

- iv. Constantly improve the joint delivery of services to customers.
- v. If applicable, the (Resource Sharing Agreement Attachment A) shall describe the process for the immediate referral of individuals to training who have been unable to obtain or retain employment through provision of Core and Intensive Services.

VIII. ONE-STOP SYSTEM DESCRIPTION: The vision of the County of Riverside WDC One-Stop is built upon four guiding principles, which are the essence of the One-Stop delivery system. These principles should be the goals of all One-Stop delivery systems, and be reflected in the planning and implementation of operations. They are the guiding principles in the development of MOUs, and cannot be accomplished without partnerships based on trust, cooperation and collaboration. The four principles that guide the One-Stop delivery system are:

- **Integrated:** offers as many employment, training and education services as possible for employers and individuals seeking jobs or wishing to enhance their skills.
- **Comprehensive:** a large array of useful information with wide and easy access to needed services.
- **Customer Focused:** the ability to support informed choice by providing a means for customers to judge the quality of these services.
- **Performance Based:** where clear outcomes to be achieved and methods for measuring the agreed-upon outcomes, including customer satisfaction, are identified.

IX. FUNDING FOR OPERATION OF THE SYSTEM: The One-Stop Operator(s) is/are responsible for costs associated with operation of the One-Stop WDC. The Resource Sharing Agreement (RSA) is included as Attachment A and outlines the partner's services provision and the anticipated revenue share. Annual reconciliation shall take place upon each anniversary of the MOU execution. Resource Sharing: The partners agree to share resources in accordance with the attached Resource Sharing Agreement. It is expressly understood that this MOU does not constitute a financial commitment, but rather an intent to commit specific resources in the future as the partners' allocations and budgets are known and the one-stop system evolves. The one stop system is a work in progress, and its costs and the partners' resource contributions will not remain static from month to month or from year to year. These funds may be generated by methods such as, but not limited to:

- Management Fees
- Lease Fees
- Separate Financial Agreements
- Separate Funding Opportunities

X. DISPUTES: The partners shall first attempt to resolve all disputes informally. Any party may call a meeting of all partners to discuss and resolve disputes. Should informal resolution efforts fail, the dispute shall be referred to the Chair of the Riverside County Workforce Development Board who shall place the dispute upon the agenda of a regular or special meeting of the WIB's Executive Committee. The Executive Committee shall attempt to mediate and resolve the dispute.

XI. ASSURANCES:

- A. WDB and Partners agree to comply with the Americans With Disabilities Act (ADA) of 1990 (42 U.S.C. Section 12101 et seq.), Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. Section 794), and California Government Code Section 11135 et seq., as well as the regulations which implement these statutes, which prohibit discrimination on the basis of disability.
- B. WDB and Partners agree that all goods and services pursuant to this agreement shall be available to all persons regardless of age, sex, race, political affiliation, religion, ethnic background, marital status, or condition of physical or mental handicap.
- C. WDB and Partners agree that they will not discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin.

- D. WDB and Partners agree to honor confidentiality. Exchanged information shall remain private and confidential in accordance with the most restrictive confidentiality requirements of any of the partners collecting, receiving or sharing information. As a condition of providing services at the Workforce Development Center, the partners shall adhere to the following:
- All client information will be treated with the strictest degree of confidentiality during and after involvement with the WDC.
 - Each partner shall keep all information that is exchanged between them in the strictest confidence and make such information available to their own employees on a "need-to-know" basis only.
 - Each partner shall (where it is appropriate) store and process information in electronic format, in such a way that unauthorized persons cannot reasonably retrieve the information.
 - This information will only be used in working with programs at WDC.
- E. The WDB and Partner assures that it has established, in accordance with section 184 of the WIA, fiscal control and fund accounting procedures necessary to ensure the proper disbursement of, and accounting for, funds provided to the local board through the allotments made under sections 127 and 132. [WIA, Section 112(b)(11)]
- F. The WDB and Partner assures that it has implemented the uniform administrative requirements referred to in WIA, Section 184 (a) (3).
- G. The WDB and Partner assures that no funds received under WIA will be used to assist, promote, or deter union organizing [WIA, Section 181(b)(7)]
- H. The WDB and Partner assure that it will collect and maintain data necessary to show compliance with the nondiscrimination provisions of WIA, Section 188.
- I. The WDB and Partner will comply with future State Workforce Investment Board policies and guidelines, legislative mandates, or other provisions as may be required under federal law or policy, including the Workforce Investment Act of 1998 or state legislation.

XII. ATTACHMENTS: The following attachments are included in this MOU.

- A. Resource Sharing Agreement
- B. Mandatory One-Stop Program Partner Grid
- C. Additional Partner Assurances
- D. Memorandum of Operations (MOO) (The MOO only applies to fully integrated partners).


XIII. PARTNER SERVICES AND SIGNATURES: The individuals signing this MOU have the authority to commit the party they represent to the terms of this agreement, and do so by signing:

For the RIVERSIDE COUNTY WORKFORCE DEVELOPMENT BOARD:

1151 Spruce Street
Riverside, CA 92507

Ricardo Olalde, Workforce Development Board Chairman

Contact person and Title


Signature

6-10-09

Date

(951) 955-3100 / (951) 955-3131

Telephone number / Facsimile number

rolalde@rivcoeda.org

E-mail address

ONE-STOP PARTNER INFORMATION:

Center for Employment Training

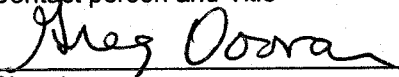
Partner Name

49-111 Highway 111

Address

Mirna Flores, Center Director

Contact person and Title


Signature

5/8/09

Date

(760) 398-8889 and fax (760) 398-9711

Telephone number / Facsimile number

mflores@cet2000.org

E-mail address

Attachment A

RIVERSIDE COUNTY WORKFORCE INVESTMENT AREA
RESOURCE SHARING AGREEMENT (RSA)

The Center for Employment Training agrees to contribute to the
(Insert WDC partner name and acronym)
delivery of the following core services in the local one-stop system:

The above named partner shall provide the following services as appropriate (please check):

- WIA Title I Eligibility Determination
- Outreach, Intake (worker profiling), and Orientation
- Initial Assessment
- Job Search
- Placement Assistance
- Career Counseling
- Job Listings
- Skills Needed
- Occupational Demand
- Marketing
- Recruitment
- Employer Services
- Job Development
- Employer Advisory Councils
- Employer Outreach Coordination
- Information on Eligible Training Providers
- Performance Outcomes
- Filing Claims for Unemployment Insurance
- Supportive Services
- Help in establishing eligibility for Welfare-to-Work (WtW) and Financial Aid
- Follow-up services for at least 12 months
- Occupational Skills Training;
- On-the-Job Training;
- Workplace Training combined with related instruction;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Job Readiness training;
- Adult Education and literacy activities; and
- Customized training.

A. The above named partner shall provide the following services as appropriate (please check):

1. Access to intensive and training services (including serving as the point of access to individual training accounts).
 - Occupational Skills Training;
 - On-the-Job Training;
 - Workplace Training combined with related instruction;
 - Training programs operated by the private sector;
 - Skill upgrading and retraining;

- Entrepreneurial training;
- Job Readiness training;
- Adult Education and literacy activities; and
- Customized training.

2. Access to One-Stop partner programs and activities. Briefly describe.

3. Access to Wagner-Peyser services including:

- Job search
- Placement
- Recruitment
- Other labor exchange services

4. The Partner MAY also provide the following services:

- Access to customized screening and referral of qualified participants in training services to employment.
- Customized employment-related services to employers on a fee-for-service basis.
- Supportive services.
- Needs related payments.

6. Cost of above services funded by:

The cost for the above services is \$129, 990.00

B. The partner named above shall deliver the core services checked as appropriate, plus any intensive services, training, supportive services or other services listed and described below.

Center for Employment Training will provide hands on skill training in one of the following areas:

- Building Maintenance
- Business Office Technology
- Heating and Air-conditioning
- Welding
- Medical

Equipment and supplies for each of the skill training programs is included in the cost stated on "Attachment A" #6. Each skill-training program will include Vocational ESL and Human Development. In addition, to the cost stated, CET will provide monetary support in the form of a bi-weekly stipend to assist their enrolled 167 participants with minor living necessities.

C. The partner named above expects to derive benefits from the one stop system as described below. The partners agree that the contributions and benefits set out in this Resource Sharing Agreement are in proportion to each other. To the extent that the resources contributed or benefits derived become disproportionate, the partners agree to revisit and revise this Resource Sharing Agreement as necessary.

This Agreement does not create a partnership as defined and governed by the Uniform Partnership Act, Corporations Code Section 15000 et seq. The terms "partner" and "partnership" in this Agreement are used generically and are not intended to create or describe the legal relationship between the parties to this Agreement.

The partners agree that the contributions and benefits set out in this Resource Sharing Agreement are in proportion to each other. To the extent that the resources contributed or benefits derived become disproportionate, the partners agree to revisit and revise this Resource Sharing Agreement as necessary.

D. IDENTIFICATION OF SHARED COSTS

The costs identified as shared are reflected below. The costs consist of operational expenses of the Riverside County One Stop System that are incurred by partners in the provision of integrated customer services within the Workforce Development Centers. The following are considered pooled or shared costs attributable to the operations of the centers:

- **Salaries and Benefits:** Costs contributed toward staff salaries and benefits.

Budgeted Costs	Expected Contribution
129,990	In-kind

- **Universal Access Services Space:** The space utilized by more than one partner in the delivery of integrated services to common customers. Costs are comprised of; reception, Career Resource Area, Skills Lab, Business Resources, staff meeting areas, break areas, customer service areas, storage areas, staff work areas, and restrooms. Rates paid for these areas also include utilities (gas and electric), security, janitorial and Day porter.

Budgeted Costs	Expected Contribution

- **Telecommunication Services:** Telephone, data lines, Information Technology, and internet access services.

Budgeted Costs	Expected Contribution

- **Universal Access Costs:** Costs of providing information in the Career Resource Areas of the WDCs, information on available employer services and on available training providers, marketing materials, subscriptions and labor market information.

Budgeted Costs	Expected Contribution

- **Supplies and Equipment:** Costs of computers, fax machines, copiers, printers, and toner, equipment maintenance, and paper.

Budgeted Costs	Expected Contribution

- **Training Cost:** Migrant Seasonal Farm Worker tuition cost, includes cost of books and supplies.

Budgeted Costs	Expected Contribution
	\$129,990.00

E. RESOURCE SHARING PLAN

Each Partner organization hereby agrees to provide the resources necessary to fund their proportionate share of the shared costs as contained in the Cost Allocation spreadsheet. In no event, except as may be provided in a subsequent agreement, shall any partner be obligated to reimburse any expenses incurred by another partner under this plan. The Partners agree to provide additional resources as required to fulfill their proportionate share of. Partners are not required to pay costs equal to amounts under each category so long as the total amount of proportionate share is satisfied. Costs will be reviewed annually to determine if modifications to the resource sharing plan are necessary.

F. MODIFICATION AND RECONCILIATION PROCESS

This RSA may be modified, revised or amended at any time by mutual written agreement of the Partners.

Center for Employment Training staff will maintain information from each Partner related to
(insert partner name)

the resources provided. This information will be submitted at least annually by each partner organization that provided resources during the previous year. Reconciliation of budget to actual expenditures will occur at least annually.

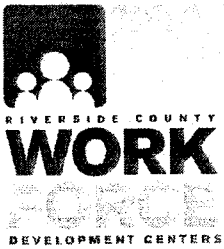
Attachment B

Mandatory One-Stop Programs and Partners

REQUIRED PROGRAM	PARTNER	On-site Full time	On-site Part time	Services By Referral
Formula Adult	Riverside County	X		
Formula DW	Riverside County	X		
Youth	Riverside County	Provided at Youth Opportunity Centers		
Job Corps	Cornerstone		X	
Native American	NICOA			X
Migrant & Seasonal Farm Workers	EDD CET (On-site part-time)	X	X	
Veterans Program	EDD	X		
Wagner Peyser	EDD	X		
Adult Education and Literacy	DUSD,RUSD	X (R)	X(I)	
Rehabilitation Act Parts A and B	Department of Rehabilitation		X	
WtW403(a)(5) SSA Title V Social Security	DPSS			X
Senior Community Service Employment	RC Office On Aging			X
Carl Perkins-Voc and Applied Tech Ed Act	RCC,MSJC,COD			X
Trade Adjustment Assistance Act NAFTA	EDD	X		
Transitional Adjustment Assistance Title II Trade Act 1974	EDD	X		
LVER/DVOP (Vets Services	EDD	X		
Community Services Block Grant-Employment and Training Activities	No Funding in Riverside County			
HUD Employment and Training Activities	No Funding in Riverside County			
State Unemployment Programs	EDD	X		
Small Business (SB 293)				X

**Attachment C
Additional Partner Assurances**

Additional Partner Assurances shall only apply and be included for civil service partner agencies (i.e. state, federal, county).



Riverside County Workforce Development Centers
220 County Center Lane - 4th Floor - Riverside, CA 92507

May 10, 2010

Maria Sábado, Contract Administrator
Department of Rehabilitation
3130 Chicago Avenue
Riverside, CA 92507

Dear Ms. Sábado:

Re: Memorandum of Understanding – Department of Rehabilitation

Enclosed, please find two (2) copies of the above referenced MOU Agreement between your agency and the Riverside County Economic Development Agency (EDA). Please sign all copies and return as soon as possible to:

Workforce Development Center-Riverside
1325 Spruce Street, Suite 110
Riverside, CA 92507
ATTN: Program Development Unit – Jason Farin

Your copy of this agreement will be sent to you following execution. If you have any questions, please contact me at (951) 955-8052.

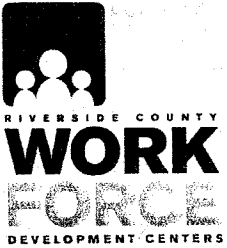
Sincerely,

A handwritten signature in black ink, appearing to read "J. Farin".

Jason Farin
Program Development Specialist

jf
Enclosures

mailed 4/28/11



Riverside County Workforce Development Centers
2000 University Ave., Suite 100, San Marcos, CA 92069

April 27, 2011

Susan Senior, District Administrator
Department of Rehabilitation
3130 Chicago Avenue
Riverside, CA 92507

Dear Ms. Senior:

Re: County of Riverside Workforce Investment Board MOU

Enclosed, please find one copy of the Memorandum of Understanding pursuant to the Workforce Investment Act of 1998 (WIA) and Senate Bill (SB) 293. The Agreement is fully executed by the Workforce Investment Board Chairman, Lee Haven.

If you have any questions, please call me at (951) 955-3079, or e-mail at hreeves@rivcoeda.org.

Sincerely,

A handwritten signature in black ink, appearing to read "Holly Reeves".

Holly Reeves
Program Development Analyst

hr:ts
Enclosure

**MEMORANDUM OF UNDERSTANDING
PURSUANT TO THE
WORKFORCE INVESTMENT ACT OF 1998 (WIA)**

PREAMBLE

This Memorandum of Understanding (MOU), made on the 1st day of July, 2010 is an operational agreement entered into by the **Riverside County Workforce Investment Board (WIB)** and Inland Empire District of Department of Rehabilitation (**Partner**) to create a partnership to provide comprehensive, integrated workforce development services to businesses and jobseekers in the Local Workforce Investment Area (LWIA) in accordance with WIA, its implementing regulations and California Senate Bill 293.

WITNESSETH:

WHEREAS, the United States Congress has established the Workforce Investment Act of 1998 (WIA) (Public Law 105-220), which was signed into law July 7, 1998; and

WHEREAS, HR 1385 became law on August 7, 1998, establishing WIA as the national workforce investment system, and

WHEREAS, with the issuance of an Executive Order on October 10, 1999, the Governor enacted WIA in California, and

WHEREAS, California State Employment Development Department Directives, WIAD06-17 dated March 20, 2007, and WIAD06-21 dated June 29, 2007 provided guidance on implementation of the requirements of SB 293 whereby state and federally funded workforce programs will be fully integrated within the one-stop delivery system to achieve universal access to services;

NOW THEREFORE, it is mutually agreed as follows:

- I. **PARTNERSHIP PARTICIPATION:** To facilitate exchange of information and seamless operation, partners are expected to maintain a high level of communication. The following methods of participation will be required:
 - A. Attendance at monthly Partner Meetings. A designee with appropriate authority is to be present to act on behalf of the partner.
 - B. All partner staff will abide by the policies and procedures of the Workforce Development Center (WDC) related to general safety and behavior in the workplace.
 - C. Partners will use standardized WDC forms.
 - D. Partners will develop and use a collaborative marketing strategy informing job seekers, businesses, and the community at large about the services available through the Workforce Development Center. The following resources, as available, will be utilized to enhance coordinated marketing efforts:
 - Web Site Development
 - Public Information and Education
 - Speaker's Bureau
 - Brochures and Flyers
 - Commercial Air Time
 - Media Coverage
 - Public Television and Radio
- II. **SITE SUPERVISION.** WIB and Partners recognize that a number of practices and philosophies related to individual partners vary as a result of its unique organizational structure. These differences must be considered when unifying staff and services within the one-stop. Factors that must be considered are:
 - Differing pay scales for similar positions

- Functions for similar classifications among agencies, which may differ
- Off-site supervisors vs. site-based supervisors at the one-stop
- Union vs. Non-Union employees in similar classifications on site
- Hours of operation, including possible evening and weekend hours
- Varied legal holiday schedules
- Sharing of space, equipment, information, and materials

WIB and Partners agree to prior and specific agreements arrangements for supervision, addressing at a minimum the above issues, and modifying said practices over time in accordance with new or changing business or agency needs and requirements. Any such agreements will be attached and made part of this agreement by such attachment.

