



**Eastern Oregon Jobs Council, HECC, OED,
DHS-VR, DHS-SS and DHS/APD, MSFW, OCB
Memorandum of Understanding
Eastern Oregon Workforce Investment Board
Local Workforce Area**

This Memorandum of Understanding is between the Eastern Oregon Workforce Investment Board, (EOWB) the Chief Elected Officials representing the Eastern Oregon Jobs Council and all the partners relating to the operation of the WorkSource Eastern Oregon one-stop service delivery system. This document ensures compliance with the Workforce Innovation and Opportunity Act and its implementing regulations, and provides the framework to achieve our shared goal of providing a comprehensive, seamless customer-facing service delivery system.

I. BACKGROUND

On July 22, 2014, President Obama signed the Workforce Innovation and Opportunity Act (WIOA). The WIOA is designed to strengthen and improve the nation's public workforce system and help get Americans, including disconnected youth and those with significant barriers to employment, into high-quality jobs and careers and help employers hire and retain skilled workers.

In June 2016, the Departments of Education and Labor issued the final regulations to implement WIOA. The regulations clarify the need and expectation to modernize the nation's workforce system and represent a more integrated, job-driven approach to support communities and expand job growth.

The regulations reaffirm the role of the one-stop delivery system as the cornerstone of the public workforce development system and require core partners to collaborate to support a seamless customer-focused service delivery network. The regulations further require that programs and required providers co-locate, coordinate, and/or integrate resources, activities and information, so that the system as a whole is accessible for individuals and employers alike. The ultimate goal is to increase the long-term employment outcomes for individuals seeking services, especially those with significant barriers to employment.

In response to the passage of WIOA, the Oregon State Workforce Investment Board (OWIB) developed and approved a new Unified Strategic Workforce Plan. The Unified Strategic Workforce Plan supports the vision of WIOA and provides the State framework for implementing the new law. The Unified Strategic Workforce Plan confirms WorkSource Oregon (WSO) as the statewide one-stop system and requires Core partners to leverage resources and staff to support and collaborate around the WSO system and the continued implementation and comprehensive use of the WSO Operational Standards. (See Attachment 1)

At the direction of OWIB and the WIOA, Eastern Oregon Workforce Investment Board, (EOWB) developed a local plan to support the State vision and implement WIOA to most effectively meet the needs of local job seekers, workers and businesses. The local plan was approved by the OWIB in June 2016 and establishes the framework for the implementation of WIOA in the EOWB area.

II. WIOA REQUIREMENTS AND REFERENCES

- WIOA Section 121(c) requires that EOWB develop and enter into a memorandum of understanding between EOWB and EOWS partners.
- WIOA Section 121(b)(1)(A)(iii) mandates all entities that are required partners in a local area to enter into a memorandum of understanding with EOWB pursuant to WIOA Section 121(c).
- WIOA Section 121(b)(1) identifies the programs and requires that the services and activities under each of those programs must be made available through EOWS. The entities that receive the funds for each of these programs and/or have the responsibility to administer the respective programs in the Area are required partners under WIOA Section 121(b)(1).
- WIOA Section 121(b)(1)(A)(ii) requires each required partner to use a portion of available funding to maintain the one-stop delivery system, including infrastructure costs.
- WIOA Section 121(b)(1)(A)(iv) indicates that the requirements of each partner's authorizing legislation continue to apply under the EOWS system and that participation in EOWS is in addition to other requirements applicable to each partner's program under each authorizing law.

III. PURPOSES AND RESPONSIBILITIES

WIOA calls for strengthening the alignment of core workforce programs by imposing unified strategic planning requirements, common performance accountability measures, and requirements governing the one-stop delivery system. The required workforce programs under WIOA include:

- Eastern Oregon Jobs Council – Chief Local Elected Official



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- Eastern Oregon Workforce Investment Board – Workforce Development Board authorized under Title 1B
- Higher Education Coordinating Commission - Adult Education and Family Literacy Act Program (Title II)
- Oregon Employment Department – Representing programs authorized under Wagner Peyser Act, programs authorized under State Unemployment Compensation Laws. Trade Adjustment Assistance and NAFTA Transitional Assistance Activities authorized under Chapter 2 of Title II of the Trade Act. Local Veterans Employment Representatives and Disabled Veterans Outreach Programs
- Oregon Department of Human Services Vocational Rehabilitation Program – Representing programs authorized under Title 1 of the Rehabilitation Act of 1973 as amended by WIOA Title IV
- Oregon Department of Human Services: Self Sufficiency- Representing programs authorized under Temporary Assistance to Needy Families. Supplemental Nutrition Assistance Program (SNAP) Medicaid and state funded programs including the Oregon Health Plan.
- Oregon Department of Human Services, Aging and People with Disabilities (ADP)
- MSFW, Migrant and seasonal farmworker programs-National Farmworker Jobs Program
- Oregon Commission for the Blind – Representing programs authorized under Title 1 of the Rehabilitation Act of 1973 as amended by WIOA Title IV.

