. Scope of Services**

Partners will assure the consistent delivery of services through the WSO One-Stop system using the integrated services program model articulated in the State of Oregon Compass Policy. Partners in each center will assure that the delivery of services meet or exceed minimum agreed upon standards and address jointly defined customer service minimums.

The integrated services program model will include:

1. A well defined Welcome Process meeting state of Oregon standards;
2. Career Facilitation Development providing for the continual re-engagement of the customer in support of the achievement of WSO performance outcomes using services related to the following three product lines:
  - i. Job Getting Products delivered in both individualized and group settings focused on familiarizing the customer with labor market information and tools, career information, individual interests and needs assessments, job search tools and customized job search assistance;
  - ii. Talent Development Products delivered in individualized and group settings focused on assisting the customer in assessing and improving basic academic and short term occupational specific skills such as proficiency in reading, math and locating information, computer literacy and competency, paid and unpaid work experience, internships and job shadow; and,
  - iii. Occupational Training Products customized to meet individual needs of the customer and/or employer such as customized training, on-the-job training, and training with public and private vocational schools and two and four year institutions.
3. Business and Employment Products delivered in both individualized and group settings focused on familiarizing and promoting to business and employer customers the products and services available through the WSO

One-Stop System such as job listing management and recruitment services, use of interview rooms, participation in career fairs, technical assistance related to business down-sizing, layoff or closure and Trade Re-Adjustment Act certification, labor standards promulgated by the Bureau of Labor and Industry, labor market information, federal bonding, and work opportunity tax credit (WOTC) programs.

b. Standard Service Flow

Each WSO One-Stop center will utilize a standard service flow assuring customer access to consistent high quality services.

The standard service flow for job seekers will include a:

1. **Welcome Process** consisting of the completion of:

- i. Workforce Oregon Registration Program (WORP) electronic program application;
- ii. Initial Skills Review or staff deferral of assessment for a valid reason. Valid reasons include lack of:
  - a) Time;
  - b) Adequate computer skills;
  - c) Adequate basic skills; or
  - d) Other valid reason based on MIS or policy guidance.
- iii. Minimum iMatchSkills profile; and,
- iv. Staff de-brief with the customer, including:
  - a) Staff verification of customer identification and date of birth, using acceptable documentation and coding into WORP;
  - b) A review of program eligibility, including when available expanded program eligibilities based on specialized grant availability;
  - c) Discussion of initial skills review results and, as appropriate, options for remediation;
  - d) A review and discussion of initial iMatchSkills profile including running a job match and discussion of ways to improve future matches;
  - e) Review of labor market information customized for the individual; and,
  - f) A discussion with the customer including:
    - 1) What brought the customer in today?
    - 2) Are there any emergency needs related to food, shelter or other issues?
    - 3) Questions related to the customer's career goals, whether or not a resume is needed, and the adequacy of the customer's computer skills, interpersonal skills, and interviewing skills.
    - 4) Referral to appropriate products and services, including:
      - Job getting products and services;
      - Talent development products and services;
      - Occupational skills training; and,

- Referral to community services to address individual and emergency needs.
2. **Customer Engagement Process** consisting of the initial staff referral of the customer to appropriate products and services at the completion of the Welcome Process, and then the continual re-engagement of the customer on subsequent visits to the WSO One-Stop center, and through customer outreach and by invitation, to connect the customer with appropriate products and services that are focused to assist the customer in:
- i. Refining career goals and job search objectives using labor market information, career information, and other tools supporting career development facilitation;
  - ii. Improving job getting skills and use of available job search tools including staff referral to jobs; and,
  - iii. Engagement in individualized talent development and occupational specific skills training.

The standard service flow for an employer or business customer will include:

1. **Job Listing Process** providing for the acceptance, clarification and posting of employer job orders into iMatchSkills;
2. **Job Match and Referral Process** providing for the efficient and effective matching and referral of job seekers to the employer; and,
3. **Product and Service Marketing** assuring awareness of the range of services available to business and employer customers through the WSO One-Stop system or by referral to other resources.

### **Section VIII. Products and Services**

The partners in each certified and affiliate WSO One-Stop center are responsible for working together to assure that the scope of services, standard service flow, and standards related to the quality of services are fully addressed.