- III. **ONE-STOP PARTNERS:** The Workforce Investment Act (WIA) identifies mandatory One-Stop Partners as organizations that carry out programs or activities under programs authorized as defined under Section 121(b)(1)(A) of the Act and 20CFR Part 662.200, further in Section 121(b)(1)(B) of the Act, and 20CFR Part 662.210. Senate Bill (SB) 293 clarifies and adds small business development centers as required partners in those Local Workforce Investment Areas in which they exist. SB 293 further mandates that these state and federally funded workforce education, training, and employment programs be integrated in the one-stop delivery system to achieve universal access.
- IV. **ONE-STOP SYSTEM OVERSIGHT:** The Workforce Investment Board, with the agreement of the chief elected official is authorized to designate or certify one-stop operators and to terminate for cause the eligibility of such operators. The Economic Development Agency is the One-Stop Operator in Riverside County. Multiple processes are in place to insure that the workforce system in Riverside County is providing quality services and fiscal accountability. Each year the State of California monitors program performance and fiscal processes. Each year the County Auditor controller performs an internal audit of fiscal processes. Every two years an independent audit firm performs the required OMB A-133 audit of the EDA financial records. The Workforce Development Agency monitors 8 Critical Measures on a monthly basis that include customer satisfaction, community involvement, and business engagement. In addition, an annual ADA compliance audit is completed and an annual self-assessment is completed using criteria based upon the Malcolm Baldrige standards.
- V. **TERM AND TERMINATION:** This MOU shall remain in effect until terminated by the repeal of the Workforce Investment Act of 1998 (WIA), by action of law, or in accordance with this section. Any party may withdraw from this MOU by giving written notice of intent to withdraw at least 180 calendar days in advance of the effective withdrawal date to the contact persons listed in section XXI. Partner Services and Signatures of this MOU.
- VI. **MODIFICATION:** This MOU may be modified, revised or amended at any time by mutual written agreement of the WIB and Partners.
- VII. **CROSS REFERRAL AGREEMENT:** For those Partners not co-located within the WDC, the WIB and Partners agree to receive referrals from and make referrals to the other Partners within the WDC system. A referral may be carried out with a written form, telephone call or email and will include the following elements:
- The customer will be given information about a Partner or other organization and its services, eligibility information, name, address, and hours of operation;
 - To the extent possible, and as requested, staff will assist the customer to make an appointment;
 - Staff will follow up with the customer or Partner organization to become aware of the results of the referral and utilize the services of the Partner in managing services with the customer.
 - To the extent possible, and as requested, staff will assist the customer by providing information and referral to supportive service assistance where available from Partner or other organization.
 - i. Cross-train their respective staff;
 - ii. Consider co-enrollment options and practices;
 - iii. Consider the effect of cross-referrals on mutual performance expectations;

- iv. Constantly improve the joint delivery of services to customers.
- v. If applicable, the (Resource Sharing Agreement Attachment A) shall describe the process for the immediate referral of individuals to training who have been unable to obtain or retain employment through provision of Core and Intensive Services.

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- Lease Fees
- Separate Financial Agreements
- Separate Funding Opportunities

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- A. WIB and Partners agree to comply with the Americans With Disabilities Act (ADA) of 1990 (42 U.S.C. Section 12101 et seq.), Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. Section 794), and California Government Code Section 11135 et seq., as well as the regulations which implement these statutes, which prohibit discrimination on the basis of disability.
- B. WIB and Partners agree that all goods and services pursuant to this agreement shall be available to all persons regardless of age, sex, race, political affiliation, religion, ethnic background, marital status, or condition of physical or mental handicap.
- C. WIB and Partners agree that they will not discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin.
- D. WIB and Partners agree to honor confidentiality. Exchanged information shall remain private and confidential in accordance with the most restrictive confidentiality requirements of any of the partners

collecting, receiving or sharing information. As a condition of providing services at the Workforce Development Center, the partners shall adhere to the following:

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 - Each partner shall (where it is appropriate) store and process information in electronic format, in such a way that unauthorized persons cannot reasonably retrieve the information.
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- E. The WIB and Partner assures that it has established, in accordance with section 184 of the WIA, fiscal control and fund accounting procedures necessary to ensure the proper disbursement of, and accounting for, funds provided to the local board through the allotments made under sections 127 and 132. [WIA, Section 112(b)(11)]
- F. The WIB and Partner assures that it has implemented the uniform administrative requirements referred to in WIA, Section 184 (a) (3).
- G. The WIB and Partner assures that no funds received under WIA will be used to assist, promote, or deter union organizing [WIA, Section 181(b)(7)]
- H. The WIB and Partner assure that it will collect and maintain data necessary to show compliance with the nondiscrimination provisions of WIA, Section 188.
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- A. Resource Sharing Agreement
- B. Mandatory One-Stop Program Partner Grid
- C. Additional Partner Assurances
- D. Memorandum of Operations (MOO) (The MOO only applies to fully integrated partners).

XIII. **PARTNER SERVICES AND SIGNATURES:** The individuals signing this MOU have the authority to commit the party they represent to the terms of this agreement, and do so by signing:

For the RIVERSIDE COUNTY WORKFORCE INVESTMENT BOARD:

1325 Spruce Street
Riverside, CA 92507

Lee Haven, Workforce Investment Board Chairman

Contact person and Title

Signature

(951) 955-3100 / (951) 955-3131

Telephone number / Facsimile number

Date

E-mail address

ONE-STOP PARTNER INFORMATION:

Department of Rehabilitation

Partner Name

3130 Chicago Avenue, Riverside, CA 92507

Address

Susan Senior, District Administrator

Contact person and Title

Signature

951-782-6666 / 951-320-2254

Telephone number / Facsimile number

Date

ssenior@dor.ca.gov

E-mail address

Attachment A

RIVERSIDE COUNTY WORKFORCE INVESTMENT AREA
RESOURCE SHARING AGREEMENT (RSA)

The Department of Rehabilitation (DOR) agrees to contribute to the delivery of the following core services in the local one-stop system:

As a general rule, DOR may not participate in the provision of core services, as defined in WIA section 134(d)(2), 29 U.S.C. Section 2864(d)(2), to customers of the One-Stop Center, because such core services generally are not authorized and provided under DOR's vocational rehabilitation program. Federal law authorizes DOR to provide vocational rehabilitation services only to persons who are determined to be eligible for such service, and DOR's funding accordingly cannot be utilized to pay for core services that are available to every customer of the One-Stop Center.

Providing access by individuals with disabilities to core services, as required by ADA and Rehabilitation Act, Section 504, is the responsibility of the One-Stop Operator. DOR is not authorized to provide funding necessary to assure access to core services.

The above named partner shall provide the following services as appropriate (please check):

- WIA Title I Eligibility Determination
- Outreach, Intake (worker profiling), and Orientation
- Initial Assessment
- Job Search
- Placement Assistance
- Career Counseling
- Job Listings
- Skills Needed
- Occupational Demand
- Marketing
- Recruitment
- Employer Services
- Job Development
- Employer Advisory Councils
- Employer Outreach Coordination
- Information on Eligible Training Providers
- Performance Outcomes
- Filing Claims for Unemployment Insurance
- Supportive Services
- Help in establishing eligibility for Temporary Assistance to Needy Families (TANF) and Financial Aid
- Follow-up services for at least 12 months
- Occupational Skills Training;
- On-the-Job Training;
- Workplace Training combined with related instruction;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Job Readiness training;
- Adult Education and literacy activities; and
- Customized training.

A. The above named partner shall provide the following services as appropriate (please check):

1. Access to intensive and training services (including serving as the point of access to individual training accounts).

- Occupational Skills Training;
- On-the-Job Training;
- Workplace Training combined with related instruction;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Job Readiness training;
- Adult Education and literacy activities; and
- Customized training.

2. Access to One-Stop partner programs and activities. Briefly describe.

3. Access to Wagner-Peyser services including:

- Job search
- Placement
- Recruitment
- Other labor exchange services

4. The Partner MAY also provide the following services:

- Access to customized screening and referral of qualified participants in training services to employment.
- Customized employment-related services to employers on a fee-for-service basis.
- Supportive services.
- Needs related payments.

5. Cost of above services funded by:

Department of Rehabilitation for intensive services and Riverside County Local WIB for Core and other services.

B. The partner named above shall deliver the core services checked as appropriate, plus any intensive services, training, supportive services or other services listed and described below.

Intensive Services:

DOR agrees to provide intensive services, as defined in WIA Section 134(d)(3), 29 U.S.C. Section 2864(d)(3), to an eligible individual who is:

1. determined by the One-Stop Operator to be eligible for such services under WIA Section 134(d)(3)(A),
 - a. unemployed and unable to obtain employment through core services;
 - b. In need of intensive services to obtain employment; or
 - c. Employed but in need of intensive services to obtain or retain employment that allows for self-sufficiency; and

2. determined by DOR to be eligible for vocational rehabilitation services under the Rehab Act, and applicable federal and state regulations.

Intensive services that DOR may provide to individuals eligible for VR services include but are not limited to:

- Assessment for determining priority for services under Order of Selection
- Vocational rehabilitation counseling, guidance and referral services
- Comprehensive and specialized disability related assessments
- Development of Individual Plan for Employment (IPE)
- Group rehabilitation counseling
- Individual disability related counseling and career planning
- Case management
- Short-term prevocational services
- Job search and placement assistance
- Physical and mental restoration services necessary for participation in intensive services (medical or medically related rehabilitation services, e.g., hearing aides, eye glasses, and visual services).
- Transportation services necessary to participate in intensive services, including mobility evaluation, vehicle purchase, vehicle modification, vehicle insurance.
- Services to family members
- Supported employment services
- Rehabilitation technology, including assistive technology/devices
- Job coaching
- Maintenance services
- Post employment services
- Personal assistance services (e.g., personal care services and the more traditional reader, note taker, tutor, interpreter, driver, and other personal services)
- Homemaker services
- Self-employment services
- Other vocational rehabilitation services determined necessary for the individual with disability to achieve an employment outcome.

Training Services:

DOR agrees to provide training services, as defined WIA Section 134(d) (4), 29 U.S.C. Section 2846(d) (4) to an eligible individual who:

1. a. has been determined to be eligible for intensive services under WIA Section 134(d)(4)(A), 29 U.S.C. Section 2864(d)(4)(A), but who has been unable to obtain employment;
b. has been determined by the One-Stop Operator or a One-Stop Partner to be in need of training services and who has the skills and qualifications to successfully participate in a training program;
c. selects a training program that is directly linked to employment opportunities in the local area or in an area to which the individual is willing to relocate;
d. is not qualified for federal grant assistance or who needs assistance beyond that available through such grant assistance programs;
e. meets applicable priority criteria for training services established under WIA Section 134(d) (4) (E), 29 U.S.C. Section 2864(d) (4)E; and
2. is determined by DOR to be eligible for training, as a vocational rehabilitation service, under the Rehab Act, and applicable federal and state regulations.

Training services that DOR may provide to persons eligible for VR services include but are not limited to:

- Vocational rehabilitation counseling, guidance and referral services related to training
- Assessment for determining training needs
- Vocational and other training services, such as funding for personal and vocational adjustment training, on the job training, books (including alternate format books accessible by computer and taped books), tools, occupational licenses, and other training materials
- Physical and mental restoration services necessary for participation in training (medical or medically related rehabilitation services, e.g., hearing aids, eyeglasses, and visual services)

- **Transportation services necessary to participate in training, including mobility evaluation, vehicle purchase, vehicle modification, vehicle maintenance, and vehicle insurance.**
- **Rehabilitation technology, including assistive technology/devices needed to complete training**
- **Maintenance services for expenditures resulting from participation in a training program that exceeds normal living expenses**
- **Personal assistance services needed to complete training (e.g., personal care services and the more traditional reader, note taker, tutor, interpreter, driver, and other personal services)**
- **Other vocational rehabilitation services related to training and determined to be necessary for the individual with a disability to achieve an employment outcome.**

Nothing in the MOU will alter the responsibility imposed upon DOR, pursuant to 34 CFR Section 361.13, for all decisions regarding vocational rehabilitation services, in cooperation with the individual receiving such services, including but not limited to decisions concerning eligibility for vocational rehabilitation services, the nature and scope of such services, the provision of such services, and the allocation and expenditures of DOR funding. If an individual would not be eligible for intensive or training services under eligibility criteria established by WIA, but would be eligible to receive such services through DOR's vocational rehabilitation program, such individual may be provided such services through DOR's vocational rehabilitation program.

C. The partner named above expects to derive benefits from the one stop system as described below.

The Department of Rehabilitation expects to derive several benefits from the One-Stop system partners; improved awareness and sensitivity by other partners and customers in dealing with individuals with disabilities who access the system; and increased training and employment opportunities for persons with disabilities.

This Agreement does not create a partnership as defined and governed by the Uniform Partnership Act, Corporations Code Section 15000 et seq. The terms "partner" and "partnership" in this Agreement are used generically and are not intended to create or describe the legal relationship between the parties to this Agreement.

The partners agree that the contributions and benefits set out in this Resource Sharing Agreement are in proportion to each other. To the extent that the resources contributed or benefits derived become disproportionate, the partners agree to revisit and revise this Resource Sharing Agreement as necessary.

D. IDENTIFICATION OF SHARED COSTS

The costs identified as shared are reflected below. The costs consist of operational expenses of the Riverside County One Stop System that are incurred by partners in the provision of integrated customer services within the Workforce Development Centers. The following are considered pooled or shared costs attributable to the operations of the centers:

- **Salaries and Benefits:** Costs contributed toward staff salaries and benefits.

Budgeted Costs	Expected Contribution
\$5,518.85	1 Senior Vocational Rehabilitation Counselor @ 8 hours per week

- **Universal Access Services Space:** The space utilized by more than one partner in the delivery of integrated services to common customers. Costs are comprised of; reception, Career Resource Area, Skills Lab, Business Resources, staff meeting areas, break areas, customer service areas, storage areas, staff work areas, and restrooms. Rates paid for these areas also include utilities (gas and electric), security, janitorial and Day porter.

Budgeted Costs	Expected Contribution

- **Telecommunication Services:** Telephone, data lines, Information Technology, and internet access services.

Budgeted Costs	Expected Contribution

- **Universal Access Costs:** Costs of providing information in the Career Resource Areas of the WDCs, information on available employer services and on available training providers, marketing materials, subscriptions and labor market information.

Budgeted Costs	Expected Contribution

- **Supplies and Equipment:** Costs of computers, fax machines, copiers, printers, and toner, equipment maintenance, and paper.

Budgeted Costs	Expected Contribution

E. RESOURCE SHARING PLAN

Each Partner organization hereby agrees to provide the resources necessary to fund their proportionate share of the shared costs as contained in the Cost Allocation spreadsheet. In no event, except as may be provided in a subsequent agreement, shall any partner be obligated to reimburse any expenses incurred by another partner under this plan. The Partners agree to provide additional resources as required to fulfill their proportionate share of. Partners are not required to pay costs equal to amounts under each category so long as the total amount of proportionate share is satisfied. Costs will be reviewed annually to determine if modifications to the resource sharing plan are necessary.

F. MODIFICATION AND RECONCILIATION PROCESS

This RSA may be modified, revised or amended at any time by mutual written agreement of the Partners. Riverside County Workforce Investment staff will maintain information from each Partner related to the resources provided. This information will be submitted at least annually by each partner organization that provided resources during the previous year. Reconciliation of budget to actual expenditures will occur at least annually.

Attachment B

Mandatory One-Stop Programs and Partners

REQUIRED PROGRAM	PARTNER	On-site Full time	On-site Part time	Services By Referral
Formula Adult	Riverside County	X		
Formula DW	Riverside County	X		
Youth	Riverside County	Provided at Youth Opportunity Centers		
Job Corps	Cornerstone		X	
Native American	National Indian Council on Aging			X
Migrant & Seasonal Farm Workers	Employment Development Department (EDD)	X		
Veterans Program	EDD	X		
Wagner-Peyser	EDD	X		
Adult Education and Literacy	Coachella Unified School District (Coachella Adult School), Riverside Unified School District (Riverside Adult School)		X(I)	X (R)
Rehabilitation Act Parts A and B	Department of Rehabilitation		X	
WW403(a)(5) SSA Title V Social Security	Department of Public Social Services			X
Senior Community Service Employment	Riverside County Office On Aging			X
Carl Perkins-Voc and Applied Tech Ed Act	Riverside Community College District, Mt. San Jacinto Community College District, College of the Desert			X
Trade Adjustment Assistance Act North American Free Trade Agreement (NAFTA)	EDD	X		
Transitional Adjustment Assistance Title II Trade Act 1974	EDD	X		
Community Services Block Grant- Employment and Training Activities	No Funding in Riverside County	N/A	N/A	N/A
HUD Employment and Training Activities	No Funding in Riverside County	N/A	N/A	N/A
State Unemployment Programs	EDD	X		
Small Business (SB 293)				X
Legend				
R=Riverside Workforce Development Center I=Indio Workforce Development Center On-Site=Workforce Development Center Services by referral=service provided off-site by partner agency				

Attachment C
Additional Partner Assurances

Additional Partner Assurances shall only apply and be included for civil service partner agencies (i.e. state, federal, county).

- A. The Local Workforce Investment Board assures that when work-related issues arise at One-Stop Centers between State employees and operators or supervisors of other partners, the operator or other supervisor shall refer such issues to the State employee's civil service supervisor. The One-Stop Career Center operators and partners shall cooperate in the investigation of the following matters: discrimination under the California Fair Employment and Housing Act [Part 2.8 (commencing with Section 12900) of Division 3, of Title 2 of the Government Code], threats and/or violence concerning State employees, and State employee misconduct.
- B. The WIB and Partner certify that its one-stop centers will recognize and comply with applicable labor agreements affecting represented employees (if applicable) located at the centers. The WIB assures that civil service employees who are located at the one-stop centers shall remain under the supervision of their employing department for the purposes of performance evaluations and other matters concerning civil service rights and responsibilities. Civil service employees performing services at one-stop centers shall retain existing civil service and collective bargaining protections on matters relating to employment, including but not limited to hiring, promotion, discipline and grievance procedures

C. Indemnification

DOR shall defend, indemnify and hold WIB, its officers, employees and agents, including the One-Stop Operator, harmless from and against any and all liability, loss, expense, or claims arising out of the performance of this MOU, but only in proportion to and to the extent such liability, loss, expense or claims for injury or damages are caused by or result from the negligent or intentional acts or omissions of DOR, its officers, agents or employees.

WIB shall defend, indemnify and hold DOR, its officers, employees and agents, harmless from and against any and all liability, loss, expense, or claims arising out of the performance of this agreement, but only in proportion and to the extent such liability, loss, expense, or claims for injury or damages are caused by or result from the negligent or intentional acts or omissions of WIB, its officers, agents or employees.

D. Effective Dates

This MOU shall become effective on July 1, 2010 and terminate on June 30, 2013 and will continue in effect until such time as it is revised, extended or terminated, as provided below:

Revisions and Modifications:

This MOU may be revised or modified with the approval of both WIB and DOR. A request by one party to this MOU for revision or modification must be presented in writing to the other party. Any modification or revision to the MOU must be in writing and signed by the District Administrator on behalf of DOR AND WIB Chairman.

Extension Policy:

This MOU may be extended by written agreement between WIB and DOR, provided such agreement is signed by both entities prior to the termination date of this agreement, and contains the following:

- A statement of intent to continue all provisions of the MOU.
- Revised effective and termination dates, and
- Dated signatures of the District Administrator on behalf of DOR and of a person authorized to sign on behalf of WIB.