The purposes of this Memorandum of Understanding (MOU) is to:

- Define the roles and responsibilities of EOWB and all partners listed in Purposes and Responsibilities as it relates to the operation and continued development of the EOWS system.
- Coordinate resources to prevent duplication.
- Ensure the effective and efficient delivery of WorkSource services.
- Enhance the EOWS system to create a seamless customer experience.
- Increase and maximize access to workforce services for individuals with barriers to employment.
- Establish joint processes and procedures that will enable partners to align and integrate programs and activities across the EOWS system.

The parties agree to work collaboratively to carry out the provisions of this MOU and advance the quality and effectiveness of the EOWS system. In addition, the parties agree to:

- Continuous partnership building.
- Participate in continuous improvement activities.
- Adherence to common data collection and reporting needs.
- Make available to customers through the EOWS system the services that are applicable to partner's programs.
- Participate in the operation of the EOWS system consistent with the terms of the MOU, the local workforce plan and requirements of applicable law.
- Participate as appropriate in staff capacity-building and development, including but not limited to cross-training between partner staff.
- Develop, offer and deliver quality business services that assist targeted industry sectors in overcoming the challenges of recruiting, retaining and developing talent for the regional economy.

IV. VISION & GOALS

The parties agree to support the following EOWS Vision, Guiding Principles and Goals:

Vision: Employers have qualified employees and both current and future workers have the skills and support they need to successfully engage, advance and succeed in the labor market.



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Guiding Principles: Collaboration – Equity – Accountability – Inclusiveness – Relevance – Excellence

Goals:

- The regional workforce system is aligned, provides integrated services, efficiently uses resources and continuously improves to deliver outcomes for employers and job seekers.
- Employers can find the regional talent they need to grow and remain competitive.
- Regional workers, particularly low-income and other underserved residents including those receiving public assistance, those with low basic skills and communities of color, have the skills and support they need to fill and retain current and emerging quality jobs.
- Youth have the academic and work competencies required by regional employers.

V. TERM

The performance under this MOU shall commence on **July 1, 2017**, and shall terminate on **June 30, 2020**, unless previously terminated or updated pursuant to the terms of this MOU.

VI. EOWB ROLES AND RESPONSIBILITIES

As the Eastern Oregon Workforce Investment Board role in EOWS is to coordinate the integration of Core partners into EOWS in accordance with WIOA; build additional partnerships, including local employers; convene a Local Leadership Team comprised of system partners; align and coordinate programs; pursue and invest resources; oversee the quality and continuous improvement of the EOWS system; and perform the duties of the one-stop-operator as prescribed.

In addition, WIOA Section 107 requires EOWB to:

- Develop the Local Workforce Plan and coordinate its implementation across EOWS partners.
- Conduct Workforce Research and Regional Labor Market analysis.
- Convene, broker, leverage local providers, stakeholders and resources.
- Lead employer engagement to promote business representation, develop linkages, implement effective sector strategies, and ensure workforce investments support the needs of employers.
- Lead efforts to develop and implement career pathways.
- Identify and promote proven and promising practices.
- Maximize the use of technology in the provision of services to job seekers and employers.
- Conduct program oversight to ensure appropriate use, management and investment of workforce resources.
- Negotiate local performance measures.
- Select operators and providers.
- Identify eligible providers of training and career services.
- Coordinate the delivery of core WIOA programs through the one-stop service delivery system.

EOWB is the grant recipient and administrative entity for the region's WIOA Title I resources. In addition, EOWB coordinates and manages other resources on behalf of State and local partners and pursues additional grants and other resources to address local workforce needs. EOWB commits to investing these resources in support of the EOWS system. EOWB will purchase contracted workforce services to be delivered through or in association with the EOWS system to support talent development, job creation, income progression, business competitiveness and expanded opportunities for citizen prosperity.

VII. LOCATIONS

EOWB has identified the following locations as the EOWS centers for the local workforce development area.



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WorkSource - Baker County
1575 Dewey Ave.
Baker City, OR 97814

WorkSource - Union County
1901 Adams Ave.
La Grande, OR 97850

WorkSource - Umatilla County
950 SE Columbia Dr., Ste. B
Hermiston, OR 97838

WorkSource - Malheur County
375 SW 2nd Ave.
Ontario, OR 97914

WorkSource - Harney County
809 W. Jackson St., Ste. 400
Burns, OR 97720

WorkSource - Umatilla County
408 SE 7th St.
Pendleton, OR 97801

WorkSource - Grant County
120 S. Washington St.
Canyon City, OR 97820

VIII. SERVICE DELIVERY

The EOWS system has been established by EOWB in accordance with WIOA, the State Workforce Plan and the Local Workforce Plan. WIOA Section 121 (b)(1)(B) identifies the programs, services and related activities that must be provided through the EOWS delivery system. The State Workforce Plan and Local Workforce Plan further identify Core Programs that must be accessible through the EOWS system. **Attachment 1**, The WorkSource Oregon Operational Standards, describe the content and services to be available at all WSO Centers and serves as the framework for service delivery in the EOWS system.