- a. Tracking and reporting of customer entry and access to products and services within the WSO One-Stop center will be completed, at minimum, using WORP, WOMIS, iMatchSkills or WIAMIS.
- b. The provision of universal services is the joint responsibility of the partners located at the one-stop or certified affiliate site. Partners agree to track and report customer access to universal services regardless of customer entry into the program. Universal Services will be made available to all customers regardless of completion of program registration, intake and eligibility processes.
  1. **Universal services** are general services assisting customers in finding employment and orienting customers to the One-stop system. These services are focused on informing and educating customers regarding available resources and services, providing information and evaluating a customer's need for additional services. Universal services can also be delivered to groups of job seekers.

Universal services include informational activities that do not involve staff assessment of the participant's skills, education and /or career objectives, such as access to:

- i. Orientations to the One-stop system, including information about mandatory partner programs and how to access those services.
- ii. Access to performance and program cost information for WIA-certified training providers, customer satisfaction data and other evaluation information as required by the WIB.
- iii. Local area performance measures.
- iv. Unemployment Compensation information (such as telephone access to OED UI call centers).
- v. Labor Market Information including:
  - a) Labor Market Trends;
  - b) Unemployment Rate;
  - c) Oregon Labor Market Information System (OLMIS) employer database, occupation and skills exploration; and,
  - d) Information on high growth and/or wage and/or demand occupations.
- vi. Local newspapers, local and regional telephone books;
- vii. Community resources information (including information on how to contact Vocational Rehabilitation and Department of Health and Human Services for assistance);
- viii. WorkSource Oregon partner services including supportive services, (frequently used services include child care assistance, transportation assistance, mental health services, supportive housing assistance, substance abuse and family counseling (including domestic violence counseling), clothing, housing and relocation assistance and food stamp programs); and,
- ix. Brochures, pamphlets and publications and information sheets in English and Spanish;
- x. Job search resource materials, books and videos;
- xi. Printers, copiers and fax machines;
- xii. Phones to set up interviews or to conduct interviews;
- xiii. Information in alternative formats for vision and hearing impaired customers; and,
- xiv. Computers providing support for:
  - a) Working In Oregon (WIO) website for browsing available jobs;
  - b) Government job listings, JobCentral and Apprenticeship opportunities;
  - c) WORP and iMatchSkills registration;
  - d) Access to Initial Skills Review;
  - e) iMatchSkills "Match Me to Jobs" function;
  - f) Job referral (iMatchSkills matching jobs, self-refer jobs;
  - g) Resume software available for general use in the One-Stop including answering customer questions regarding the creation or updating of material;
  - h) Typing practice software available for general use in the One-Stop;

- i) Career Information System software and materials
- j) Internet supporting job search activities.

- c. **Registered services** will be made available to only those customers that complete the Welcome Process.

Registered services may be delivered one on one with an individual or in group settings. Registered services are categorized into three distinct product lines: job getting products; talent development products; and occupational training products.

1. **Job Getting Products** may be delivered in both individualized and group settings and are focused on familiarizing the customer with labor market information and tools, career information, assessment of individual interests and needs, job search tools and techniques, and customized job search assistance.

Job getting products include but are not limited to the following services:

- i. Career information related requirements of occupations;
- ii. Career mapping to assist customer in establishing a career pathway;
- iii. Assessment of interests, aptitudes and skills;
- iv. Labor market information related to demand and availability of occupations;
- v. Career development facilitation providing career and job counseling to inform and educate customer related to best use of career, assessment and labor market information;
- vi. Individual employment and service plan development;
- vii. Resume development assistance;
- viii. Creating effective job applications;
- ix. Effective interviewing skills;
- x. Job search cover letters;
- xi. Job search assistance providing support for the application of job search strategies and techniques;
- xii. Job search workshops;
- xiii. Job clubs;
- xiv. Community and business networking for job search;
- xv. iMatchSkills registration;
- xvi. Job referrals and job matching; and,
- xvii. Referral to community services.

2. **Talent Development Products** may be delivered in individualized and group settings and are focused on assisting the customer in assessing and improving basic academic and short term occupational skills such as proficiency in reading, math and locating information, computer literacy and competency. Talent development products also include career exploration through paid and unpaid work experience, internships and job shadow.



Talent development products include but are not limited to the following services:

- i. Paid and unpaid work experience, internships and job shadow;
- ii. Adult Basic Education (ABE) and General Education Diploma (GED);
- iii. Tutoring;
- iv. English-as-a-Second-Language instruction;
- v. Basic computer literacy and computer skills workshops and classes designed to assist participants to become ready for employment or ready for training;
- vi. Short-term vocational skills training defined as less than 40 hours of seat-time; and,
- vii. Training and instruction leading to certifications such as flagger certification, Oregon Liquor Control Commission server permits, food handlers card, first aid and CPR certification.