Attachment A

**MEMORANDUM OF UNDERSTANDING
PURSUANT TO THE
WORKFORCE INVESTMENT ACT OF 1998 (WIA)**

PARTIES: The parties to this Memorandum of Understanding (MOU) are:

RIVERSIDE COUNTY WORKFORCE INVESTMENT BOARD
1151 Spruce Street
Riverside, CA 92507

Jamil Dada, Workforce Investment Board Chairman
Contact person and Title

909-955-3133 / 909-955-3131
Telephone number / Facsimile number

eda2.jdada@co.riverside.ca.us
E-mail address

Department of Rehabilitation
Insert One-Stop Partner name

3130 Chicago Avenue
Address

Riverside, CA 92507-9796
City/State/Zip

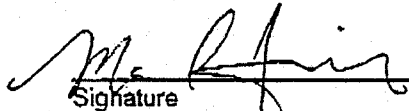
Kim Morris, Rehabilitation Supervisor
Contact person and Title

909-782-6650 / 909-782-6676
Telephone number / Facsimile number

E-mail address

AUTHORITY AND SIGNATURES: The individuals signing below have the authority to commit the party they represent to the terms of this MOU, and do so commit by signing.

ONE-STOP PARTNER



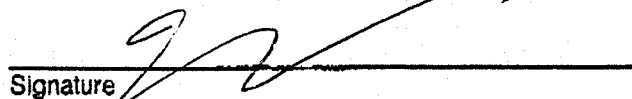
Signature

September 13, 2000
Date

Manuel Enriquez
Name

Deputy Director
Title

RIVERSIDE COUNTY WORKFORCE INVESTMENT BOARD



Signature

Sept 13, 00
Date

Jamil Dada
Name

Workforce Investment Board Chairman
Title

The aforementioned information may be updated from time to time by giving written notice to all parties. Only those individuals named above should be contacted regarding contents of this MOU, related financial agreements, or WIA reporting or planning as relates to this MOU.

Attachment B

Partner Modifications and Resource Sharing Agreement

The Department of Rehabilitation agrees to the provisions of the *Riverside County Workforce Investment Board Memorandum of Understanding with Partners Pursuant to the Workforce Investment Act of 1998 (WIA)*, as modified by the following:

1. As used throughout the MOU, the "Riverside County Workforce Investment Board" (RCWIB) will refer to the interim Local Board approved by the California Workforce Investment Board for Riverside County. The responsibilities of this interim Local Board may be assigned, in accordance with section IX, to the Local Workforce Investment Board once established.
2. The purpose of this MOU is to define the roles and responsibilities of DR and the RCWIB in the development of a "single service delivery system," under the Workforce Investment Act of 1998 (WIA).
3. Page 1, Section I.A. – DR will attend Partner meetings on a regular basis.
4. Page 1, Section I.A. – It is understood that the partner designee has appropriate authority to act on behalf of the partner on the development of WDC policies and procedures, standardized forms, joint case management systems including SMARTware, shared intake and cross-training programs.
5. Page 1, Section I.C. – DR will abide by WDC policies and procedures consistent with DR's laws, regulations, policies and collective bargaining agreements.
6. Page 1, Section I.D. – DR will utilize standardized WDC client assessment and tracking forms not inconsistent with DR's laws, regulations and policies.

7. Page 1, Section I.E. – DR agrees to participate in sharing of information through technology exchange, consistent with its applicable laws, regulation and policies.
8. Page 1, Section I.F. – DR agrees to participate in the development of a collaborative marketing strategy informing job seekers, training and education seekers, employers, employed individuals and the community at large about the services available through the WDC consistent with DR's laws, regulations and policies.
9. Page 1, Section II. – It is understood that DR and its staff are subject to existing personnel policies, procedures, regulations and statutes as well as applicable collective bargaining agreements. RCWIB will assure that the One-Stop Operator will work with DR in developing and implementing policies and procedures for the WDC, in order to avoid inconsistencies with DR's existing policies, procedures, regulations and collective bargaining agreements.
10. Page 2, Section III. – DR agrees to receive referrals from and make referrals to the other One-Stop partners, and to participate in on-going, cross-referral workgroup meetings on a regular basis.
11. Page 2, Section V. - During the performance of this agreement, the parties agree that they will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, ancestry, physical or mental disability, medical condition, marital status, or sexual orientation (Govt. Code Section 12940).
12. Page 2, Section VI. – Parties agree that all goods and services pursuant to this agreement shall be available to all persons regardless of ethnic group, religion, age, sex, color and disability (Govt. Code Sec. 11135).
13. Page 2, Section VII. – RCWIB will ensure that policies and procedures established by RCWIB and programs and services

provided by WDC are in compliance with the Americans with Disabilities Act.

14. Page 2, Section VIII. – This MOU shall become effective on July 1, 2000 and terminate on June 30, 2003, and will continue in effect until such time as it is revised or terminated. Either party to this MOU may elect to terminate its participation in this MOU without cause by delivering a thirty (30) day written notice of intent to terminate to the other party.
15. Page 3, Section IX. – This MOU may be modified at any time by written agreement of the parties. Assignment of responsibilities under this MOU by either of the parties shall be effective upon written notice to the other party.
16. Page 3, Section X. – The following language is added to identify the comprehensive One-Stop Center: "RCWIB will establish a minimum of one physical location within the service delivery area in which all One-Stop Partners will provide access to the services provided under WIA. DR agrees that it will provide access to the services described in this MOU at such location. This location may be changed by RCWIB during the term of this MOU, upon reasonable advance notice of such change to DR.

If RCWIB establishes additional One-Stop Centers within its local service delivery area, DR will determine the extent and manner in which it will participate in such additional centers."

17. Page 3, Section XI. – This section is modified as follows: "DR will financially participate in the operating costs of those One-Stop Centers in which DR staff is co-located. Allocation and payment of the operating costs of the WDC that are attributable to DR, if any, will be addressed in separate financial participation contracts between DR and the One-Stop Operators. Such financial participation contracts shall conform to the State's standard contractual forms and comply with all applicable state statutes and regulations regarding such contracts. This MOU shall be referenced in such financial participation contracts. These funds may be generated through separate financial

agreements which may include expenses such as, but not limited to, management fees and lease fees, as appropriate.”

18. Page 3, Section XII. – The word “partners” is replaced with “parties” (two instances).
19. Page 3, Section XIII.B. – DR agrees to share resource in accordance with Attachment B, “Partner Modifications and Resource Sharing Agreement”. This MOU does not constitute a financial commitment. Any commitment of financial resources must be addressed in separate agreements between DR and the RCWIB and/or One-Stop Operator.
20. Page 3, Section XIII.D. – Reference to Attachment D (and Attachment D) are deleted, as to DR.
21. Page 3, Section XIII. – The last sentence which reads “Additional Attachments: ... considered additional attachments” is deleted, as to DR.

RESOURCE SHARING AGREEMENT

The Department of Rehabilitation (DR) agrees to contribute to the delivery of the following services in the local one-stop system:

A. Core Services:

As a general rule, DR may not participate in the provision of core services, as defined in WIA Section 134(d)(2), 29 U.S.C. Section 2864(d)(2), to customers of the One-Stop Center, because such core services generally are not authorized and provided under DR’s vocational rehabilitation program. Federal law authorizes DR to provide vocational rehabilitation services only to persons who are determined to be eligible for such services, and DR’s funding accordingly cannot be utilized to pay for core services that are available to every customer of the One-Stop Center.

Providing access by individuals with disabilities to core services, as required by the ADA and Rehabilitation Act, Section 504, is the responsibility of the One-Stop Operator. DR is not authorized to provide funding necessary to assure access to core services.

B. Intensive Services:

DR agrees to provide intensive services, as defined in WIA Section 134(d)(3), 29 U.S.C. Section 2864(d)(3), to an eligible individual who is:

- (1) determined by the One-Stop Operator to be eligible for such services under WIA Section 134(d)(3)(A), 29 U.S.C. Section 2864(d)(3)(A), because the individual is:
 - (a) unemployed and unable to obtain employment through core services;
 - (b) in need of intensive services to obtain employment; or
 - (c) employed but in need of intensive services to obtain or retain employment that allows for self-sufficiency; and
- (2) determined by DR to be eligible for vocational rehabilitation services under the Rehab Act, and applicable federal and state regulations.

Intensive services that DR may provide to individuals eligible for VR services include but are not limited to:

- Assessment for determining priority for services under Order of Selection
- Vocational rehabilitation counseling, guidance and referral services
- Comprehensive and specialized disability related assessments
- Development of Individual Plan for Employment (IPE)
- Group rehabilitation counseling
- Individual disability related counseling and career planning
- Case management
- Short-term prevocational services
- Job search and placement assistance
- Physical and mental restoration services necessary for participation in intensive services (medical or medically related rehabilitation services, e.g., hearing aides, eyeglasses, and visual services)

- Transportation services necessary to participate in intensive services, including mobility evaluation, vehicle purchase, vehicle modification, vehicle maintenance, and vehicle insurance
- Services to family members
- Supported employment services
- Rehabilitation technology, including assistive technology/devices
- Job coaching
- Maintenance services
- Post employment services
- Personal assistance services (e.g., personal care services and the more traditional reader, note taker, tutor, interpreter, driver, and other personal services)
- Homemaker services
- Self-employment services
- Other vocational rehabilitation services determined necessary for the individual with a disability to achieve an employment outcome.

C. Training Services:

DR agrees to provide training services, as defined in WIA Section 134(d)(4), 29 U.S.C. Section 2864(d)(4), to an eligible individual who:

- (1) (a) has been determined to be eligible for intensive services under WIA Section 134(d)(4)(A), 29 U.S.C. Section 2864(d)(4)(A), but who has been unable to obtain employment;
- (b) has been determined by the One-Stop Operator or a One-Stop Partner to be in need of training services and who has the skills and qualifications to successfully participate in a training program;
- (c) selects a training program that is directly linked to employment opportunities in the local area or in an area to which the individual is willing to relocate;
- (d) is not qualified for federal grant assistance or who needs assistance beyond that available through such grant assistance programs;

- (e) meets applicable priority criteria for training services established under WIA Section 134(d)(4)(E), 29 U.S.C. Section 2864(d)(4)(E); and
- (2) is determined by DR to be eligible for training, as a vocational rehabilitation service, under the Rehab Act, and applicable federal and state regulations.

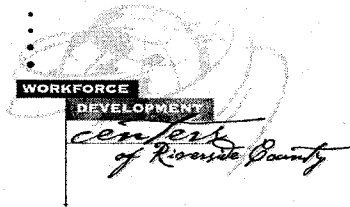
Training services that DR may provide to persons eligible for VR services include but are not limited to:

- Vocational rehabilitation counseling, guidance and referral services related to training
- Assessment for determining training needs
- Vocational and other training services, such as funding for personal and vocational adjustment training, on-the-job training, books (including alternate format books accessible by computer and taped books), tools, occupational licenses, and other training materials
- Physical and mental restoration services necessary for participation in training (medical or medically related rehabilitation services, e.g., hearing aids, eyeglasses, and visual services)
- Transportation services necessary to participate in training, including mobility evaluation, vehicle purchase, vehicle modification, vehicle maintenance, and vehicle insurance
- Rehabilitation technology, including assistive technology/devices needed to complete training
- Maintenance services for expenditures resulting from participation in a training program that exceeds normal living expenses
- Personal assistance services needed to complete training (e.g., personal care services and the more traditional reader, note taker, tutor, interpreter, driver, and other personal services)
- Other vocational rehabilitation services related to training and determined to be necessary for the individual with a disability to achieve an employment outcome

Nothing in this MOU will alter the responsibility imposed upon DR, pursuant to 34 CFR Section 361.13(c), for all decisions regarding vocational rehabilitation services, in cooperation with the individual receiving such services, including but not limited to decisions concerning eligibility for vocational rehabilitation services, the nature and scope of such services, the provision of such services, and the allocation and expenditures of DR funding. If an individual would not be eligible for intensive or training services under eligibility criteria established by WIA, but would be eligible to receive such services through DR's vocational rehabilitation program, such individual may be provided such services through DR's vocational rehabilitation program.

- D. The Department of Rehabilitation expects to derive several benefits from the One-Stop system including, but not limited to, improved referral processes with other One-Stop system partners; improved awareness and sensitivity by other partners and customers in dealing with individuals with disabilities who access the system; and increased training and employment opportunities for persons with disabilities.

This agreement does not create a partnership as defined and governed by the Uniform Partnership Act Corporations Code Section 15000 et seq. The terms "partner" and "partnership" in this agreement are used generically and are not intended to create or describe the legal relationship between the parties to this agreement.



**COUNTY OF RIVERSIDE
WORKFORCE DEVELOPMENT BOARD**

**MEMORANDUM OF UNDERSTANDING WITH PARTNERS
PURSUANT TO THE
WORKFORCE INVESTMENT ACT OF 1998 (WIA)
And Senate Bill (SB) 293**

**MEMORANDUM OF UNDERSTANDING
PURSUANT TO THE
WORKFORCE INVESTMENT ACT OF 1998 (WIA)**

PREAMBLE

This Memorandum of Understanding (MOU), made on the 1st day of July, 2009 is an operational agreement entered into by the Riverside County Workforce Development Board (WDB) and EDD (Partner) to create a partnership to provide comprehensive, integrated workforce development services to businesses and jobseekers in the Local Workforce Investment Area (LWIA) in accordance with WIA, its implementing regulations and California Senate Bill 293.

WITNESSETH:

WHEREAS, the United States Congress has established the Workforce Investment Act of 1998 (WIA) (Public Law 105-220), which was signed into law July 7, 1998; and

WHEREAS, HR 1385 became law on August 7, 1998, establishing WIA as the national workforce investment system, and

WHEREAS, with the issuance of an Executive Order on October 10, 1999, the Governor enacted WIA in California, and

WHEREAS, California State Employment Development Department Directives, WIAD06-17 dated March 20, 2007, and WIAD06-21 dated June 29, 2007 provided guidance on implementation of the requirements of SB 293 whereby state and federally funded workforce programs will be fully integrated within the one-stop delivery system to achieve universal access to services;

NOW THEREFORE, it is mutually agreed as follows:

- I. **PARTNERSHIP PARTICIPATION:** To facilitate exchange of information and seamless operation, partners are expected to maintain a high level of communication. The following methods of participation will be required:
 - A. Attendance at monthly Partner Meetings. A designee with appropriate authority is to be present to act on behalf of the partner.
 - B. All partner staff will abide by the policies and procedures of the Workforce Development Center (WDC) related to general safety and behavior in the workplace.
 - C. Partners will use standardized WDC forms.
 - D. Partners will develop and use a collaborative marketing strategy informing job seekers, businesses, and the community at large about the services available through the Workforce Development Center. The following resources, as available, will be utilized to enhance coordinated marketing efforts:
 - Web Site Development
 - Public Information and Education
 - Speaker's Bureau
 - Brochures and Flyers
 - Commercial Air Time
 - Media Coverage
 - Public Television and Radio

- II. **SITE SUPERVISION.** WDB and Partners recognize that a number of practices and philosophies related to individual partners vary as a result of its unique organizational structure. These differences must be considered when unifying staff and services within the one-stop. Factors that must be considered are:
 - Differing pay scales for similar positions

- Functions for similar classifications among agencies, which may differ
- Off-site supervisors vs. site-based supervisors at the one-stop
- Union vs. Non-Union employees in similar classifications on site
- Hours of operation, including possible evening and weekend hours
- Varied legal holiday schedules
- Sharing of space, equipment, information, and materials

WDB and Partners agree to prior and specific agreements arrangements for supervision, addressing at a minimum the above issues, and modifying said practices over time in accordance with new or changing business or agency needs and requirements. Any such agreements will be attached and made part of this agreement by such attachment.

- III. ONE-STOP PARTNERS:** The Workforce Investment Act (WIA) identifies mandatory One-Stop Partners as organizations that carry out programs or activities under programs authorized as defined under Section 121(b)(1)(A) of the Act and 20CFR Part 662.200, further in Section 121(b)(1)(B) of the Act, and 20CFR Part 662.210. Senate Bill (SB) 293 clarifies and adds small business development centers as required partners in those Local Workforce Investment Areas in which they exist. SB 293 further mandates that these state and federally funded workforce education, training, and employment programs be integrated in the one-stop delivery system to achieve universal access.
- IV. ONE-STOP SYSTEM OVERSIGHT:** The Workforce Development Board, with the agreement of the chief elected official is authorized to designate or certify one-stop operators and to terminate for cause the eligibility of such operators. The Economic Development Agency is the One-Stop Operator in Riverside County. Multiple processes are in place to insure that the workforce system in Riverside County is providing quality services and fiscal accountability. Each year the State of California monitors program performance and fiscal processes. Each year the County Auditor controller performs an internal audit of fiscal processes. Every two years an independent audit firm performs the required OMB A-133 audit of the EDA financial records. The Workforce Development Agency monitors 8 Critical Measures on a monthly basis that include customer satisfaction, community involvement, and business engagement. In addition, an annual ADA compliance audit is completed and an annual self-assessment is completed using criteria based upon the Malcolm Baldrige standards.
- V. TERM AND TERMINATION:** This MOU shall remain in effect until terminated by the repeal of the Workforce Investment Act of 1998 (WIA), by action of law, or in accordance with this section. Any party may withdraw from this MOU by giving written notice of intent to withdraw at least 180 calendar days in advance of the effective withdrawal date to the contact persons listed in section XXI. Partner Services and Signatures of this MOU.
- VI. MODIFICATION:** This MOU may be modified, revised or amended at any time by mutual written agreement of the WDB and Partners.
- VII. CROSS REFERRAL AGREEMENT:** For those Partners not co-located within the WDC, the WDB and Partners agree to receive referrals from and make referrals to the other Partners within the WDC system. A referral may be carried out with a written form, telephone call or email and will include the following elements:
- The customer will be given information about a Partner or other organization and its services, eligibility information, name, address, and hours of operation;
 - To the extent possible, and as requested, staff will assist the customer to make an appointment;
 - Staff will follow up with the customer or Partner organization to become aware of the results of the referral and utilize the services of the Partner in managing services with the customer.
 - To the extent possible, and as requested, staff will assist the customer by providing information and referral to supportive service assistance where available from Partner or other organization.
 - i. Cross-train their respective staff;
 - ii. Consider co-enrollment options and practices;
 - iii. Consider the effect of cross-referrals on mutual performance expectations;

- iv. Constantly improve the joint delivery of services to customers.
- v. If applicable, the (Resource Sharing Agreement Attachment A) shall describe the process for the immediate referral of individuals to training who have been unable to obtain or retain employment through provision of Core and Intensive Services.