The EOWS system provides the framework to achieve our shared goal of providing a seamless customer facing service delivery system which is available and accessible universally, but especially focused and targeted to populations in most need of the services. Through EOWS centers, customers will have access to career and training services. Access is offered self-serve through WorkSource of Eastern Oregon and MyWorkSource websites (see Section XII. Technology) and through engagement with center staff for access to partner programs and services that meet their job search and career advancement needs.

In all centers, Basic and Individualized Career Services will be provided to assist participants in evaluating and determining their career plans and service requirements. Where new or increased skills are required to achieve the plan, assistance with access to training and education services are available.

Business services are intended to assure that the training and support provided job seekers also aligns with the needs of the local area's employers for recruiting, training and retaining talent and supports career pathways for job seekers. EOWB is responsible for coordinating these activities to assure the desired outcomes.

The RSA when completed will describes the services and resources available and outlines how those services will be accessible through the EOWS system, including how participants will be referred between partner programs.

IX. PARTNER PROGRAMS, SERVICES AND ACCESS

Partner Programs are committed to delivering services through the EOWS system in accordance with WIOA, the State Plan, the Local Workforce Plan and the WorkSource Oregon Operational Standards. The partner programs covered by this commitment and MOU include:

- Eastern Oregon Workforce Investment Board
- Oregon Employment Department
- Higher Education Coordinating Council (HECC)
- Department of Human Services Vocational Rehabilitation
- Department of Human Services Self Sufficiency
- Oregon Department of Human Services, Aging and People with Disabilities (ADP)
- Oregon Human Development Corporation (MSFW)



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- Oregon Department of Human Services Commission for the Blind (OCB)

The RSA when completed will also describe the partner resources and services the partners will provide and outlines how those services will be accessible through the EOWS system. In addition, the partners will describe how their services and efforts will be tailored to serve the priority populations identified by WIOA and the Local Board.

X. DATA SHARING, CUSTOMER TRACKING & CONFIDENTIALITY

EOWS is a shared system that promotes the alignment and integration of programs and services to better serve common regional customers. Sharing customer service-level data between partner organizations is essential to seamless customer service and to achieving the vision and promise of the EOWS system. All EOWS partners commit to developing a data sharing agreement that promotes customer service and advances the goal of delivering a seamless, customer focused EOWS system.

The WorkSource Oregon Management Information System (WOMIS) will be used to register and enroll all customers in EOWS. Each program will utilize its own data system to record and report customer services delivered in EOWS to the Local Leadership Team and the Workforce Development Board. This process will be followed until one system has been identified for use by all partners.

The parties agree to comply with provisions of WIOA, the Wagner-Peyser Act, the Rehabilitation Act of 1973, and the Adult Education and Literacy Act, and any other applicable requirements of state or federal law to assure that customer information shall be shared solely for the purpose of enrollment, referral, or provisions of services. When required under applicable state or federal law a release of information will be obtained from the customer before sharing confidential protected information. In carrying out their respective responsibilities, each party shall respect and abide by the confidentiality policies, procedures, and guidance of the other parties.

XI. PERFORMANCE REPORTING

EOWB will provide performance information related to all services and programs it provides through EOWS system including but not limited to:

- Demographic breakdown of participants (gender, age, race) by program
- Total number served by Center and program
- Customer engagement in EOWS Core products and services
- Customer skill distribution by Center
- Total number served in skill development and training activities
- Customer feedback on services by Center

All the partners will provide performance information related to all services and programs it provides through the EOWS system, including, but not limited to:

- Quarterly – Demographic breakdown of participants (gender, age, race) by partner program and service provider location
- Quarterly – Total number served by partner program and service provider location
- Quarterly – Measurable Skill Gain by partner program and service provider location
- Total number placed in jobs by program and talent pool – N/A for CCWD partner programs
- Starting wages – N/A for CCWD partner programs

WIOA performance measures will be reported on the schedule that the partner program is required to meet by Federal oversight agencies; measures to include:

- Employment in the 2nd quarter following exit from program services



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- Employment in the 4th quarter following exit from program services
- Median Earnings 2nd quarter following exit from program services
- Effectiveness in Serving Employers – N/A for HECC partner programs

EOWS services are comprehensive and performance-based. Performance information will be collected and evaluated on a quarterly basis, reviewed by the Regional Leadership Team, and shared with the Workforce Development Board.