3. **Occupational Training Products** may be customized to meet the individual needs of the job seeker or employer and include services such as customized training, on-the-job training, training with public and private vocational schools, and one, two and four year certification and degree programs with post-secondary educational institutions.

Occupational training products include but are not limited to the following services:

- i. Occupational Skills Training providing instruction, support and assistance for clients requiring additional skills to successfully enter, retain or regain employment at a self-sufficiency wage, including training for non-traditional employment;
- ii. Skills upgrading / Re-training providing instruction, support and assistance for clients requiring additional skills to successfully enter, retain or regain employment;
- iii. On-the-Job Training, with a specific employer supporting clients requiring additional employer specific skills to successfully enter, retain or regain employment;
- iv. Customized Training, with a specific employer supporting groups of clients requiring additional employer specific skills to successfully enter, retain or regain employment;
- v. Training programs operated by the private sector; and,
- vi. Entrepreneurial training;

4. **Supportive Services**

Support services are an integral component to programs and are used to assist the individual in completion of his/her program goals. Support services include but may not be limited to transportation assistance, work and interview clothing and fees for replacement of identification documents, GED test fees and instructional costs (tutors, community college tuition, computer software, etc.). All support services are provided

on an individualized basis as a strategy for supporting customer continued participation and success in their plan of service.

d. **Employer and Business Services**

Are those offered directly to business customers and may include but are not limited to job listings, access to and assistance with iMatchSkills and other assessments, labor market information, economic data, applicant pre-screening, assessment of business need for worker training or other services, or referrals and connections to these services.

**Section IX. OWA Certified One-Stop Centers**

- a. Listing of OWA certified One-Stop Centers attached as addendum A to the MOU.
- b. OWA One-Stop Certification Criteria attached as addendum B to the MOU.

**Section X. WSO Performance Requirements and Goals**

- a. All parties to this agreement will work toward the achievement of common performance measures and systems standards that are in alignment with the common measures developed and adopted by the six cognizant federal agencies contributing toward the support of the WSO One-Stop system:
  1. Department of Labor
  2. Department of Health and Human Service
  3. Department of Education
  4. Department of Veterans' Affairs
  5. Department of Housing and Urban Development
  6. Department of the Interior

Guidance for these common performance measures was published by the US Department of Labor under Training and Guidance Letter (TEGL) 17-05. The common performance measures include:

- Entered Employment
  - Employment Retention
  - Average Earnings
- b. In support of service integration representatives of the local workforce investment boards LWIBs in conjunction with Oregon Employment Department and the Department of Community Colleges and Workforce Development further agreed to measure system performance using a set of metrics that measure compliance with process, access to services, and critical system outcomes.

All parties to this agreement will actively work toward the achievement of the following common performance measures for the system and each WSO center:

1. **Welcome Complete**, defined as the percent of new customers entering an office for the first time who complete all steps of the Welcome Process each calendar month;
2. **Referred to and Accessed a Job Getting Product**, defined as the percent of Welcome Complete customers who were referred to an who accessed a job getting product each calendar month;

3. **Referred to and Accessed a Talent Development Product**, defined as the percent of Welcome Complete customers who were referred to an who accessed a talent development product each calendar month;
  4. **Training Completers**, defined as the percent of customers entering training who complete training.
  5. **Entered Employment**, defined as: Of those participants who are not employed at the date of participation, the number of participants who are employed in the first quarter after the exit quarter divided by the number of participants who exit during the quarter. TEGL 17-05
  6. **Average Earnings**, defined as: Of participants who are employed in the first, second, and third quarters after the exit quarter, the total earnings in the second plus the total earnings in the third quarters after the exit quarter divided by the number of adult participants who exit during the quarter. TEGL 17-05
  7. **Employment Retention**, defined as: Of those who are employed in the first quarter after the exit quarter, the number of adult participants who are employed in both the second and third quarters after the exit quarter divided by the number of adult participants who exit during the quarter. TEGL 17-05
  8. **Entered Employment by Staff Referral**, defined as: Of those participants that receive a staff referral to a job listing, the number that enter employment in each month.
  9. **Employer Services**, defined as the percent of employers listing jobs in iMatchSkills each month.
  10. **Filled Positions**, defined as the percent of iMatchSkills job postings that are filled within 30 days.
- c. All parties to this agreement will actively support the attainment of goals and standards related to these performance metrics based on agreed upon roles and responsibilities, including coordinating the delivery of services and collection of data necessary for metric achievement.