VIII. ONE-STOP SYSTEM DESCRIPTION: The vision of the County of Riverside WDC One-Stop is built upon four guiding principles, which are the essence of the One-Stop delivery system. These principles should be the goals of all One-Stop delivery systems, and be reflected in the planning and implementation of operations. They are the guiding principles in the development of MOUs, and cannot be accomplished without partnerships based on trust, cooperation and collaboration. The four principles that guide the One-Stop delivery system are:

- **Integrated:** offers as many employment, training and education services as possible for employers and individuals seeking jobs or wishing to enhance their skills.
- **Comprehensive:** a large array of useful information with wide and easy access to needed services.
- **Customer Focused:** the ability to support informed choice by providing a means for customers to judge the quality of these services.
- **Performance Based:** where clear outcomes to be achieved and methods for measuring the agreed-upon outcomes, including customer satisfaction, are identified.

IX. FUNDING FOR OPERATION OF THE SYSTEM: The One-Stop Operator(s) is/are responsible for costs associated with operation of the One-Stop WDC. The Resource Sharing Agreement (RSA) is included as Attachment A and outlines the partner's services provision and the anticipated revenue share. Annual reconciliation shall take place upon each anniversary of the MOU execution. Resource Sharing: The partners agree to share resources in accordance with the attached Resource Sharing Agreement. It is expressly understood that this MOU does not constitute a financial commitment, but rather an intent to commit specific resources in the future as the partners' allocations and budgets are known and the one-stop system evolves. The one stop system is a work in progress, and its costs and the partners' resource contributions will not remain static from month to month or from year to year. These funds may be generated by methods such as, but not limited to:

- Management Fees
- Lease Fees
- Separate Financial Agreements
- Separate Funding Opportunities

X. DISPUTES: The partners shall first attempt to resolve all disputes informally. Any party may call a meeting of all partners to discuss and resolve disputes. Should informal resolution efforts fail, the dispute shall be referred to the Chair of the Riverside County Workforce Development Board who shall place the dispute upon the agenda of a regular or special meeting of the WIB's Executive Committee. The Executive Committee shall attempt to mediate and resolve the dispute.

XI. ASSURANCES:

- A. WDB and Partners agree to comply with the Americans With Disabilities Act (ADA) of 1990 (42 U.S.C. Section 12101 et seq.), Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. Section 794), and California Government Code Section 11135 et seq., as well as the regulations which implement these statutes, which prohibit discrimination on the basis of disability.
- B. WDB and Partners agree that all goods and services pursuant to this agreement shall be available to all persons regardless of age, sex, race, political affiliation, religion, ethnic background, marital status, or condition of physical or mental handicap.
- C. WDB and Partners agree that they will not discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin.

- D. WDB and Partners agree to honor confidentiality. Exchanged information shall remain private and confidential in accordance with the most restrictive confidentiality requirements of any of the partners collecting, receiving or sharing information. As a condition of providing services at the Workforce Development Center, the partners shall adhere to the following:
- All client information will be treated with the strictest degree of confidentiality during and after involvement with the WDC.
 - Each partner shall keep all information that is exchanged between them in the strictest confidence and make such information available to their own employees on a "need-to-know" basis only.
 - Each partner shall (where it is appropriate) store and process information in electronic format, in such a way that unauthorized persons cannot reasonably retrieve the information.
 - This information will only be used in working with programs at WDC.
- E. The WDB and Partner assures that it has established, in accordance with section 184 of the WIA, fiscal control and fund accounting procedures necessary to ensure the proper disbursement of, and accounting for, funds provided to the local board through the allotments made under sections 127 and 132. [WIA, Section 112(b)(11)]
- F. The WDB and Partner assures that it has implemented the uniform administrative requirements referred to in WIA, Section 184 (a) (3).
- G. The WDB and Partner assures that no funds received under WIA will be used to assist, promote, or deter union organizing [WIA, Section 181(b)(7)]
- H. The WDB and Partner assure that it will collect and maintain data necessary to show compliance with the nondiscrimination provisions of WIA, Section 188.
- I. The WDB and Partner will comply with future State Workforce Investment Board policies and guidelines, legislative mandates, or other provisions as may be required under federal law or policy, including the Workforce Investment Act of 1998 or state legislation.

XII. ATTACHMENTS: The following attachments are included in this MOU.

- A. Resource Sharing Agreement
- B. Mandatory One-Stop Program Partner Grid
- C. Additional Partner Assurances
- D. Memorandum of Operations (MOO) (The MOO only applies to fully integrated partners).

XIII. PARTNER SERVICES AND SIGNATURES: The individuals signing this MOU have the authority to commit the party they represent to the terms of this agreement, and do so by signing:

For the RIVERSIDE COUNTY WORKFORCE DEVELOPMENT BOARD:

1151 Spruce Street
Riverside, CA 92507

Ricardo Olalde, Workforce Development Board Chairman

Contact person and Title

Ricardo Olalde
Signature

10-21-2009
Date

(951) 955-3100 / (951) 955-3131
Telephone number / Facsimile number

rolalde@rivcoeda.org
E-mail address

ONE-STOP PARTNER INFORMATION:

Employment Development Department, Workforce Serv.
Partner Name

1151 Spruce St. Riverside, CA 92507
Address

Thomas Flournoy, Cluster Manager
Contact person and Title

Thomas Flournoy
Signature

10-14-2009
Date

951/955-2316 / 951-955-2220
Telephone number / Facsimile number

thomas.flournoy@edd.ca.gov
E-mail address

Attachment A

RIVERSIDE COUNTY WORKFORCE INVESTMENT AREA
RESOURCE SHARING AGREEMENT (RSA)

The Employment Development Department (EDD) agrees to contribute to the delivery of the following core services in the local one-stop system:
(Insert WDC partner name and acronym)

The above named partner shall provide the following services as appropriate (please check):

- WIA Title I Eligibility Determination
- Outreach, Intake (worker profiling), and Orientation
- Initial Assessment
- Job Search
- Placement Assistance
- Career Counseling
- Job Listings
- Skills Needed
- Occupational Demand
- Marketing
- Recruitment
- Employer Services
- Job Development
- Employer Advisory Councils
- Employer Outreach Coordination
- Information on Eligible Training Providers
- Performance Outcomes
- Filing Claims for Unemployment Insurance
- Supportive Services
- Help in establishing eligibility for Welfare-to-Work (WtW) and Financial Aid
- Follow-up services for at least 12 months
- Occupational Skills Training;
- On-the-Job Training;
- Workplace Training combined with related instruction;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Job Readiness training;
- Adult Education and literacy activities; and
- Customized training.

A. The above named partner shall provide the following services as appropriate (please check):

1. Access to intensive and training services (including serving as the point of access to individual training accounts).
 - Occupational Skills Training;
 - On-the-Job Training;
 - Workplace Training combined with related instruction;
 - Training programs operated by the private sector;
 - Skill upgrading and retraining;

- Entrepreneurial training;
- Job Readiness training;
- Adult Education and literacy activities; and
- Customized training.

2. Access to One-Stop partner programs and activities. Briefly describe.

Partners currently trained and have access to CALJOBS, ECMS, and PASS

3. Access to Wagner-Peyser services including:

- Job search
- Placement
- Recruitment
- Other labor exchange services

4. The Partner MAY also provide the following services:

- Access to customized screening and referral of qualified participants in training services to employment.
- Customized employment-related services to employers on a fee-for-service basis.
- Supportive services.
- Needs related payments.

6. Cost of above services funded by:

All core services, except Worker Profiling, Wagner-Peyser Funds (205) (Discretionary + non-discretionary funds) Unemployment Insurance Funds (210) Worker Profiling

B. The partner named above shall deliver the core services checked as appropriate, plus any intensive services, training, supportive services or other services listed and described below.

C. The partner named above expects to derive benefits from the one stop system as described below.

The partners agree that the contributions and benefits set out in this Resource Sharing Agreement are in proportion to each other. To the extent that the resources contributed or benefits derived become disproportionate, the partners agree to revisit and revise this Resource Sharing Agreement as necessary.

This Agreement does not create a partnership as defined and governed by the Uniform Partnership Act, Corporations Code Section 15000 et seq. The terms "partner" and "partnership" in this Agreement are used generically and are not intended to create or describe the legal relationship between the parties to this Agreement.

The partners agree that the contributions and benefits set out in this Resource Sharing Agreement are in proportion to each other. To the extent that the resources contributed or benefits derived become disproportionate, the partners agree to revisit and revise this Resource Sharing Agreement as necessary.

D. IDENTIFICATION OF SHARED COSTS

The costs identified as shared are reflected below. The costs consist of operational expenses of the Riverside County One Stop System that are incurred by partners in the provision of integrated customer services within the Workforce Development Centers. The following are considered pooled or shared costs attributable to the operations of the centers:

- **Salaries and Benefits:** Costs contributed toward staff salaries and benefits.

Budgeted Costs	Expected Contribution

- **Universal Access Services Space:** The space utilized by more than one partner in the delivery of integrated services to common customers. Costs are comprised of, reception, Career Resource Area, Skills Lab, Business Resources, staff meeting areas, break areas, customer service areas, storage areas, staff work areas, and restrooms. Rates paid for these areas also include utilities (gas and electric), security, janitorial and Day porter.

Budgeted Costs	Expected Contribution

- **Telecommunication Services:** Telephone, data lines, Information Technology, and internet access services.

Budgeted Costs	Expected Contribution

- **Universal Access Costs:** Costs of providing information in the Career Resource Areas of the WDCs, information on available employer services and on available training providers, marketing materials, subscriptions and labor market information.

Budgeted Costs	Expected Contribution

- **Supplies and Equipment:** Costs of computers, fax machines, copiers, printers, and toner, equipment maintenance, and paper.

Budgeted Costs	Expected Contribution

E. RESOURCE SHARING PLAN

Each Partner organization hereby agrees to provide the resources necessary to fund their proportionate share of the shared costs as contained in the Cost Allocation spreadsheet. In no event, except as may be provided in a subsequent agreement, shall any partner be obligated to reimburse any expenses incurred by another partner under this plan. The Partners agree to provide additional resources as required to fulfill their proportionate share of. Partners are not required to pay costs equal to amounts under each category so long as the total amount of proportionate share is satisfied. Costs will be reviewed annually to determine if modifications to the resource sharing plan are necessary.

F. MODIFICATION AND RECONCILIATION PROCESS

This RSA may be modified, revised or amended at any time by mutual written agreement of the Partners.

EDK staff will maintain information from each Partner related to
(insert partner name)

the resources provided. This information will be submitted at least annually by each partner organization that provided resources during the previous year. Reconciliation of budget to actual expenditures will occur at least annually.

Cost Allocation Detail Sheet
State Fiscal Year 2009-10

Field Office: Riverside Workforce Development Center (WDC)

STAFFING REQUIREMENTS:

<u>Class Title</u>	<u>Class Code</u>	<u>Annual Salary</u>	<u>PYs</u>	<u>Personnel Services Costs</u>
Employment Program Mgr. III	9198	\$ 66,480	1.0	\$ 66,480
Employment Program Mgr. II	9197	\$ 59,964	0.0	\$ -
Employment Program Mgr. I	9189	\$ 53,688	1.0	\$ 53,688
Employment Development Spec. II	9216	\$ 52,368	0.0	\$ -
Employment Development Spec. I	9204	\$ 51,204	0.0	\$ -
Job Agent	9155	\$ 49,668	0.0	\$ -
Employment Program Sup. I	9190	\$ 46,512	0.0	\$ -
Business Services Officer I	4720	\$ 46,200	0.0	\$ -
Employment Program Rep.	9194	\$ 42,288	17.0	\$ 718,896
Employment Program Tech	9231	\$ 32,700	0.0	\$ -
Office Technician (Typing)	1139	\$ 33,084	0.0	\$ -
Office Assistant	1379	\$ 30,120	0.0	\$ -
Custodian	2011	\$ 26,844	0.0	\$ -
Student Assistant	4870	\$ 9,612	1.0	\$ 9,612
Youth Aide	9991	\$ 6,745	0.0	\$ -
Bilingual Pay		\$ 1,200	7.0	\$ 8,400
Sub-Total				\$ 857,076 (B)

WS Branch CO and Management (12.38% of (B))				\$ 10,611
Includes: Dep Dir, Div Chief, EDA, WSDCO direct charge staff				
Sub-Total				\$ 10,611 (C)

Personnel Benefits (Federal Rate 46.99% of (C))				\$ 407,726
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Administrative Staff and Technical (AS&T) ((A) multiplied by \$8,839 per PY)				\$ 238,653
Total Personnel Services and Benefits				\$ 1,514,066

Operating Expenses & Equipment (OE&E)

Allocated OE&E (\$13,301 x (A)) \$ 359,127

Includes: utilities, postage, consultant contracts, printing and binding, DP and non DP equipment purchase and maintenance, software purchase and maintenance, pro rata, and SWCAP

Direct OE&E per position (\$1,127 x (A)) \$ 30,429

Includes: supplies, training, and travel

Cost Center Specific OE&E

Rent/Leases	(mo. cost per sq. foot)	\$ 1.25	(# of sq. feet)	5,993.00	\$ 89,895
Telephones	(mo. cost per line)	\$ 45.04	(# of lines)	28	\$ 15,133
HHSDC/CalJOBS SM	(cost per computer)	\$ 408.00	(# of computers)	19	\$ 93,024

Total OE&E				\$ 587,606
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COST ALLOCATION TOTAL				\$ 2,101,674
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* In order to reflect the Governor's mandated furlough program, annual salary costs have been reduced by 13.86% for State Fiscal Year (SFY) 2009-10, therefore personnel services costs will reflect a savings in SFY 2009-10. According to the Governor's Executive Order S-13-09, the mandated furlough program will end effective June 30, 2010. As a result annual salary costs in SFY 2010-11 will be restored to pre-furlough levels.

**Cost Allocation Detail Sheet
State Fiscal Year 2009-10**

Field Office: Hemet Workforce Development Center (WDC)

STAFFING REQUIREMENTS:

<u>Class Title</u>	<u>Class Code</u>	<u>Annual Salary</u>	<u>PYs</u>	<u>Personnel Services Costs</u>
Employment Program Mgr. III	9198	\$ 66,480	0.0	\$ -
Employment Program Mgr. II	9197	\$ 59,964	0.0	\$ -
Employment Program Mgr. I	9189	\$ 53,688	1.0	\$ 53,688
Employment Development Spec. II	9216	\$ 52,368	0.0	\$ -
Employment Development Spec. I	9204	\$ 51,204	0.0	\$ -
Job Agent	9155	\$ 49,668	0.0	\$ -
Employment Program Sup. I	9190	\$ 46,512	0.0	\$ -
Business Services Officer I	4720	\$ 46,200	0.0	\$ -
Employment Program Rep.	9194	\$ 42,288	8.0	\$ 338,304
Employment Program Tech	9231	\$ 32,700	0.0	\$ -
Office Technician (Typing)	1139	\$ 33,084	0.0	\$ -
Office Assistant	1379	\$ 30,120	0.0	\$ -
Custodian	2011	\$ 26,844	0.0	\$ -
Student Assistant	4870	\$ 9,612	0.0	\$ -
Youth Aide	9991	\$ 6,745	0.0	\$ -
Bilingual Pay		\$ 1,200	4.0	\$ 4,800
Sub-Total				\$ 396,792 (B)

WS Branch CO and Management (12.38% of (B))

Includes: Dep Dir, Div Chief, EDA, WSDCO direct charge staff \$ 4,912

Sub-Total \$ 401,704 (C)

Personnel Benefits (Federal Rate 46.99% of (C))

\$ 188,761

Administrative Staff and Technical (AS&T) ((A) multiplied by \$8,839 per PY)

\$ 114,907

Total Personnel Services and Benefits \$ 705,372

Operating Expenses & Equipment (OE&E)

Allocated OE&E (\$13,301 x (A)) \$ 172,913

Includes: utilities, postage, consultant contracts, printing and binding, DP and non DP equipment purchase and maintenance, software purchase and maintenance, pro rata, and SWCAP

Direct OE&E per position (\$1,127 x (A))

\$ 14,651

Includes: supplies, training, and travel

Cost Center Specific OE&E

Rent/Leases	(mo. cost per sq. foot)	\$ 1.33	(# of sq. feet)	5,711.00	\$ 91,148
Telephones	(mo. cost per line)	\$ 21.00	(# of lines)	16	\$ 4,032
HHSDC/CalJOBS SM	(cost per computer)	\$ 408.00	(# of computers)	8	\$ 39,168

Total OE&E \$ 321,912

COST ALLOCATION TOTAL \$ 1,027,284

* In order to reflect the Governor's mandated furlough program, annual salary costs have been reduced by 13.86% for State Fiscal Year (SFY) 2009-10, therefore personnel services costs will reflect a savings in SFY 2009-10. According to the Governor's Executive Order S-13-09, the mandated furlough program will end effective June 30, 2010. As a result annual salary costs in SFY 2010-11 will be restored to pre-furlough levels.

Cost Allocation Detail Sheet
State Fiscal Year 2009-10

Field Office: Indio Workforce Development Center (WDC)

STAFFING REQUIREMENTS:

Class Title	Class Code	Annual Salary	PYs	Personnel Services Costs
Employment Program Mgr. III	9198	\$ 66,480	0.0	\$ -
Employment Program Mgr. II	9197	\$ 59,964	1.0	\$ 59,964
Employment Program Mgr. I	9189	\$ 53,688	1.0	\$ 53,688
Employment Development Spec. II	9216	\$ 52,368	0.0	\$ -
Employment Development Spec. I	9204	\$ 51,204	0.0	\$ -
Job Agent	9155	\$ 49,668	0.0	\$ -
Employment Program Sup. I	9190	\$ 46,512	0.0	\$ -
Business Services Officer I	4720	\$ 46,200	0.0	\$ -
Employment Program Rep.	9194	\$ 42,288	13.0	\$ 549,744
Employment Program Tech	9231	\$ 32,700	0.0	\$ -
Office Technician (Typing)	1139	\$ 33,084	0.0	\$ -
Office Assistant	1379	\$ 30,120	0.0	\$ -
Custodian	2011	\$ 26,844	0.0	\$ -
Student Assistant	4870	\$ 9,612	1.0	\$ 9,612
Youth Aide	9991	\$ 6,745	0.0	\$ -
Bilingual Pay		\$ 1,200	7.0	\$ 8,400
Sub-Total				\$ 681,468 (B)

WS Branch CO and Management (12.38% of (B))

Includes: Dep Dir, Div Chief, EDA, WSDCO direct charge staff

\$ 8,436

Sub-Total

\$ 689,904 (C)

Personnel Benefits (Federal Rate 46.99% of (C))

\$ 324,158

Administrative Staff and Technical (AS&T) ((A) multiplied by \$8,839 per PY)

\$ 203,297

Total Personnel Services and Benefits

\$ 1,217,296

Operating Expenses & Equipment (OE&E)

Allocated OE&E (\$13,301 x (A))

\$ 305,923

Includes: utilities, postage, consultant contracts, printing and binding, DP and non DP equipment purchase and maintenance, software purchase and maintenance, pro rata, and SWCAP

Direct OE&E per position (\$1,127 x (A))

\$ 25,921

Includes: supplies, training, and travel

Cost Center Specific OE&E

Rent/Leases	(mo. cost per sq. foot)	\$ 2.45	(# of sq. feet)	7,215.00	\$ 212,121
Telephones	(mo. cost per line)	\$ 32.60	(# of lines)	33	\$ 12,910
HHSDC/CalJOBS SM	(cost per computer)	\$ 408.00	(# of computers)	15	\$ 73,440

Total OE&E

\$ 630,315

COST ALLOCATION TOTAL

\$ 1,847,613

* In order to reflect the Governor's mandated furlough program, annual salary costs have been reduced by 13.86% for State Fiscal Year (SFY) 2009-10, therefore personnel services costs will reflect a savings in SFY 2009-10. According to the Governor's Executive Order S-13-09, the mandated furlough program will end effective June 30, 2010. As a result annual salary costs in SFY 2010-11 will be restored to pre-furlough levels.