XII. TECHNOLOGY

To meet the requirements of WIOA, and to better serve our business and job seeker customers, EOWB will continue to work with local partners to develop strategies to maximize effectiveness. EOWB will facilitate connections among the data systems used by WorkSource partners and recommend solutions to better serve WorkSource customers through the use of technology.

EOWB will coordinate with applicable partners the design, purchase and maintenance of all publically facing EOWSC networks, computers and printers. These costs will be considered part of the shared infrastructure costs of the WSC system.

EOWB will maintain the customer access websites: (and these costs will be considered part of the shared infrastructure costs of the EOWS system).

XIII. COMMON BRAND

EOWS is a shared system. The common one-stop delivery brand is WorkSource Eastern Oregon. All services, signage, print publications, digital publications and other informational and on-line materials will be branded in accordance with the WorkSource Oregon Style Guide.

XIV. INCREASED AND MAXIMIZED ACCESS

EOWS is designed to be universally accessible; customer centered and offer training and related resources that are driven by the needs of the local economy. EOWS must be responsive to all job seekers of all skill levels, but especially low-income and other underserved residents, including those receiving public assistance, those with disabilities, individuals with low basic skills and communities of color.

To that end, EOWS is an essential partner and key asset to the region's effort to stem the tide of poverty and provide our most vulnerable residents with an opportunity to secure steady work at family supporting wages. Recruitment and training initiatives, have been integrated with the EOWS system to ensure the broadest array of services for our most vulnerable residents. This integrated team approach promotes partnership, maximizes resources, aligns efforts, reduces duplication of services and improves results.

Through this MOU, EOWS partners commit to working together to focus efforts and resources to ensure the needs of job seekers and workers with barriers to employment are effectively addressed in the EOWS system. This necessitates that we work together to prioritize services and increase outreach to individuals with barriers to employment, a group that includes members of the following populations:

- Low-income persons
- Basic skills deficient
- Ex-offenders
- Individuals with disabilities
- English language learners
- Homeless persons
- Public housing residents
- People of color
- Public assistance recipients



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- Youth disconnected from school or work
- Seasonal Migrant Farm Worker
- Veterans

XV. RESOURCE SHARING

In accordance with WIOA section 121 and implementing regulations, each partner must use a portion of its funds to support applicable career services and EOWS infrastructure costs. The RSA when completed identifies the specific infrastructure/shared costs and the method by which those costs will be supported by all partners in accordance with WIOA and Federal cost principles, which require that all costs must be allowable, reasonable, necessary, and allocable to the program as well as all other applicable legal requirements. The allocation should be based upon proportionate use and relative benefit of each partner program. As the local Workforce Development Board, EOWB is responsible for managing the Infrastructure Funding Agreement as well as collecting and disbursing the shared resources outlined within the Agreement.

XVI. EQUAL OPPORTUNITY

The parties agree to obey all applicable state and federal nondiscrimination laws. The parties shall not unlawfully discriminate against any customer, applicant for employment, or employee of a party to this MOU or other entity. The parties shall adhere to the policies, procedures, and guidance issued by State partner agencies and EOWB regarding equal opportunity, nondiscrimination, and increased accessibility. Nothing in this Section shall be construed as limiting the parties' agreement to increase and maximize access for individuals with barriers to employment under Section XV of this MOU.

XVII. MODIFICATIONS AND AMENDMENTS

This MOU may be modified, revised, or amended by mutual written consent of all the signatory Parties. A written request must be submitted to the named parties. The modification shall not be effective unless agreed to in writing by all Parties in an Amendment to this MOU, properly executed and approved in accordance with applicable Oregon law and fiscal rules.

XVIII. SIGNATURES

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SIGNATURE PAGE

Eastern Oregon Jobs Council CEO

X [Signature]

Eastern Roberts, Supervisor, Willamette County

Eastern Oregon Workforce Board

X [Signature]

Wesley Smith, Executive Director

Oregon Employment Department

X [Signature]

Jim Pflager, Director, Director Workforce Operations

HECC

X [Signature]

Holley Opatow, Designated Program Manager

Vocational Rehabilitation / DHS

X [Signature]

David Keady

Oregon Human Development Corporation

X [Signature]

Javier Spitzer, Executive Director

Department of Human Services DSP

X [Signature]

Blanca Lopez, SSP District 10 Manager

Department of Human Services SSP

X [Signature]

Wesley Hill, LMSW SSP District 14 Manager

Department of Human Services SSP

X [Signature]

Marilyn Jones, SSP District 18 Manager

Department of Human Services APD

X [Signature]

Sarah G. O'Neil, State Unit on Aging Manager

Oregon Commission for the Blind

X [Signature]