## Section XI. Referral Arrangements

- a. All customers receiving services either within the certified One-Stop center or at any of the partner organizations will have access to the full array of workforce development services. Parties to this agreement will use referrals between partners to help customers navigate through the workforce system.
- b. A referral may be carried out verbally, with a written form, telephone call or e-mail, and will include the following elements:
  1. The customer will be given information about a partner or other organization and its services, eligibility information, name, address, and hours of operation;
  2. To the extent possible and requested, staff will assist the customer to make an appointment;
  3. Staff making a referral is encouraged to follow-up with the customer or partner organization to become aware of the results of the referral and

utilization of services of the partner in managing services with the customer.

## **Section XII. Information Sharing and Confidentiality**

- a. Parties to this agreement agree to share program and customer information for the purposes of promoting the coordination of streamlined, seamless and integrated delivery of services and activities to shared customers, and for the purposes of program planning and evaluation and continuous improvement.
- b. Parties to this agreement warrant that they 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.
- c. All shared information will remain private and confidential in the files of the agency serving the client.
- d. To the extent to which it applies, the sharing of information is subject to the Oregon public records law.
- e. Parties to this agreement will honor the WorkSource Oregon Form 103 common information release as the basic document signifying participant agreement to allow and provide for the sharing of information.

## **Section XIII. Funding, Cost Allocation and Resource Sharing Agreement**

- a. Cost sharing for services delivered at the WorkSource Oregon One-Stop center locations will be documented through the TOC/OWA resource sharing agreement.
- b. The parties to this agreement will provide funding for the shared costs of the partnership in accordance with the Resource Sharing Agreement.
  1. The TOC/OWA Resource Sharing Agreement is incorporated into this MOU by reference as Addendum C.
  2. The partners assume full responsibility for their respective costs associated with their performance of the terms of this MOU. In no event, except as may be provided in a supplemental agreement, shall any partner be obligated to pay or reimburse any expenses incurred by another partner under this MOU.
  3. It is expressly understood that this MOU does not constitute a financial agreement, but rather is intended to commit specific resources in the future as the partners' allocations and budgets are known and as the WorkSource Oregon One-Stop system evolves.
  4. The contributions of each partner are intended to be in proportion to the benefit received.
  5. To the extent that the resources contributed by partners co-located in WSO One-Stop centers become disproportionate, the parties agree to revisit and revise the Memorandum of Understanding.

#### **Section XIV. Roles and Responsibilities**

The partners of this agreement are committed to providing high quality, cost effective and efficient services that address the needs of business and build the skills of the current, transitional and emerging workforce. This commitment is made with the knowledge that this work will assist the workforce as individuals to achieve their goals for successful careers and quality lives, and will help to build sustainable communities. The focus is on building prosperity, as well as effectively connecting individuals to quality services.

- a. **Partnership Principles:** The partners to this agreement agree to operate under and abide by the following principles. Consider available resources while striving to:

1. Be customer based and customer focused when discussing opportunities and issues related to the delivery of services;
2. Focus on outcomes that are measurable and results oriented;
3. Work together to find opportunities to expand customer choice, co-locate, leverage and integrate services, and reduce duplication of services.
4. Continuously improve services based on measurable outcomes and quantifiable customer feedback;
5. Respond and adapt, as resources allow, to accommodate changing labor market conditions, customer profiles, and program regulations;
6. Value individual employees and their contributions to the workforce system;
7. Provide a respectful, safe and caring environment for both internal and external customers;
8. Base the provision of services upon individual needs and choices; and,
9. Foster partnerships and working relationships with other state, local, regional and community based organizations.

- b. **One Stop Operator Roles and Responsibilities**

On behalf of the LWIB a One-Stop operator may operate one or more One-Stop centers or the entire local One-Stop system. The One-Stop operator may also provide services within certified One-Stop centers or affiliates sites. Under the authority provided to the LWIB, OWA has assumed the role as the WSO One-Stop operator for The Oregon Consortium WSO One-Stop system.