Attachment B

Mandatory One-Stop Programs and Partners

REQUIRED PROGRAM	PARTNER	On-site Full time	On-site Part time	Services By Referral
Formula Adult	Riverside County	X		
Formula DW	Riverside County	X		
Youth	Riverside County	Provided at Youth Opportunity Centers		
Job Corps	Cornerstone		X	
Native American	NICOA			X
Migrant & Seasonal Farm Workers	EDD	X		
Veterans Program	EDD	X		
Wagner Peyser	EDD	X		
Adult Education and Literacy	DUSD,RUSD	X (R)	X(I)	
Rehabilitation Act Parts A and B	Department of Rehabilitation		X	
WtW403(a)(5) SSA Title V Social Security	DPSS			X
Senior Community Service Employment	RC Office On Aging			X
Carl Perkins-Voc and Applied Tech Ed Act	RCC,MSJC,COD			X
Trade Adjustment Assistance Act NAFTA	EDD	X		
Transitional Adjustment Assistance Title II Trade Act 1974	EDD	X		
LVER/DVOP (Vets Services	EDD	X		
Community Services Block Grant-Employment and Training Activities	No Funding in Riverside County			
HUD Employment and Training Activities	No Funding in Riverside County			
State Unemployment Programs	EDD	X		
Small Business (SB 293)				X

Attachment C
Additional Partner Assurances

Additional Partner Assurances shall only apply and be included for civil service partner agencies (i.e. state, federal, county).

- A. The Local Workforce Investment Board assures that when work-related issues arise at One-Stop Centers between State employees and operators or supervisors of other partners, the operator or other supervisor shall refer such issues to the State employee's civil service supervisor. The One-Stop Career Center operators and partners shall cooperate in the investigation of the following matters: discrimination under the California Fair Employment and Housing Act [Part 2.8 (commencing with Section 12900) of Division 3, of Title 2 of the Government Code], threats and/or violence concerning State employees, and State employee misconduct.

- B. The WDB and Partner certifies that its one-stop centers will recognize and comply with applicable labor agreements affecting represented employees (if applicable) located at the centers. The WDB assures that civil service employees who are located at the one-stop centers shall remain under the supervision of their employing department for the purposes of performance evaluations and other matters concerning civil service rights and responsibilities. Civil service employees performing services at one-stop centers shall retain existing civil service and collective bargaining protections on matters relating to employment, including but not limited to hiring, promotion, discipline and grievance procedures

Attachment D
Memorandum of Operation (MOO)
Service Integration Learning Lab

Background

The Workforce Development Centers of Riverside County began the process of integrating state and federally funded workforce services in 2003 through the implementation of Continuous Quality Improvement (CQI) processes. Parallel with the state's goals for service integration, the intent of this collaborative effort was and is to create an organizational culture where all levels of staff in both programs are constantly motivated to improve service delivery to our common customers in spite of the constraints of limited and dwindling funding sources. The CQI strategies currently operating throughout the WDCs of Riverside County have progressively moved EDD and EDA staff and management towards the development of cost-effective, quality, seamless services to our internal and external customers and will compliment the coordination efforts of full integration as outlined in SB 293.

This Memorandum of Operation provides the initial framework for the operation of the Learning Lab piloting service integration contemplated under Senate Bill 293. This service integration plan is the result of initial talks that began in late 2006 at the state level among representatives who shared in the vision for improving service delivery of Workforce Investment Act (WIA) and Wagner Peyser (WP) funded employment and training services. These discussions caught momentum upon discovery of a mutual motivation among state and local workforce development partners, both eager to eliminate service inefficiencies, improve customer outcomes and provide more efficient, effective client service. Based on these common interests, state leadership and local area leaders convened an initial meeting in February 2007 to engage a more formal process and a larger set of partners for exploring opportunities in service integration.

The Riverside County One-Stop system has been designated one of twelve "learning labs" in California in which the service integration model will be piloted. During the initial phase of integration, state and local workforce investment partners comprised of Workforce Investment Act (WIA), Wagner-Peyser (WP), Veterans Employment and Training Services (VETS), Migrant & Seasonal Farm Worker (MSFW) and Trade Adjustment Assistance (TAA) programs will work collaboratively to plan, design and implement a demand-driven, skill-based integrated service delivery model that will subsequently serve as a prototype for other LWIA's in California to use when integrating their services.

1. **Goals:** The overarching goal and priority for service integration within the WDCs of Riverside County is *system improvement across all service delivery and access points*. The Riverside County One-Stop system is structured to move towards its goal by identifying and implementing policies, strategies and operating models in the three key areas previously referenced: integrated customers, integrated services and integrated staffing. The service integration model for the Riverside County LWIA will:
 - Respond to 21st Century industry demand;
 - Ensure that services and training are in alignment with current local and regional labor market requirements;
 - Place the emphasis of service priority on worker skills; assist workers to gain the skills leading to self-sufficiency; and respond to employer demand;
 - Administer quality services with limited and declining funding through a more effective and efficient use of resources and a reduction of program duplication and requirements;
 - Increase service levels and quality; and
 - Redefine and improve performance.

The Partners have agreed to the nine Integration Pilot measures outlined in Attachment D from which they will monitor the effectiveness of the pilot's design. These pilot measures will be monitored on a monthly basis and discussed at the monthly Joint Leadership Team meeting. The monthly reports will be posted on the Center Intranet under "Data Library".

2. **Term:** The term of this MOO shall be from July 28, 2008 through June 30, 2009, however operations will continue in accordance with this MOO until such time as data is analyzed by the state and final policy is issued.
3. **Commitment:** The Partners agree that the job seeker service delivery method at the Riverside County Workforce Development Centers and the satellite offices will be delivered by one team comprised of an essentially equal distribution of approximately 4-8 staff of both partners. Team members will deliver services through the following set of mutually approved processes:
 - Welcome Process
 - Employment Service Process
 - Job Seeker Process
 - Returning Job Seeker Process
 - Skills Development Process

The Partners commit its leadership, staff and financial resources toward developing and refining the integration pilot and will fully and equally as possible provide these resources in the day to day operation of the Riverside County Workforce Development Centers toward this end. The Partners are committed to utilizing CQI principles in testing various strategies during the pilot phase. Partners will collaborate and utilize teams and established procedures to refine processes as the pilot progresses. Partners commit to attending and participating in regularly scheduled meetings to monitor the progress of the pilot.

4. **Mutual Assurances:** Each Partner assures that each staff of the other:
 - A Has been trained on the completion of the appropriate forms and the proper processing of those forms.
 - B Has been trained on the others programs sufficiently to deliver program services to the common customer.
 - C Has been cross trained on the others policies relative to the center's operations.
 - D Has been trained on the contents of the product box, where it is located and how to deliver it to the common customer.
 - E Has been trained on each of the service delivery processes and can deliver them to the common customer.
5. **Customer Service Team Leaders (CSTL)** representing supervisory roles from the Partners will have oversight or supervision of the functional teams for day-to-day operations within the One-Stop Career Centers (OSCC). The CSTL will develop a schedule for the functional team members that will ensure an adequate number of staff is present within the OSCCs to provide customer services. The Partners understand that each have internal human resource functions i.e., hiring and termination decisions, sign-offs on performance evaluations/appraisals, and sign-offs on timesheets that must continue to be managed within each partner organization's personnel guidelines, policies, and collective bargaining agreements however, input from the CSTL will have merit in influencing HR decisions. Each CSTL shall have an opportunity to share observations on each team member's job performance for the purpose of personnel appraisals/evaluations with the team member's direct supervisor. The hiring authority shall be solely responsible for securing the information and completing the team member's evaluation.

Before approval is granted or changes are implemented, decisions regarding the following must be discussed with the Customer Service Team Leaders:

- Changes to permanent work schedule, including lunches and breaks;
- Approval of bi-weekly attendance records;
- Pre-approval of vacations, sick leave and personal leave;
- Counseling and discipline;
- Performance evaluation;
- Travel and travel expense approval; and
- Approval for contract training and in-service courses.

The need for collaboration between Customer Service Team Leaders (CSTL) and State/Local Supervisors is apparent as separate organizations merge staff and resources to form one coordinated system of service delivery within the WDCs. In order to foster effective communication practices among integration partners

to facilitate efficient operation, state and local supervisory and/or management staff is responsible for coordinating with the CSTL to ensure that:

- Staffing plans and schedules of their respective staff provide adequate office coverage at all times, including vacation periods, time away for conferences, and holidays. The coverage plan should be set up to allow equal percentages of time off opportunities for both state and local staff.
- All staff is properly trained to assist in the customer flow process.
- All organizations understand and adhere to all local and state internal security policies and procedures.
- Staff presents a positive image of the One-Stop system to customers.
- Regular staff meetings are held and conducted by both the CSTL and hiring authority supervisor.
- Consistent communication with staff occurs to initiate feedback and ideas for serving customers.

6. **Hours of Operation:** Schedules of operation at all Workforce Development Centers of Riverside County and satellite offices shall continue the current format to ensure integrated services are available to customers during normal business hours.

7. **Cost Sharing:** Covered under WIA MOU Resource Sharing Agreement Attachment B

8. **Integration Pilot Measures:**

The pilot partner understands and agrees to follow the measures identified below in order to evaluate the success of the integrated pilot measures.

The pilot should measure the success of the delivery system in assisting individuals in gaining the academic, workplace, and occupational knowledge and skills required for educational advancement or continuing success in meeting the changing demands of the workplace.

Measure One

Measure	Indicator	Measurement Source	Standard
Increase in the number of customers who participate in at least one skill building activity	More customers participated in skill building activities after July 28, 2008 than before	JTA data Collection	20,000 customers participated in skills building activities over one year

The pilot should measure the success of the delivery system in ensuring that customers are highly satisfied with the delivery system which will demonstrate increased efficiencies and effectiveness.

Measure Two

Measure	Indicator	Measurement Source	Standard
Individual customers reported that they received the correct service based on their identified needs	Customers will rate the ability of the team to match them to the result they expected	Customer satisfaction Survey	Customers will rate the service <i>Agree</i> or <i>Strongly Agree</i> 100% of the time
Customers report that they received quality services	Customers will rate the quality of the services they received	Customer Satisfaction Survey	Customers will rate the service <i>Agree</i> or <i>Strongly Agree</i> 100% of the time
Wait time meets customer expectations	Customers will report actual wait times	Customer Satisfaction Survey	Customers report that wait times were less than 10 minutes 100% of the time

The pilot should measure the success of the delivery system by ensuring customers are satisfied with the amount of time they had to wait for services.

Measure Three

Measure	Indicator	Measurement Source	Standard
Number of individual customers reporting that the service received was of quality	Customers will rate the service(s) received as being of quality	Customer Satisfaction Survey	Customers rate quality and accuracy consistently at "agree" or "strongly agree" during the course of the pilot 100% of the time

The pilot should measure the success of the delivery system by ensuring customers are satisfied with the delivery system for the wait time.

Measure Four

Measure	Indicator	Measurement Source	Standard
Time waiting for staff assistance meets customer expectations	Customers will report wait time	Customer Satisfaction Survey	Customers consistently report that their wait time was less than 10 minutes during the course of the pilot 100% of the time

The pilot should measure the success of the delivery system by ensuring team members are satisfied with the work accomplished by the team.

Measure Five

Measure	Indicator	Measurement Source	Standard
Satisfactory level of reported team work within each of the customer focused teams	Team members will report level of team work as satisfactory against specified criteria such as: <ul style="list-style-type: none"> • Tools and equipment to get the job done • Partnerships and alliances are in place to provide services • Level of support provided by team members • Team members meet their commitments to each other and to the customers, etc. • Success of cross training efforts • Ease of data collection 	Online Survey of team members monthly	Team members report that the teams are working well (based on the criteria) and that they feel part of the team 100% of the time (rating on the survey in combination of agree and strongly agree).

The pilot should measure the success of the delivery system by comparing pre and post pilot performance standards.

Measure Six

Measure	Indicator	Measurement Source	Standard
Met performance standards during the pilot as compared to the period prior to the pilot	WIA performance measures	Quarterly data reports from the performance management system	Performance standards were equal to or greater than performance during the pilot period

The pilot should measure the success of the integrated data collection system by meeting the needs of both WIA and EDD.

Measure Seven

Measure	Indicator	Measurement Source	Standard
The integrated data collection system meets the needs of both WIA and EDD	WIA and EDD staff will report that data needs are met	Survey of appropriate administrative staff	Staff report data and analysis needs have been met

The pilot should measure the success of reducing employment time of the customer.

Measure Eight

Measure	Indicator	Measurement Source	Standard
The amount of time to get a job is reduced for the customer	Amount of time it takes from the time of enrollment to the time of placement	Data collected from JTA	From the point of being job ready (defined as being referred to the employment team) it takes no more than two weeks to place an individual in a job

The pilot should measure the success of meeting employer expectations by matching the right candidate to the right job.

Measure Nine

Measure	Indicator	Measurement Source	Standard
The right candidate is being referred for the right job	Employers will report that they found the right candidate through referrals from the Center	Follow-up survey to each employer within seven days	Employers report that there is a match 100% of the time

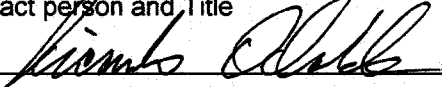
PARTNER SERVICES AND SIGNATURES: The individuals signing this MOU have the authority to commit the party they represent to the terms of this agreement, and do so by signing:

For the RIVERSIDE COUNTY WORKFORCE DEVELOPMENT BOARD:

1151 Spruce Street
Riverside, CA 92507

Ricardo Olalde, Workforce Development Board Chairman

Contact person and Title



Signature

10-21-2009

Date

(951) 955-3100 / (951) 955-3131

Telephone number / Facsimile number

rolalde@rivcoeda.org

E-mail address

ONE-STOP PARTNER INFORMATION:

Employment Development Department (EDD)

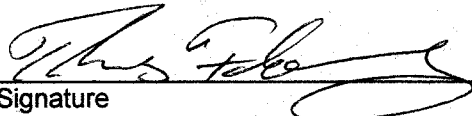
Partner Name

1151 Spruce St. Riverside, CA 92507

Address

Thomas Flournoy, Cluster Manager

Contact person and Title



Signature

10-14-2009

Date

951-955-2316

Telephone number / Facsimile number

thomas.flournoy@edd.ca.gov

E-mail address

WORKFORCE

DEVELOPMENT

center
of Riverside County

October 28, 2009

Thomas Flourney, Cluster Manager
Employment Development Department
Workforce Services
1151 Spruce Street
Riverside, CA 92507

Subject: County of Riverside Workforce Investment Board MOU

Dear Mr. Flourney:

Enclosed, please find one original Memorandum of Understanding pursuant to the Workforce Investment Act of 1998 (WIA) and Senate Bill (SB) 293. The Agreement is fully executed by the Workforce Investment Board Chairman, Ricardo Olalde.

If you have any questions, please call me at (951) 955-3079, or e-mail at hreeves@rivcoeda.org

Sincerely,



Holly Reeves
Planning Analyst

hr/ts
Enclosure

Providing business with their greatest resource...

MEMORANDUM OF UNDERSTANDING
between the
EMPLOYMENT DEVELOPMENT DEPARTMENT
and
ONE-STOP CAREER CENTERS

This Memorandum of Understanding (MOU) is a cooperative agreement between the Employment Development Department (EDD) and the One-Stop Career Centers designated to provide Reemployment and Eligibility Assessments (REA) for first time Unemployment Insurance (UI) claimants.

Through collaborative efforts, the EDD and One-Stop Career Center agree to provide the following service components to identify reemployment service needs:

- Orientation to help claimants access self-service core services offered by the One-Stop Career Center through the resource room or online, with particular emphasis on accessing available labor market and career information;
- Registration with CalJOBSSM (California's job bank);
- Referrals to appropriate services offered through the One-Stop Career Center; and
- Support in the development of the claimant's reemployment plan that must include either: work search activities, appropriate workshops, and/or approved training.

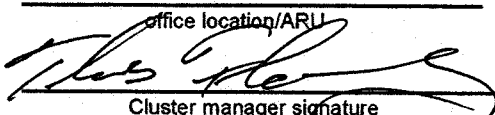
The activities identified in this MOU will begin in April 2010 and remain in effect through March 2011.