The responsibility of the One-Stop Operator is that of a coordinator of services for the system as determined by the scope of purview and defined by the LWIB. The duties of a One-Stop operator include, but are not limited to the following:

1. Design the integration of systems and coordination of services for the system and partners;
2. Manage fiscal responsibility for the system or center;
3. Evaluate performance and implement required actions to meet standards;
4. Evaluate customer needs and satisfaction data to continually refine and improve service strategies;
5. Plan and report responsibilities;
6. Act as liaison with the RWIB, LWIB and WSO One-Stop center;

7. Monitor adherence to the provisions of the Memorandum of Understanding;
8. Market One-Stop services;
9. Recruit additional partners;
10. Define and provide means to meet common operational needs – i.e. training, technical assistance, additional resources, etc.;
11. Facilitate the sharing and maintenance of data – primarily the center, secondary the state system overall;
12. Define clearly and communicate the strategic objectives of the LWIB and RWIB to the WSO One-Stop center partners;
13. Assess continuously customer needs and recommend to the LWIB and RWIB on the need for additional access points or specialized centers;
14. Respond to community needs; and
15. Facilitate groups/teams on common issues.

**c. Partner Roles and Responsibilities**

As individual organizations and partners we:

1. Commit to the operation and success of the WSO One-Stop system within the confines and under purview of The Oregon Consortium & Oregon Workforce Alliance;
2. Identify the Oregon Workforce Alliance workforce investment board, also known as OWA, as oversight to the local workforce investment area known as The Oregon Consortium and to the implementation and operation of the WSO One-Stop system serving the local area;
3. Provide under this agreement a framework for the operation and success of this system, including:
  - a) Articulation of the design and flow of services;
  - b) Assignment of general roles and responsibilities for the support and delivery of services;
  - c) Achievement of common performance;
  - d) Sharing of costs associated with shared responsibilities; and,
  - e) Communication to inform each other when or if the availability of a service may be affected by a funding shortfall. Such notice shall include but not be limited to providing a minimum of 90 day written notice to The Oregon Consortium & Oregon Workforce Alliance administrative office located at 260 Ferry St. SW, Albany OR 97321 of intent to end services at locations within the 24 counties of The Oregon Consortium.
4. Assignment of general roles and responsibilities:
  - i. Oregon Workforce Alliance workforce investment board is responsible for:
    - a) Strategic planning;
    - b) Program design;
    - c) Program oversight and guidance;
    - d) One-Stop certification;
    - e) Selecting the one-stop operator with the agreement of the chief local elected official;
    - f) Negotiating local performance measures;

- g) Coordinating workforce investment activities with economic development strategies and develop employer linkages; and,
    - h) Promoting private sector involvement in the workforce investment system.
  - ii. Workforce Investment Act Title 1B programs are responsible for:
    - a) Within the Workforce Investment Act Title 1B programs provide services to eligible, adults, and dislocated workers, while prioritizing services when funds are limited, for Veterans and economically disadvantaged populations.
    - b) Providing leadership and coordination supporting the development of effective regional workforce partnerships and systems;
    - c) Providing, supporting and assisting the delivery of all WIA 1B and Wagner Peyser Act services through a functional staffing model assuring compliance with the integrated services program component and performance requirements in accordance with the program design articulated by the LWIB and the provisions of the state of Oregon Compass Policy.
    - d) Efficient and effective coordination of services in the WSO One-Stop center providing for:
      - 1) Adherence to TOC/OWA program investment goals and standards; and,
      - 2) Attainment of program performance.
  - iii. Oregon Employment Department is responsible for:
    - a) Within the Wagner-Peyser Act, the Employment Department provides services to the general public and specific targeted population in accordance with Federal and State regulations. Among the specific targeted populations are veterans, unemployment insurance claimants (including dislocated workers), and migrant and seasonal farm workers.
    - b) Providing, supporting and assisting the delivery of WIA 1B services in accordance with the provisions of the state of Oregon Compass policy and other Integrated WorkSource policies.
    - c) Providing leadership and coordination supporting the development of effective regional workforce partnership and system.
    - d) Efficient and effective service coordination in the WSO One Stop Center providing for adherence to Integrated Service

Delivery goals and standards and attainment of joint program performance metrics.

- iv. Department of Human Services Children & Families Services
  - a) Children & Families Services, TANF/JOBS Program providers are responsible for:
    - 1) Coordination and direct program delivery of employment and training services for TANF families;
    - 2) Provision of leadership and support in the development of enhanced regional workforce partnerships and systems; and
    - 3) Participation in coordinated efforts with workforce partners to maximize efficiency and effectiveness of the delivery of services.
  - b) Office of Vocational Rehabilitation Services is responsible for:
    - 1) Under the State Vocational Rehabilitation Program, Oregon's Office of Vocational Rehabilitation Services (OVRs) operates a statewide comprehensive, coordinated, effective, efficient and accountable program in accordance with Federal and State regulations.
    - 2) OVRs determines eligibility for services based on 1) documentation of a disability, 2) a determination that the disability is an impediment to employment, and 3) a presumption that the applicant can benefit from the provision of vocational rehabilitation services.
    - 3) OVRs provides expertise in the areas of assessment, planning, developing and the provision of vocational rehabilitation services in partnership with their regional One Stop system.
    - 4) Provides all of these services as an integral part of a statewide workforce investment system.
- v. K-12 Schools are responsible for:
  - a) Represent an education constituency group;
  - b) Support the values and vision established by the OWA as well as respective RWIBs.
  - c) Actively participate in working committees and bring program and policy recommendations back to the full board;
  - d) Communicate to their constituency about the work of the OWA and report regularly about the OWA's work;
  - e) Connect their work on the OWA to the work of their regional Workforce Investment board and their regional One Stops;
  - f) Act as an Ambassador of workforce policy for The Oregon Consortium Board of Directors and the OWA.



- vi. Community Colleges are responsible for:
  - a) Support the values and vision established by the OWA as well as respective RWIBs with special attention to the TOC/OWA – CCWD “New Oregon Trails Compact” for collaboration among workforce investment boards and community colleges;
  - b) Act as an Ambassador of workforce policy for The Oregon Consortium Board of Directors and the OWA
  - c) Represent Oregon’s 17 community colleges on OWA matters of policy and administration;
  - d) Communicate to community colleges through the Oregon Department of Community Colleges and Workforce Development and directly with colleges about the work of the OWA and report regularly about the OWA’s work;
  - e) Deliver or arrange for the delivery of Title II, Adult Basic Skills instruction;
  - f) Leverage workforce investment board and community college resources to maximize workforce training throughout the TOC/OWA service area;
  - g) Connect the work done on behalf of community colleges on the OWA to the work of their regional Workforce Investment boards and their regional One Stops;
  - h) Establish policies and procedures that enable workforce investment boards to use community colleges as their preferred provider of education and training services;
  - i) Respond in a timely manner for the development of WIA-funded and/or employer-funded incumbent worker contracted training as requested by employer partners;
  - j) Develop WIA-funded customized training programs to serve the needs of WIA participants when requested and funded by the one-stop system;
  - k) Submit general programs and certificate to be included in the “Eligible Training Provider” process; and,
  - l) Actively participate in working committees and bring program and policy recommendations back to the full board.
  
- vii. Labor
  - a) Represent a labor constituency group and/or labor council;
  - b) Support the values and vision established by the OWA as well as respective RWIBs.
  - c) Actively participate in working committees and bring program and policy recommendations back to the full board;
  - d) Communicate to their constituency about the work of the OWA and report regularly about the OWA’s work;
  - e) Connect their work on the OWA to the work of their regional Workforce Investment board and their regional One Stops;
  - f) Act as an Ambassador of workforce policy for The Oregon Consortium Board of Directors and the OWA.

- viii. Economic Development
  - a) Represent an economic development constituency group;
  - b) Support the values and vision established by the OWA as well as respective RWIBs.
  - c) Actively participate in working committees and bring program and policy recommendations back to the full board;
  - d) Communicate to their constituency about the work of the OWA and report regularly about the OWA's work;
  - e) Connect their work on the OWA to the work of their regional Workforce Investment board and their regional One Stops;
  - f) Act as an Ambassador of workforce policy for The Oregon Consortium Board of Directors and the OWA.
  
- ix. Community Based Organizations
  - a) Represent a community based organization constituency group;
  - b) Support the values and vision established by the OWA as well as respective RWIBs.
  - c) Actively participate in working committees and bring program and policy recommendations back to the full board;
  - d) Communicate to their constituency about the work of the OWA and report regularly about the OWA's work;
  - e) Connect their work on the OWA to the work of their regional Workforce Investment board and their regional One Stops;
  - f) Act as an Ambassador of workforce policy for The Oregon Consortium Board of Directors and the OWA.
  