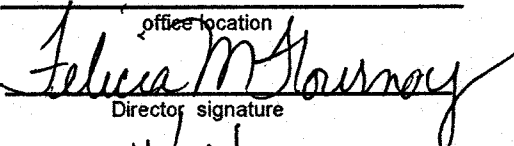
EDD

One-Stop Career Center

Riverside Cluster ARU 161

Riverside County Workforce Development

office location/ARU

Cluster manager signature
4-12-2010
date

office location

Director signature
4/12/10
date

MEMORANDUM OF UNDERSTANDING
between the
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and
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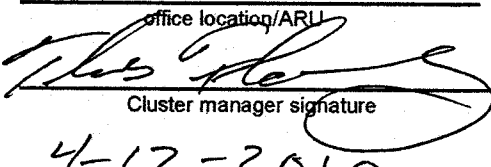
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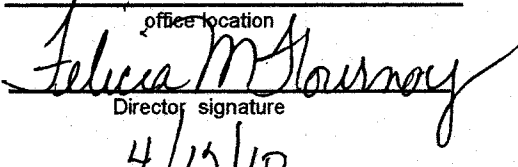
EDD

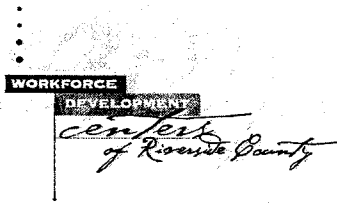
One-Stop Career Center

Riverside Cluster ARU 161

Riverside County Workforce Development

office location/ARU

Cluster manager signature
4-12-2010
date

office location

Director signature
4/12/10
date



**COUNTY OF RIVERSIDE
WORKFORCE DEVELOPMENT BOARD**

**MEMORANDUM OF UNDERSTANDING WITH PARTNERS
PURSUANT TO THE
WORKFORCE INVESTMENT ACT OF 1998 (WIA)
And Senate Bill (SB) 293**

**MEMORANDUM OF UNDERSTANDING
PURSUANT TO THE
WORKFORCE INVESTMENT ACT OF 1998 (WIA)**

PREAMBLE

This Memorandum of Understanding (MOU), made on the 1st day of July, 2009 is an operational agreement entered into by the Riverside County Workforce Development Board (WDB) and EDD (Partner) to create a partnership to provide comprehensive, integrated workforce development services to businesses and jobseekers in the Local Workforce Investment Area (LWIA) in accordance with WIA, its implementing regulations and California Senate Bill 293.

WITNESSETH:

WHEREAS, the United States Congress has established the Workforce Investment Act of 1998 (WIA) (Public Law 105-220), which was signed into law July 7, 1998; and

WHEREAS, HR 1385 became law on August 7, 1998, establishing WIA as the national workforce investment system, and

WHEREAS, with the issuance of an Executive Order on October 10, 1999, the Governor enacted WIA in California, and

WHEREAS, California State Employment Development Department Directives, WIAD06-17 dated March 20, 2007, and WIAD06-21 dated June 29, 2007 provided guidance on implementation of the requirements of SB 293 whereby state and federally funded workforce programs will be fully integrated within the one-stop delivery system to achieve universal access to services;

NOW THEREFORE, it is mutually agreed as follows:

- I. **PARTNERSHIP PARTICIPATION:** To facilitate exchange of information and seamless operation, partners are expected to maintain a high level of communication. The following methods of participation will be required:
 - A. Attendance at monthly Partner Meetings. A designee with appropriate authority is to be present to act on behalf of the partner.
 - B. All partner staff will abide by the policies and procedures of the Workforce Development Center (WDC) related to general safety and behavior in the workplace.
 - C. Partners will use standardized WDC forms.
 - D. Partners will develop and use a collaborative marketing strategy informing job seekers, businesses, and the community at large about the services available through the Workforce Development Center. The following resources, as available, will be utilized to enhance coordinated marketing efforts:
 - Web Site Development
 - Public Information and Education
 - Speaker's Bureau
 - Brochures and Flyers
 - Commercial Air Time
 - Media Coverage
 - Public Television and Radio

- II. **SITE SUPERVISION.** WDB and Partners recognize that a number of practices and philosophies related to individual partners vary as a result of its unique organizational structure. These differences must be considered when unifying staff and services within the one-stop. Factors that must be considered are:
 - Differing pay scales for similar positions

- Functions for similar classifications among agencies, which may differ
- Off-site supervisors vs. site-based supervisors at the one-stop
- Union vs. Non-Union employees in similar classifications on site
- Hours of operation, including possible evening and weekend hours
- Varied legal holiday schedules
- Sharing of space, equipment, information, and materials

WDB and Partners agree to prior and specific agreements arrangements for supervision, addressing at a minimum the above issues, and modifying said practices over time in accordance with new or changing business or agency needs and requirements. Any such agreements will be attached and made part of this agreement by such attachment.

- III. ONE-STOP PARTNERS:** The Workforce Investment Act (WIA) identifies mandatory One-Stop Partners as organizations that carry out programs or activities under programs authorized as defined under Section 121(b)(1)(A) of the Act and 20CFR Part 662.200, further in Section 121(b)(1)(B) of the Act, and 20CFR Part 662.210. Senate Bill (SB) 293 clarifies and adds small business development centers as required partners in those Local Workforce Investment Areas in which they exist. SB 293 further mandates that these state and federally funded workforce education, training, and employment programs be integrated in the one-stop delivery system to achieve universal access.
- IV. ONE-STOP SYSTEM OVERSIGHT:** The Workforce Development Board, with the agreement of the chief elected official is authorized to designate or certify one-stop operators and to terminate for cause the eligibility of such operators. The Economic Development Agency is the One-Stop Operator in Riverside County. Multiple processes are in place to insure that the workforce system in Riverside County is providing quality services and fiscal accountability. Each year the State of California monitors program performance and fiscal processes. Each year the County Auditor controller performs an internal audit of fiscal processes. Every two years an independent audit firm performs the required OMB A-133 audit of the EDA financial records. The Workforce Development Agency monitors 8 Critical Measures on a monthly basis that include customer satisfaction, community involvement, and business engagement. In addition, an annual ADA compliance audit is completed and an annual self-assessment is completed using criteria based upon the Malcolm Baldrige standards.
- V. TERM AND TERMINATION:** This MOU shall remain in effect until terminated by the repeal of the Workforce Investment Act of 1998 (WIA), by action of law, or in accordance with this section. Any party may withdraw from this MOU by giving written notice of intent to withdraw at least 180 calendar days in advance of the effective withdrawal date to the contact persons listed in section XXI. Partner Services and Signatures of this MOU.
- VI. MODIFICATION:** This MOU may be modified, revised or amended at any time by mutual written agreement of the WDB and Partners.
- VII. CROSS REFERRAL AGREEMENT:** For those Partners not co-located within the WDC, the WDB and Partners agree to receive referrals from and make referrals to the other Partners within the WDC system. A referral may be carried out with a written form, telephone call or email and will include the following elements:
- The customer will be given information about a Partner or other organization and its services, eligibility information, name, address, and hours of operation;
 - To the extent possible, and as requested, staff will assist the customer to make an appointment;
 - Staff will follow up with the customer or Partner organization to become aware of the results of the referral and utilize the services of the Partner in managing services with the customer.
 - To the extent possible, and as requested, staff will assist the customer by providing information and referral to supportive service assistance where available from Partner or other organization.
 - i. Cross-train their respective staff;
 - ii. Consider co-enrollment options and practices;
 - iii. Consider the effect of cross-referrals on mutual performance expectations;

- iv. Constantly improve the joint delivery of services to customers.
- v. If applicable, the (Resource Sharing Agreement Attachment A) shall describe the process for the immediate referral of individuals to training who have been unable to obtain or retain employment through provision of Core and Intensive Services.

VIII. ONE-STOP SYSTEM DESCRIPTION: The vision of the County of Riverside WDC One-Stop is built upon four guiding principles, which are the essence of the One-Stop delivery system. These principles should be the goals of all One-Stop delivery systems, and be reflected in the planning and implementation of operations. They are the guiding principles in the development of MOUs, and cannot be accomplished without partnerships based on trust, cooperation and collaboration. The four principles that guide the One-Stop delivery system are:

- **Integrated:** offers as many employment, training and education services as possible for employers and individuals seeking jobs or wishing to enhance their skills.
- **Comprehensive:** a large array of useful information with wide and easy access to needed services.
- **Customer Focused:** the ability to support informed choice by providing a means for customers to judge the quality of these services.
- **Performance Based:** where clear outcomes to be achieved and methods for measuring the agreed-upon outcomes, including customer satisfaction, are identified.

IX. FUNDING FOR OPERATION OF THE SYSTEM: The One-Stop Operator(s) is/are responsible for costs associated with operation of the One-Stop WDC. The Resource Sharing Agreement (RSA) is included as Attachment A and outlines the partner's services provision and the anticipated revenue share. Annual reconciliation shall take place upon each anniversary of the MOU execution. Resource Sharing: The partners agree to share resources in accordance with the attached Resource Sharing Agreement. It is expressly understood that this MOU does not constitute a financial commitment, but rather an intent to commit specific resources in the future as the partners' allocations and budgets are known and the one-stop system evolves. The one stop system is a work in progress, and its costs and the partners' resource contributions will not remain static from month to month or from year to year. These funds may be generated by methods such as, but not limited to:

- Management Fees
- Lease Fees
- Separate Financial Agreements
- Separate Funding Opportunities

X. DISPUTES: The partners shall first attempt to resolve all disputes informally. Any party may call a meeting of all partners to discuss and resolve disputes. Should informal resolution efforts fail, the dispute shall be referred to the Chair of the Riverside County Workforce Development Board who shall place the dispute upon the agenda of a regular or special meeting of the WIB's Executive Committee. The Executive Committee shall attempt to mediate and resolve the dispute.

XI. ASSURANCES:

- A. WDB and Partners agree to comply with the Americans With Disabilities Act (ADA) of 1990 (42 U.S.C. Section 12101 et seq.), Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. Section 794), and California Government Code Section 11135 et seq., as well as the regulations which implement these statutes, which prohibit discrimination on the basis of disability.
- B. WDB and Partners agree that all goods and services pursuant to this agreement shall be available to all persons regardless of age, sex, race, political affiliation, religion, ethnic background, marital status, or condition of physical or mental handicap.
- C. WDB and Partners agree that they will not discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin.

- D. WDB and Partners agree to honor confidentiality. Exchanged information shall remain private and confidential in accordance with the most restrictive confidentiality requirements of any of the partners collecting, receiving or sharing information. As a condition of providing services at the Workforce Development Center, the partners shall adhere to the following:
- All client information will be treated with the strictest degree of confidentiality during and after involvement with the WDC.
 - Each partner shall keep all information that is exchanged between them in the strictest confidence and make such information available to their own employees on a "need-to-know" basis only.
 - Each partner shall (where it is appropriate) store and process information in electronic format, in such a way that unauthorized persons cannot reasonably retrieve the information.
 - This information will only be used in working with programs at WDC.
- E. The WDB and Partner assures that it has established, in accordance with section 184 of the WIA, fiscal control and fund accounting procedures necessary to ensure the proper disbursement of, and accounting for, funds provided to the local board through the allotments made under sections 127 and 132. [WIA, Section 112(b)(11)]
- F. The WDB and Partner assures that it has implemented the uniform administrative requirements referred to in WIA, Section 184 (a) (3).
- G. The WDB and Partner assures that no funds received under WIA will be used to assist, promote, or deter union organizing [WIA, Section 181(b)(7)]
- H. The WDB and Partner assure that it will collect and maintain data necessary to show compliance with the nondiscrimination provisions of WIA, Section 188.
- I. The WDB and Partner will comply with future State Workforce Investment Board policies and guidelines, legislative mandates, or other provisions as may be required under federal law or policy, including the Workforce Investment Act of 1998 or state legislation.

XII. ATTACHMENTS: The following attachments are included in this MOU.

- A. Resource Sharing Agreement
- B. Mandatory One-Stop Program Partner Grid
- C. Additional Partner Assurances
- D. Memorandum of Operations (MOO) (The MOO only applies to fully integrated partners).

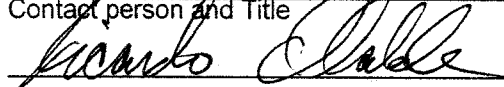
XIII. PARTNER SERVICES AND SIGNATURES: The individuals signing this MOU have the authority to commit the party they represent to the terms of this agreement, and do so by signing:

For the RIVERSIDE COUNTY WORKFORCE DEVELOPMENT BOARD:

1151 Spruce Street
Riverside, CA 92507

Ricardo Olalde, Workforce Development Board Chairman

Contact person and Title


Signature

10-21-2009

Date

(951) 955-3100 / (951) 955-3131

Telephone number / Facsimile number

rolalde@rivcoeda.org

E-mail address

ONE-STOP PARTNER INFORMATION:

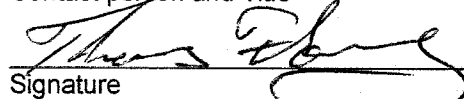
Employment Development Department, Workforce Se
Partner Name

1151 Spruce St. Riverside, CA 92507

Address

Thomas Flournoy, Cluster Manager

Contact person and Title


Signature

10-14-2009

Date

951/955-2316 / 951-955-2220

Telephone number / Facsimile number

thomas.flournoy@edd.c

E-mail address

Attachment A

RIVERSIDE COUNTY WORKFORCE INVESTMENT AREA
RESOURCE SHARING AGREEMENT (RSA)

The Employment Development Department (EDD) agrees to contribute to the
(Insert WDC partner name and acronym)
delivery of the following core services in the local one-stop system:

The above named partner shall provide the following services as appropriate (please check):

- WIA Title I Eligibility Determination
- Outreach, Intake (worker profiling), and Orientation
- Initial Assessment
- Job Search
- Placement Assistance
- Career Counseling
- Job Listings
- Skills Needed
- Occupational Demand
- Marketing
- Recruitment
- Employer Services
- Job Development
- Employer Advisory Councils
- Employer Outreach Coordination
- Information on Eligible Training Providers
- Performance Outcomes
- Filing Claims for Unemployment Insurance
- Supportive Services
- Help in establishing eligibility for Welfare-to-Work (WtW) and Financial Aid
- Follow-up services for at least 12 months
- Occupational Skills Training;
- On-the-Job Training;
- Workplace Training combined with related instruction;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Job Readiness training;
- Adult Education and literacy activities; and
- Customized training.

A. The above named partner shall provide the following services as appropriate (please check):

1. Access to intensive and training services (including serving as the point of access to individual training accounts).
 - Occupational Skills Training;
 - On-the-Job Training;
 - Workplace Training combined with related instruction;
 - Training programs operated by the private sector;
 - Skill upgrading and retraining;

- Entrepreneurial training;
- Job Readiness training;
- Adult Education and literacy activities; and
- Customized training.

2. Access to One-Stop partner programs and activities. Briefly describe.

Partners currently trained and have access to CALJOBS, ECMS, and PASS

3. Access to Wagner-Peyser services including:

- Job search
- Placement
- Recruitment
- Other labor exchange services

4. The Partner MAY also provide the following services:

- Access to customized screening and referral of qualified participants in training services to employment.
- Customized employment-related services to employers on a fee-for-service basis.
- Supportive services.
- Needs related payments.

6. Cost of above services funded by:

All core services, except Worker Profiling, Wagner-Peyser Funds (205) (discretionary + non-discretionary funds) Unemployment Insurance Funds (210) Worker Profiling

B. The partner named above shall deliver the core services checked as appropriate, plus any intensive services, training, supportive services or other services listed and described below.

C. The partner named above expects to derive benefits from the one stop system as described below.

The partners agree that the contributions and benefits set out in this Resource Sharing Agreement are in proportion to each other. To the extent that the resources contributed or benefits derived become disproportionate, the partners agree to revisit and revise this Resource Sharing Agreement as necessary.

This Agreement does not create a partnership as defined and governed by the Uniform Partnership Act, Corporations Code Section 15000 et seq. The terms "partner" and "partnership" in this Agreement are used generically and are not intended to create or describe the legal relationship between the parties to this Agreement.

The partners agree that the contributions and benefits set out in this Resource Sharing Agreement are in proportion to each other. To the extent that the resources contributed or benefits derived become disproportionate, the partners agree to revisit and revise this Resource Sharing Agreement as necessary.

D. IDENTIFICATION OF SHARED COSTS

The costs identified as shared are reflected below. The costs consist of operational expenses of the Riverside County One Stop System that are incurred by partners in the provision of integrated customer services within the Workforce Development Centers. The following are considered pooled or shared costs attributable to the operations of the centers:

- **Salaries and Benefits:** Costs contributed toward staff salaries and benefits.

Budgeted Costs	Expected Contribution

- **Universal Access Services Space:** The space utilized by more than one partner in the delivery of integrated services to common customers. Costs are comprised of; reception, Career Resource Area, Skills Lab, Business Resources, staff meeting areas, break areas, customer service areas, storage areas, staff work areas, and restrooms. Rates paid for these areas also include utilities (gas and electric), security, janitorial and Day porter.

Budgeted Costs	Expected Contribution

- **Telecommunication Services:** Telephone, data lines, Information Technology, and internet access services.

Budgeted Costs	Expected Contribution

- **Universal Access Costs:** Costs of providing information in the Career Resource Areas of the WDCs, information on available employer services and on available training providers, marketing materials, subscriptions and labor market information.

Budgeted Costs	Expected Contribution

- **Supplies and Equipment:** Costs of computers, fax machines, copiers, printers, and toner, equipment maintenance, and paper.

Budgeted Costs	Expected Contribution

E. RESOURCE SHARING PLAN

Each Partner organization hereby agrees to provide the resources necessary to fund their proportionate share of the shared costs as contained in the Cost Allocation spreadsheet. In no event, except as may be provided in a subsequent agreement, shall any partner be obligated to reimburse any expenses incurred by another partner under this plan. The Partners agree to provide additional resources as required to fulfill their proportionate share of. Partners are not required to pay costs equal to amounts under each category so long as the total amount of proportionate share is satisfied. Costs will be reviewed annually to determine if modifications to the resource sharing plan are necessary.

F. MODIFICATION AND RECONCILIATION PROCESS

This RSA may be modified, revised or amended at any time by mutual written agreement of the Partners.

EDN staff will maintain information from each Partner related to
(insert partner name)

the resources provided. This information will be submitted at least annually by each partner organization that provided resources during the previous year. Reconciliation of budget to actual expenditures will occur at least annually.