- x. Migrant Seasonal Farm Workers
  - a) Represent a migrant seasonal farm worker constituency group;
  - b) Support the values and vision established by the OWA as well as respective RWIBs.
  - c) Actively participate in working committees and bring program and policy recommendations back to the full board;
  - d) Communicate to their constituency about the work of the OWA and report regularly about the OWA's work;
  - e) Connect their work on the OWA to the work of their regional Workforce Investment board and their regional One Stops;
  - f) Act as an Ambassador of workforce policy for The Oregon Consortium Board of Directors and the OWA.
  
- xi. Job Corps
  - a) Represent an Job Corp constituency group;
  - b) Support the values and vision established by the OWA as well as respective RWIBs.
  - c) Actively participate in working committees and bring program and policy recommendations back to the full board;

- d) Communicate to their constituency about the work of the OWA and report regularly about the OWA's work;
  - e) Connect their work on the OWA to the work of their regional Workforce Investment board and their regional One Stops;
  - f) Act as an Ambassador of workforce policy for The Oregon Consortium Board of Directors and the OWA.
- xii. Community Services Block Grant
- a) Represent a community services block grant constituency group;
  - b) Support the values and vision established by the OWA as well as respective RWIBs.
  - c) Actively participate in working committees and bring program and policy recommendations back to the full board;
  - d) Communicate to their constituency about the work of the OWA and report regularly about the OWA's work;
  - e) Connect their work on the OWA to the work of their regional Workforce Investment board and their regional One Stops;
  - f) Act as an Ambassador of workforce policy for The Oregon Consortium Board of Directors and the OWA.
- xiii. Housing & Urban Development
- a) Represent a housing and urban development constituency group;
  - b) Support the values and vision established by the OWA as well as respective RWIBs.
  - c) Actively participate in working committees and bring program and policy recommendations back to the full board;
  - d) Communicate to their constituency about the work of the OWA and report regularly about the OWA's work;
  - e) Connect their work on the OWA to the work of their regional Workforce Investment board and their regional One Stops;
  - f) Act as an Ambassador of workforce policy for The Oregon Consortium Board of Directors and the OWA.
- xiv. Native American Grantee
- a) Represent a native American grantee constituency group;
  - b) Support the values and vision established by the OWA as well as respective RWIBs.
  - c) Actively participate in working committees and bring program and policy recommendations back to the full board;
  - d) Communicate to their constituency about the work of the OWA and report regularly about the OWA's work;
  - e) Connect their work on the OWA to the work of their regional Workforce Investment board and their regional One Stops;
  - f) Act as an Ambassador of workforce policy for The Oregon Consortium Board of Directors and the OWA.

- xv. Senior Community Employment Program/Title V Older American Act
- a) Represent a senior employment program/Title V Older American Act grantee constituency group;
  - b) Support the values and vision established by the OWA as well as respective RWIBs.
  - c) Actively participate in working committees and bring program and policy recommendations back to the full board;
  - d) Communicate to their constituency about the work of the OWA and report regularly about the OWA's work;
  - e) Connect their work on the OWA to the work of their regional Workforce Investment board and their regional One Stops;
  - f) Act as an Ambassador of workforce policy for The Oregon Consortium Board of Directors and the OWA.

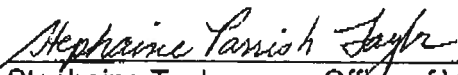
Section XV. Signatures

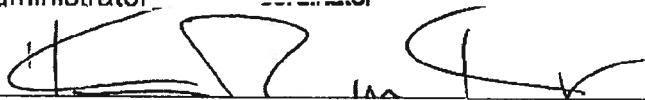
  
Kathy Mendoza Oregon Employment Department Date  
Regional Manager


Joyce Aho Oregon Employment Department Date  
Manager, WSO, NW, Clatsop

  
Betty Albertson Department of Human Services Self-Sufficiency Date  
District Manager

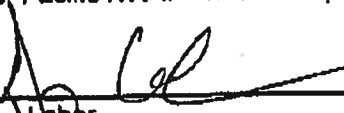
  
Xochitl Esparza Department of Human Services Self-Sufficiency Date  
TANF/JOBS Program Manager 11/16/10

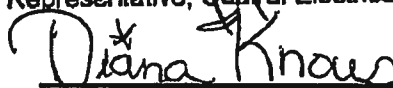
  
Stephaine Taylor Office of Vocational Rehabilitation Services Date  
Administrator 12-28-10


  
Kenny Kent K-12 Education Date  
School Administrator, Retired 11/12/10

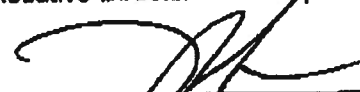
  
\_\_\_\_\_  
Teresa Dowdy K-12 Education  
La Grande High School  
Date 10/18/2010


  
\_\_\_\_\_  
Pat Davis Labor  
Representative Pacific NW Council of Carpenters, Retired  
Date 10/15/10


  
\_\_\_\_\_  
Greg Creal Labor  
Representative, Central Electrical Training Center, IBEW-LU280  
Date 10-15-2010


  
\_\_\_\_\_  
Diana Knous Economic Development  
Corporate Account Manager, Pacific Power  
Date 11/10/2010

  
\_\_\_\_\_  
Sheryll Bates Economic Development  
Executive Director Heppner Chamber of Commerce  
Date 10-15-2010

  
\_\_\_\_\_  
Norm Gershon Community Based Organizations  
President, Umpqua Training & Employment, Inc.  
Date 12/15/10

  
\_\_\_\_\_  
J.J. McLeod WIA 1B & Community Based Organizations  
CEO, South Coast Business Employment Corporation  
Date 10/15/10

  
\_\_\_\_\_  
Fernando Gutierrez Manufacturing Workers  
Manager, Oregon Humane Development Corporation  
Date 11/15/10

  
\_\_\_\_\_  
Art Hill Community Colleges  
Vice President, Economic Development, Blue Mountain Community College  
Date 11-10-10

Oregon Workforce Alliance  
Memorandum of Understanding

October 1, 2010  
Page 65 of 30

*Pete Eber* 10/15/10  
 Pete Eber Community Colleges Date  
 Director, Workforce & Community Development, Umpqua Community College

\_\_\_\_\_  
 Job Corps Date

*Tom Moore* 10-15-10  
 Tom Moore, WIA 1B, Community Services Block Grant s, HUD Date  
 Executive Director, Central Oregon Intergovernmental Council

*Julia Withers-Lynch* 10-15-10  
 Julia Withers-Lynch, Native American Grantee Date  
 Personnel Manager, Confederated Tribes of the Umatilla Indians

*Teri Simonis* 10-15-10  
 Teri Simonis, Senior Community Employment Program Date  
 Executive Director, R13 Training & Employment Consortium

*Scott Koch* 11/10/10  
 Scott Koch, Chair, the Oregon Workforce Alliance Date

- Addendum:**
- A. OWA WSO One-Stop Centers
  - B. OWA One-Stop Certification Criteria
  - C. OWA Resource Sharing Agreement

## THE OREGON CONSORTIUM & OREGON WORKFORCE ALLIANCE

### Memorandum of Understanding and Resource Sharing Agreement Extensions

**Action  
Requested:**

Request for TOC/OWA to formally approve the extension of the partner Memorandum of Understanding and the Resource Sharing Agreement through December 31, 2012.

**Information:**

As specified in The Workforce Investment Act, the Memorandum of Understanding (MOU) is an agreement developed and executed between the local Board, the chief elected official and the One-Stop partners on the operation of the TOC/OWA WorkSource Oregon System.

The Resource Sharing Agreement (RSA) is an addendum to the MOU and outlines the financial commitments and cost allocation methodology including elements such as the budget and the plan for sharing resources in the delivery of services for the specified program year.

On June 8, CCWD extended the LWIB plans until December 31, 2012 to accommodate the local strategic and implementation planning process. We are requesting extending the partner MOU and RSA, in order to maintain compliance with the provisions of the Workforce Investment Act.

**Staff Contact:**

Jennifer Handy, Administrative Manager

WORKSOURCE OREGON  
MEMORANDUM OF UNDERSTANDING AND  
RESOURCE SHARING AGREEMENT  
AUTHORIZING SIGNATURES

The Memorandum of Understanding and Resource Sharing Agreement shall be extended through December 31, 2012. The RSA will be updated as necessary to ensure accuracy.

Oregon Employment Department

Title I WIA 1B

*Laurie A. Warner* 7/9/12

Laurie A. Warner

Date

*Judge McCabe* 6/12/2012

Judge McCabe

Date

Oregon Department of Human Services

Oregon Department of Vocational  
Rehabilitation Services

*Kochiti Esparza* 6/22/12

Kochiti Esparza

Date

*Selama Miller* 6/12/12

Selama Miller

Date