Cost Allocation Detail Sheet
State Fiscal Year 2009-10

Field Office: Riverside Workforce Development Center (WDC)

STAFFING REQUIREMENTS:

Class Title	Class Code	Annual Salary	PYs	Personnel Services Costs
Employment Program Mgr. III	9198	\$ 66,480	1.0	\$ 66,480
Employment Program Mgr. II	9197	\$ 59,964	0.0	\$ -
Employment Program Mgr. I	9189	\$ 53,688	1.0	\$ 53,688
Employment Development Spec. II	9216	\$ 52,368	0.0	\$ -
Employment Development Spec. I	9204	\$ 51,204	0.0	\$ -
Job Agent	9155	\$ 49,668	0.0	\$ -
Employment Program Sup. I	9190	\$ 46,512	0.0	\$ -
Business Services Officer I	4720	\$ 46,200	0.0	\$ -
Employment Program Rep.	9194	\$ 42,288	17.0	\$ 718,896
Employment Program Tech	9231	\$ 32,700	0.0	\$ -
Office Technician (Typing)	1139	\$ 33,084	0.0	\$ -
Office Assistant	1379	\$ 30,120	0.0	\$ -
Custodian	2011	\$ 26,844	0.0	\$ -
Student Assistant	4870	\$ 9,612	1.0	\$ 9,612
Youth Aide	9991	\$ 6,745	0.0	\$ -
Bilingual Pay		\$ 1,200	7.0	\$ 8,400
Sub-Total				\$ 857,076 (B)

WS Branch CO and Management (12.38% of (B))

Includes: Dep Dir, Div Chief, EDA, WSDCO direct charge staff	\$ 10,611
Sub-Total	\$ 867,687 (C)

Personnel Benefits (Federal Rate 46.99% of (C))

\$ 407,726

Administrative Staff and Technical (AS&T) ((A) multiplied by \$8,839 per PY)

\$ 238,653

Total Personnel Services and Benefits		\$ 1,514,066
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Operating Expenses & Equipment (OE&E)

Allocated OE&E (\$13,301 x (A)) \$ 359,127

Includes: utilities, postage, consultant contracts, printing and binding, DP and non DP equipment purchase and maintenance, software purchase and maintenance, pro rata, and SWCAP

Direct OE&E per position (\$1,127 x (A)) \$ 30,429

Includes: supplies, training, and travel

Cost Center Specific OE&E

Rent/Leases	(mo. cost per sq. foot)	\$ 1.25	(# of sq. feet)	5,993.00	\$ 89,895
Telephones	(mo. cost per line)	\$ 45.04	(# of lines)	28	\$ 15,133
HHSDC/CalJOBS SM	(cost per computer)	\$ 408.00	(# of computers)	19	\$ 93,024

Total OE&E		\$ 587,608
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COST ALLOCATION TOTAL		\$ 2,101,674
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* In order to reflect the Governor's mandated furlough program, annual salary costs have been reduced by 13.86% for State Fiscal Year (SFY) 2009-10, therefore personnel services costs will reflect a savings in SFY 2009-10. According to the Governor's Executive Order S-13-09, the mandated furlough program will end effective June 30, 2010. As a result annual salary costs in SFY 2010-11 will be restored to pre-furlough levels.

Cost Allocation Detail Sheet
State Fiscal Year 2009-10

Field Office: Hemet Workforce Development Center (WDC)

STAFFING REQUIREMENTS:

<u>Class Title</u>	<u>Class Code</u>	<u>Annual Salary</u>	<u>PYs</u>	<u>Personnel Services Costs</u>
Employment Program Mgr. III	9198	\$ 66,480	0.0	\$ -
Employment Program Mgr. II	9197	\$ 59,964	0.0	\$ -
Employment Program Mgr. I	9189	\$ 53,688	1.0	\$ 53,688
Employment Development Spec. II	9216	\$ 52,368	0.0	\$ -
Employment Development Spec. I	9204	\$ 51,204	0.0	\$ -
Job Agent	9155	\$ 49,668	0.0	\$ -
Employment Program Sup. I	9190	\$ 46,512	0.0	\$ -
Business Services Officer I	4720	\$ 46,200	0.0	\$ -
Employment Program Rep.	9194	\$ 42,288	8.0	\$ 338,304
Employment Program Tech	9231	\$ 32,700	0.0	\$ -
Office Technician (Typing)	1139	\$ 33,084	0.0	\$ -
Office Assistant	1379	\$ 30,120	0.0	\$ -
Custodian	2011	\$ 26,844	0.0	\$ -
Student Assistant	4870	\$ 9,612	0.0	\$ -
Youth Aide	9991	\$ 6,745	0.0	\$ -
Bilingual Pay		\$ 1,200	4.0	\$ 4,800
Sub-Total				\$ 396,792 (B)

WS Branch CO and Management (12.38% of (B))

Includes: Dep Dir, Div Chief, EDA, WSDCO direct charge staff \$ 4,912

Sub-Total \$ 401,704 (C)

Personnel Benefits (Federal Rate 46.99% of (C))

\$ 188,761

Administrative Staff and Technical (AS&T) ((A) multiplied by \$8,839 per PY)

\$ 114,907

Total Personnel Services and Benefits \$ 705,372

Operating Expenses & Equipment (OE&E)

Allocated OE&E (\$13,301 x (A)) \$ 172,913

Includes: utilities, postage, consultant contracts, printing and binding, DP and non DP equipment purchase and maintenance, software purchase and maintenance, pro rata, and SWCAP

Direct OE&E per position (\$1,127 x (A))

\$ 14,651

Includes: supplies, training, and travel

Cost Center Specific OE&E

Rent/Leases	(mo. cost per sq. foot)	\$ 1.33	(# of sq. feet)	5,711.00	\$ 91,148
Telephones	(mo. cost per line)	\$ 21.00	(# of lines)	16	\$ 4,032
HHSDC/CalJOBS SM	(cost per computer)	\$ 408.00	(# of computers)	8	\$ 39,168

Total OE&E \$ 321,912

COST ALLOCATION TOTAL \$ 1,027,284

* In order to reflect the Governor's mandated furlough program, annual salary costs have been reduced by 13.86% for State Fiscal Year (SFY) 2009-10, therefore personnel services costs will reflect a savings in SFY 2009-10. According to the Governor's Executive Order S-13-09, the mandated furlough program will end effective June 30, 2010. As a result annual salary costs in SFY 2010-11 will be restored to pre-furlough levels.

Cost Allocation Detail Sheet
State Fiscal Year 2009-10

Field Office: Indio Workforce Development Center (WDC)

STAFFING REQUIREMENTS:

<u>Class Title</u>	<u>Class Code</u>	<u>Annual Salary</u>	<u>PYs</u>	<u>Personnel Services Costs</u>
Employment Program Mgr. III	9198	\$ 66,480	0.0	\$ -
Employment Program Mgr. II	9197	\$ 59,964	1.0	\$ 59,964
Employment Program Mgr. I	9189	\$ 53,688	1.0	\$ 53,688
Employment Development Spec. II	9216	\$ 52,368	0.0	\$ -
Employment Development Spec. I	9204	\$ 51,204	0.0	\$ -
Job Agent	9155	\$ 49,668	0.0	\$ -
Employment Program Sup. I	9190	\$ 46,512	0.0	\$ -
Business Services Officer I	4720	\$ 46,200	0.0	\$ -
Employment Program Rep.	9194	\$ 42,288	13.0	\$ 549,744
Employment Program Tech	9231	\$ 32,700	0.0	\$ -
Office Technician (Typing)	1139	\$ 33,084	0.0	\$ -
Office Assistant	1379	\$ 30,120	0.0	\$ -
Custodian	2011	\$ 26,844	0.0	\$ -
Student Assistant	4870	\$ 9,612	1.0	\$ 9,612
Youth Aide	9991	\$ 6,745	0.0	\$ -
Bilingual Pay		\$ 1,200	7.0	\$ 8,400
Sub-Total				\$ 681,408 (B)

WS Branch CO and Management (12.38% of (B))

Includes: Dep Dir, Div Chief, EDA, WSDCO direct charge staff \$ 8,436

Sub-Total \$ 689,844 (C)

Personnel Benefits (Federal Rate 46.99% of (C))

\$ 324,158

Administrative Staff and Technical (AS&T) ((A) multiplied by \$8,839 per PY)

\$ 203,297

Total Personnel Services and Benefits \$ 1,217,298

Operating Expenses & Equipment (OE&E)

Allocated OE&E (\$13,301 x (A)) \$ 305,923

Includes: utilities, postage, consultant contracts, printing and binding, DP and non DP equipment purchase and maintenance, software purchase and maintenance, pro rata, and SWCAP

Direct OE&E per position (\$1,127 x (A)) \$ 25,921

Includes: supplies, training, and travel

Cost Center Specific OE&E

Rent/Leases	(mo. cost per sq. foot)	\$ 2.45	(# of sq. feet)	7,215.00	\$ 212,121
Telephones	(mo. cost per line)	\$ 32.60	(# of lines)	33	\$ 12,910
HHSDC/CalJOBS SM	(cost per computer)	\$ 408.00	(# of computers)	15	\$ 73,440

Total OE&E \$ 630,315

COST ALLOCATION TOTAL \$ 1,847,613

* In order to reflect the Governor's mandated furlough program, annual salary costs have been reduced by 13.86% for State Fiscal Year (SFY) 2009-10, therefore personnel services costs will reflect a savings in SFY 2009-10. According to the Governor's Executive Order S-13-09, the mandated furlough program will end effective June 30, 2010. As a result annual salary costs in SFY 2010-11 will be restored to pre-furlough levels.

Attachment B

Mandatory One-Stop Programs and Partners

REQUIRED PROGRAM	PARTNER	On-site Full time	On-site Part time	Services By Referral
Formula Adult	Riverside County	X		
Formula DW	Riverside County	X		
Youth	Riverside County	Provided at Youth Opportunity Centers		
Job Corps	Cornerstone		X	
Native American	NICOA			X
Migrant & Seasonal Farm Workers	EDD	X		
Veterans Program	EDD	X		
Wagner Peyser	EDD	X		
Adult Education and Literacy	DUSD,RUSD	X (R)	X(I)	
Rehabilitation Act Parts A and B	Department of Rehabilitation		X	
WtW403(a)(5) SSA Title V Social Security	DPSS			X
Senior Community Service Employment	RC Office On Aging			X
Carl Perkins-Voc and Applied Tech Ed Act	RCC,MSJC,COD			X
Trade Adjustment Assistance Act NAFTA	EDD	X		
Transitional Adjustment Assistance Title II Trade Act 1974	EDD	X		
LVER/DVOP (Vets Services	EDD	X		
Community Services Block Grant-Employment and Training Activities	No Funding in Riverside County			
HUD Employment and Training Activities	No Funding in Riverside County			
State Unemployment Programs	EDD	X		
Small Business (SB 293)				X

Attachment C
Additional Partner Assurances

Additional Partner Assurances shall only apply and be included for civil service partner agencies (i.e. state, federal, county).

- A. The Local Workforce Investment Board assures that when work-related issues arise at One-Stop Centers between State employees and operators or supervisors of other partners, the operator or other supervisor shall refer such issues to the State employee's civil service supervisor. The One-Stop Career Center operators and partners shall cooperate in the investigation of the following matters: discrimination under the California Fair Employment and Housing Act [Part 2.8 (commencing with Section 12900) of Division 3, of Title 2 of the Government Code], threats and/or violence concerning State employees, and State employee misconduct.

- B. The WDB and Partner certifies that its one-stop centers will recognize and comply with applicable labor agreements affecting represented employees (if applicable) located at the centers. The WDB assures that civil service employees who are located at the one-stop centers shall remain under the supervision of their employing department for the purposes of performance evaluations and other matters concerning civil service rights and responsibilities. Civil service employees performing services at one-stop centers shall retain existing civil service and collective bargaining protections on matters relating to employment, including but not limited to hiring, promotion, discipline and grievance procedures

Attachment D
Memorandum of Operation (MOO)
Service Integration Learning Lab

Background

The Workforce Development Centers of Riverside County began the process of integrating state and federally funded workforce services in 2003 through the implementation of Continuous Quality Improvement (CQI) processes. Parallel with the state's goals for service integration, the intent of this collaborative effort was and is to create an organizational culture where all levels of staff in both programs are constantly motivated to improve service delivery to our common customers in spite of the constraints of limited and dwindling funding sources. The CQI strategies currently operating throughout the WDCs of Riverside County have progressively moved EDD and EDA staff and management towards the development of cost-effective, quality, seamless services to our internal and external customers and will compliment the coordination efforts of full integration as outlined in SB 293.

This Memorandum of Operation provides the initial framework for the operation of the Learning Lab piloting service integration contemplated under Senate Bill 293. This service integration plan is the result of initial talks that began in late 2006 at the state level among representatives who shared in the vision for improving service delivery of Workforce Investment Act (WIA) and Wagner Peyser (WP) funded employment and training services. These discussions caught momentum upon discovery of a mutual motivation among state and local workforce development partners, both eager to eliminate service inefficiencies, improve customer outcomes and provide more efficient, effective client service. Based on these common interests, state leadership and local area leaders convened an initial meeting in February 2007 to engage a more formal process and a larger set of partners for exploring opportunities in service integration.

The Riverside County One-Stop system has been designated one of twelve "learning labs" in California in which the service integration model will be piloted. During the initial phase of integration, state and local workforce investment partners comprised of Workforce Investment Act (WIA), Wagner-Peyser (WP), Veterans Employment and Training Services (VETS), Migrant & Seasonal Farm Worker (MSFW) and Trade Adjustment Assistance (TAA) programs will work collaboratively to plan, design and implement a demand-driven, skill-based integrated service delivery model that will subsequently serve as a prototype for other LWIA's in California to use when integrating their services.

1. **Goals:** The overarching goal and priority for service integration within the WDCs of Riverside County is *system improvement across all service delivery and access points*. The Riverside County One-Stop system is structured to move towards its goal by identifying and implementing policies, strategies and operating models in the three key areas previously referenced: integrated customers, integrated services and integrated staffing. The service integration model for the Riverside County LWIA will:
 - Respond to 21st Century industry demand;
 - Ensure that services and training are in alignment with current local and regional labor market requirements;
 - Place the emphasis of service priority on worker skills; assist workers to gain the skills leading to self-sufficiency; and respond to employer demand;
 - Administer quality services with limited and declining funding through a more effective and efficient use of resources and a reduction of program duplication and requirements;
 - Increase service levels and quality; and
 - Redefine and improve performance.

The Partners have agreed to the nine Integration Pilot measures outlined in Attachment D from which they will monitor the effectiveness of the pilot's design. These pilot measures will be monitored on a monthly basis and discussed at the monthly Joint Leadership Team meeting. The monthly reports will be posted on the Center Intranet under "Data Library".

2. **Term:** The term of this MOO shall be from July 28, 2008 through June 30, 2009, however operations will continue in accordance with this MOO until such time as data is analyzed by the state and final policy is issued.
3. **Commitment:** The Partners agree that the job seeker service delivery method at the Riverside County Workforce Development Centers and the satellite offices will be delivered by one team comprised of an essentially equal distribution of approximately 4-8 staff of both partners. Team members will deliver services through the following set of mutually approved processes:
 - o Welcome Process
 - o Employment Service Process
 - o Job Seeker Process
 - o Returning Job Seeker Process
 - o Skills Development Process

The Partners commit its leadership, staff and financial resources toward developing and refining the integration pilot and will fully and equally as possible provide these resources in the day to day operation of the Riverside County Workforce Development Centers toward this end. The Partners are committed to utilizing CQI principles in testing various strategies during the pilot phase. Partners will collaborate and utilize teams and established procedures to refine processes as the pilot progresses. Partners commit to attending and participating in regularly scheduled meetings to monitor the progress of the pilot.

4. **Mutual Assurances:** Each Partner assures that each staff of the other:
 - A Has been trained on the completion of the appropriate forms and the proper processing of those forms.
 - B Has been trained on the others programs sufficiently to deliver program services to the common customer.
 - C Has been cross trained on the others policies relative to the center's operations.
 - D Has been trained on the contents of the product box, where it is located and how to deliver it to the common customer.
 - E Has been trained on each of the service delivery processes and can deliver them to the common customer.
5. **Customer Service Team Leaders (CSTL)** representing supervisory roles from the Partners will have oversight or supervision of the functional teams for day-to-day operations within the One-Stop Career Centers (OSCC). The CSTL will develop a schedule for the functional team members that will ensure an adequate number of staff is present within the OSCCs to provide customer services. The Partners understand that each have internal human resource functions i.e., hiring and termination decisions, sign-offs on performance evaluations/appraisals, and sign-offs on timesheets that must continue to be managed within each partner organization's personnel guidelines, policies, and collective bargaining agreements however, input from the CSTL will have merit in influencing HR decisions. Each CSTL shall have an opportunity to share observations on each team member's job performance for the purpose of personnel appraisals/evaluations with the team member's direct supervisor. The hiring authority shall be solely responsible for securing the information and completing the team member's evaluation.

Before approval is granted or changes are implemented, decisions regarding the following must be discussed with the Customer Service Team Leaders:

- Changes to permanent work schedule, including lunches and breaks;
- Approval of bi-weekly attendance records;
- Pre-approval of vacations, sick leave and personal leave;
- Counseling and discipline;
- Performance evaluation;
- Travel and travel expense approval; and
- Approval for contract training and in-service courses.

The need for collaboration between Customer Service Team Leaders (CSTL) and State/Local Supervisors is apparent as separate organizations merge staff and resources to form one coordinated system of service delivery within the WDCs. In order to foster effective communication practices among integration partners

to facilitate efficient operation, state and local supervisory and/or management staff is responsible for coordinating with the CSTL to ensure that:

- Staffing plans and schedules of their respective staff provide adequate office coverage at all times, including vacation periods, time away for conferences, and holidays. The coverage plan should be set up to allow equal percentages of time off opportunities for both state and local staff.
- All staff is properly trained to assist in the customer flow process.
- All organizations understand and adhere to all local and state internal security policies and procedures.
- Staff presents a positive image of the One-Stop system to customers.
- Regular staff meetings are held and conducted by both the CSTL and hiring authority supervisor.
- Consistent communication with staff occurs to initiate feedback and ideas for serving customers.

6. **Hours of Operation:** Schedules of operation at all Workforce Development Centers of Riverside County and satellite offices shall continue the current format to ensure integrated services are available to customers during normal business hours.

7. **Cost Sharing:** Covered under WIA MOU Resource Sharing Agreement Attachment B

8. **Integration Pilot Measures:**

The pilot partner understands and agrees to follow the measures identified below in order to evaluate the success of the integrated pilot measures.

The pilot should measure the success of the delivery system in assisting individuals in gaining the academic, workplace, and occupational knowledge and skills required for educational advancement or continuing success in meeting the changing demands of the workplace.

Measure One

Measure	Indicator	Measurement Source	Standard
Increase in the number of customers who participate in at least one skill building activity	More customers participated in skill building activities after July 28, 2008 than before	JTA data Collection	20,000 customers participated in skills building activities over one year

The pilot should measure the success of the delivery system in ensuring that customers are highly satisfied with the delivery system which will demonstrate increased efficiencies and effectiveness.

Measure Two

Measure	Indicator	Measurement Source	Standard
Individual customers reported that they received the correct service based on their identified needs	Customers will rate the ability of the team to match them to the result they expected	Customer satisfaction Survey	Customers will rate the service <i>Agree</i> or <i>Strongly Agree</i> 100% of the time
Customers report that they received quality services	Customers will rate the quality of the services they received	Customer Satisfaction Survey	Customers will rate the service <i>Agree</i> or <i>Strongly Agree</i> 100% of the time
Wait time meets customer expectations	Customers will report actual wait times	Customer Satisfaction Survey	Customers report that wait times were less than 10 minutes 100% of the time

The pilot should measure the success of the delivery system by ensuring customers are satisfied with the amount of time they had to wait for services.

Measure Three

Measure	Indicator	Measurement Source	Standard
Number of individual customers reporting that the service received was of quality	Customers will rate the service(s) received as being of quality	Customer Satisfaction Survey	Customers rate quality and accuracy consistently at "agree" or "strongly agree" during the course of the pilot 100% of the time

The pilot should measure the success of the delivery system by ensuring customers are satisfied with the delivery system for the wait time.

Measure Four

Measure	Indicator	Measurement Source	Standard
Time waiting for staff assistance meets customer expectations	Customers will report wait time	Customer Satisfaction Survey	Customers consistently report that their wait time was less than 10 minutes during the course of the pilot 100% of the time

The pilot should measure the success of the delivery system by ensuring team members are satisfied with the work accomplished by the team.

Measure Five

Measure	Indicator	Measurement Source	Standard
Satisfactory level of reported team work within each of the customer focused teams	Team members will report level of team work as satisfactory against specified criteria such as: <ul style="list-style-type: none"> • Tools and equipment to get the job done • Partnerships and alliances are in place to provide services • Level of support provided by team members • Team members meet their commitments to each other and to the customers, etc. • Success of cross training efforts • Ease of data collection 	Online Survey of team members monthly	Team members report that the teams are working well (based on the criteria) and that they feel part of the team 100% of the time (rating on the survey in combination of agree and strongly agree).

The pilot should measure the success of the delivery system by comparing pre and post pilot performance standards.

Measure Six

Measure	Indicator	Measurement Source	Standard
Met performance standards during the pilot as compared to the period prior to the pilot	WIA performance measures	Quarterly data reports from the performance management system	Performance standards were equal to or greater than performance during the pilot period

The pilot should measure the success of the integrated data collection system by meeting the needs of both WIA and EDD.

Measure Seven

Measure	Indicator	Measurement Source	Standard
The integrated data collection system meets the needs of both WIA and EDD	WIA and EDD staff will report that data needs are met	Survey of appropriate administrative staff	Staff report data and analysis needs have been met

The pilot should measure the success of reducing employment time of the customer.

Measure Eight

Measure	Indicator	Measurement Source	Standard
The amount of time to get a job is reduced for the customer	Amount of time it takes from the time of enrollment to the time of placement	Data collected from JTA	From the point of being job ready (defined as being referred to the employment team) it takes no more than two weeks to place an individual in a job

The pilot should measure the success of meeting employer expectations by matching the right candidate to the right job.

Measure Nine

Measure	Indicator	Measurement Source	Standard
The right candidate is being referred for the right job	Employers will report that they found the right candidate through referrals from the Center	Follow-up survey to each employer within seven days	Employers report that there is a match 100% of the time

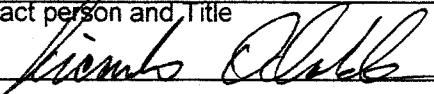
PARTNER SERVICES AND SIGNATURES: The individuals signing this MOU have the authority to commit the party they represent to the terms of this agreement, and do so by signing:

For the RIVERSIDE COUNTY WORKFORCE DEVELOPMENT BOARD:

1151 Spruce Street
Riverside, CA 92507

Ricardo Olalde, Workforce Development Board Chairman

Contact person and Title



Signature

10-21-2009

Date

(951) 955-3100 / (951) 955-3131

Telephone number / Facsimile number

rolalde@rivcoeda.org

E-mail address

ONE-STOP PARTNER INFORMATION:

Employment Development Department (EDD)

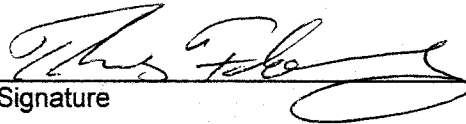
Partner Name

1151 Spruce St. Riverside, CA 92507

Address

Thomas Flournoy, Cluster Manager

Contact person and Title



Signature

10-14-2009

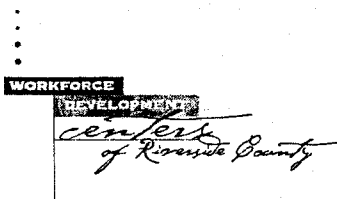
Date

951-955-2316

Telephone number / Facsimile number

thomas.flournoy@edd.ca.gov

E-mail address



October 28, 2009

Thomas Flourney, Cluster Manager
Employment Development Department
Workforce Services
1151 Spruce Street
Riverside, CA 92507

Subject: County of Riverside Workforce Investment Board MOU

Dear Mr. Flourney:

Enclosed, please find one original Memorandum of Understanding pursuant to the Workforce Investment Act of 1998 (WIA) and Senate Bill (SB) 293. The Agreement is fully executed by the Workforce Investment Board Chairman, Ricardo Olalde.

If you have any questions, please call me at (951) 955-3079, or e-mail at hreeves@rivcoeda.org

Sincerely,



Holly Reeves
Planning Analyst

hr/ts
Enclosure

Providing business with their greatest resource...

MEMORANDUM OF UNDERSTANDING
between the
EMPLOYMENT DEVELOPMENT DEPARTMENT
and
ONE-STOP CAREER CENTERS

This Memorandum of Understanding (MOU) is a cooperative agreement between the Employment Development Department (EDD) and the One-Stop Career Centers designated to provide Reemployment and Eligibility Assessments (REA) for first time Unemployment Insurance (UI) claimants.

Through collaborative efforts, the EDD and One-Stop Career Center agree to provide the following service components to identify reemployment service needs:

- Orientation to help claimants access self-service core services offered by the One-Stop Career Center through the resource room or online, with particular emphasis on accessing available labor market and career information;
- Registration with CalJOBSSM (California's job bank);
- Referrals to appropriate services offered through the One-Stop Career Center; and
- Support in the development of the claimant's reemployment plan that must include either: work search activities, appropriate workshops, and/or approved training.

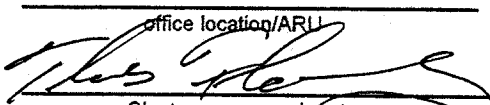
The activities identified in this MOU will begin in April 2010 and remain in effect through March 2011.

EDD

One-Stop Career Center

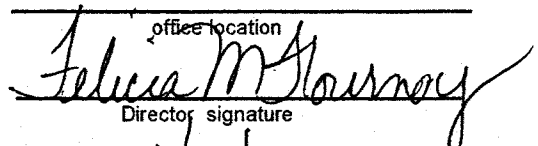
Riverside Cluster ARU 161

Riverside County Workforce Development

office location/ARU


Cluster manager signature
4-12-2010

date

office location


Director signature
4/12/10

date

MEMORANDUM OF UNDERSTANDING
between the
EMPLOYMENT DEVELOPMENT DEPARTMENT
and
ONE-STOP CAREER CENTERS

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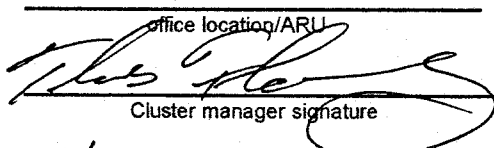
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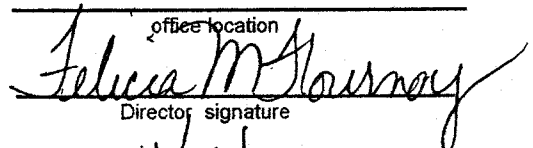
EDD

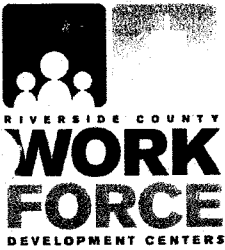
One-Stop Career Center

Riverside Cluster ARU 161

Riverside County Workforce Development

office location/ARU

Cluster manager signature
4-12-2010
date

office location

Director signature
4/12/10
date



Riverside County Workforce Development Centers
1325 Spruce Street, Suite 400, Riverside, CA 92507

Mailed 12/14/10

November 18, 2010

Vincent McCoy, Executive Director
Inland Empire Small Business Development Center
1650 Spruce Street
Riverside, CA 92507

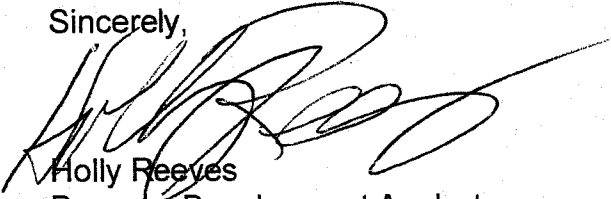
Dear Mr. McCoy:

Re: County of Riverside Workforce Investment Board MOU

Enclosed, please find one copy of the Memorandum of Understanding pursuant to the Workforce Investment Act of 1998 (WIA) and Senate Bill (SB) 293. The Agreement is fully executed by the Workforce Investment Board Chairman, Ricardo Olalde.

If you have any questions, please call me at (951) 955-3079, or e-mail at hreeves@rivcoeda.org.

Sincerely,



Holly Reeves
Program Development Analyst

hr:ts
Enclosure

**MEMORANDUM OF UNDERSTANDING
PURSUANT TO THE
WORKFORCE INVESTMENT ACT OF 1998 (WIA)**

PREAMBLE

This Memorandum of Understanding (MOU), made on the 1st day of October, 2010 is an operational agreement entered into by the **Riverside County Workforce Investment Board (WIB) and Inland Empire Small Business Development Center** to create a partnership to provide comprehensive, integrated workforce development services to businesses in the Local Workforce Investment Area (LWIA) in accordance with WIA, its implementing regulations and California Senate Bill 293.

WITNESSETH:

WHEREAS, the United States Congress has established the Workforce Investment Act of 1998 (WIA) (Public Law 105-220), which was signed into law July 7, 1998; and

WHEREAS, HR 1385 became law on August 7, 1998, establishing WIA as the national workforce investment system, and

WHEREAS, with the issuance of an Executive Order on October 10, 1999, the Governor enacted WIA in California, and

WHEREAS, California State Employment Development Department Directives, WIAD06-17 dated March 20, 2007, and WIAD06-21 dated June 29, 2007 provided guidance on implementation of the requirements of SB 293 whereby state and federally funded workforce programs will be fully integrated within the one-stop delivery system to achieve universal access to services;

NOW THEREFORE, it is mutually agreed as follows:

- I. **PARTNERSHIP PARTICIPATION:** To facilitate exchange of information and seamless operation, partners are expected to maintain a high level of communication. The following methods of participation will be required:
 - A. Attendance at Partner Meetings as scheduled from time to time. A designee with appropriate authority is to be present to act on behalf of the partner.
 - B. All partner staff will abide by the policies and procedures of the Workforce Development Center (WDC) related to general safety and behavior in the workplace.
 - C. Partners will use standardized WDC forms where necessary to fulfill its obligations under this MOU.
 - D. Partners will develop and use a collaborative marketing strategy informing job seekers, businesses, and the community at large about the services available through the Workforce Development Center. The following resources, as available, will be utilized to enhance coordinated marketing efforts:
 - Web Site Development
 - Public Information and Education
 - Speaker's Bureau
 - Brochures and Flyers
 - Commercial Air Time
 - Media Coverage
 - Public Television and Radio

- II. **SITE SUPERVISION.** The WIB and Partners who are co-located at the Workforce Development Centers recognize that a number of practices and philosophies related to individual partners vary as a result of its unique organizational structure. These differences must be considered when unifying staff and services within the one-stop. Factors that must be considered are:

- Differing pay scales for similar positions
- Functions for similar classifications among agencies, which may differ
- Off-site supervisors vs. site-based supervisors at the one-stop
- Union vs. Non-Union employees in similar classifications on site
- Hours of operation, including possible evening and weekend hours
- Varied legal holiday schedules
- Sharing of space, equipment, information, and materials

WIB and Partners agree to prior and specific agreements arrangements for supervision, addressing at a minimum the above issues, and modifying said practices over time in accordance with new or changing business or agency needs and requirements. Any such agreements will be attached and made part of this agreement by such attachment.

- III. **ONE-STOP PARTNERS:** The Workforce Investment Act (WIA) identifies mandatory One-Stop Partners as organizations that carry out programs or activities under programs authorized as defined under Section 121(b)(1)(A) of the Act and 20CFR Part 662.200, further in Section 121(b)(1)(B) of the Act, and 20CFR Part 662.210. Senate Bill (SB) 293 clarifies and adds small business development centers as required partners in those Local Workforce Investment Areas in which they exist. SB 293 further mandates that these state and federally funded workforce education, training, and employment programs be integrated in the one-stop delivery system to achieve universal access.
- IV. **ONE-STOP SYSTEM OVERSIGHT:** The Workforce Investment Board, with the agreement of the chief elected official is authorized to designate or certify one-stop operators and to terminate for cause the eligibility of such operators. The Economic Development Agency is the One-Stop Operator in Riverside County. Multiple processes are in place to insure that the workforce system in Riverside County is providing quality services and fiscal accountability. Each year the State of California monitors program performance and fiscal processes. Each year the County Auditor controller performs an internal audit of fiscal processes. Every two years an independent audit firm performs the required OMB A-133 audit of the EDA financial records. The Workforce Development Agency monitors 8 Critical Measures on a monthly basis that include customer satisfaction, community involvement, and business engagement. In addition, an annual ADA compliance audit is completed and an annual self-assessment is completed using criteria based upon the Malcolm Baldrige standards.
- V. **TERM AND TERMINATION:** This MOU shall remain in effect until terminated by the repeal of the Workforce Investment Act of 1998 (WIA), by action of law, or in accordance with this section. Any party may withdraw from this MOU by giving written notice of intent to withdraw at least 180 calendar days in advance of the effective withdrawal date to the contact persons listed in section XXI. Partner Services and Signatures of this MOU.
- VI. **MODIFICATION:** This MOU may be modified, revised or amended at any time by mutual written agreement of the WIB and Partners.
- VII. **CROSS REFERRAL AGREEMENT:** For those Partners not co-located within the WDC, the WIB and Partners agree to receive referrals from and make referrals to the other Partners within the WDC system. A referral may be carried out with a written form, telephone call or email and will include the following elements:
- The customer will be given information about a Partner or other organization and its services, eligibility information, name, address, and hours of operation;
 - Staff will follow up with the customer or Partner organization to inquire as to the results of the referral and utilize the services of the Partner in managing services with the customer.
 - To the extent possible, and as requested, staff will assist the customer by providing information and referral to supportive service assistance, or other services provided by the Partner. As necessary and upon mutual agreement the WIB staff and Partner shall:
 - i. Cross-train their respective staff;
 - ii. Consider co-enrollment options and practices;
 - iii. Consider the effect of cross-referrals on mutual performance expectations;
 - iv. Constantly improve the joint delivery of services to customers.

- v. If applicable, the (Resource Sharing Agreement Attachment A) shall describe the process for the immediate referral of individuals to training who have been unable to obtain or retain employment through provision of Core and Intensive Services.

VIII. ONE-STOP SYSTEM DESCRIPTION: The vision of the County of Riverside WDC One-Stop is built upon four guiding principles, which are the essence of the One-Stop delivery system. These principles should be the goals of all One-Stop delivery systems, and be reflected in the planning and implementation of operations. They are the guiding principles in the development of MOUs, and cannot be accomplished without partnerships based on trust, cooperation and collaboration. The four principles that guide the One-Stop delivery system are:

- **Integrated:** offer as many employment, training and education services as possible for businesses and individuals seeking jobs or wishing to enhance their skills.
- **Comprehensive:** provide access to a large array of useful information with wide and easy access to needed services.
- **Customer Focused:** provide systems that support informed choice by providing a means for customers to judge the quality of these services.
- **Performance Based:** define clear outcomes and provide methods for measuring the agreed-upon outcomes.

IX. FUNDING FOR OPERATION OF THE SYSTEM: The One-Stop Operator(s) is/are responsible for costs associated with operation of the One-Stop WDC. The Resource Sharing Agreement (RSA) is included as Attachment A and outlines the partner's services provision and the anticipated revenue share. Annual reconciliation shall take place upon each anniversary of the MOU execution. It is expressly understood that this MOU does not constitute a financial commitment, but rather intent to commit specific resources in the future as the partners' allocations and budgets are known. The one stop system is a work in progress, and its costs and the partners' resource contributions will not remain static from month to month or from year to year. These funds may be generated by methods such as, but not limited to:

- Management Fees
- Lease Fees
- Separate Financial Agreements
- Separate Funding Opportunities
- Matching Resources

X. DISPUTES: The partners shall first attempt to resolve all disputes informally. Any party may call a meeting of all partners to discuss and resolve disputes. Should informal resolution efforts fail, the dispute shall be referred to the Chair of the Riverside County Workforce Investment Board who shall place the dispute upon the agenda of a regular or special meeting of the WIB's Executive Committee. The Executive Committee shall attempt to mediate and resolve the dispute.

XI. ASSURANCES:

- A. WIB and Partners agree to comply with the Americans With Disabilities Act (ADA) of 1990 (42 U.S.C. Section 12101 et seq.), Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. Section 794), and California Government Code Section 11135 et seq., as well as the regulations which implement these statutes, which prohibit discrimination on the basis of disability.
- B. WIB and Partners agree that all goods and services pursuant to this agreement shall be available to all persons regardless of age, sex, race, political affiliation, religion, ethnic background, marital status, or condition of physical or mental handicap.
- C. WIB and Partners agree that they will not discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin.
- D. WIB and Partners agree to honor confidentiality. Exchanged information shall remain private and confidential in accordance with the most restrictive confidentiality requirements of any of the partners collecting, receiving or sharing information. As a condition of providing services at the Workforce Development Center, the partners shall adhere to the following:

- All client information will be treated with the strictest degree of confidentiality during and after involvement with the WDC.
 - Each partner shall keep all information that is exchanged between them in the strictest confidence and make such information available to their own employees on a "need-to-know" basis only.
 - Each partner shall (where it is appropriate) store and process information in electronic format, in such a way that unauthorized persons cannot reasonably retrieve the information.
 - This information will only be used in working with programs at WDC.
- E. The WIB and Partner assures that it has established, in accordance with section 184 of the WIA, fiscal control and fund accounting procedures necessary to ensure the proper disbursement of, and accounting for, funds provided to the local board through the allotments made under sections 127 and 132. [WIA, Section 112(b)(11)]
- F. The WIB and Partner assures that it has implemented the uniform administrative requirements referred to in WIA, Section 184 (a) (3).
- G. The WIB and Partner assures that no funds received under WIA will be used to assist, promote, or deter union organizing [WIA, Section 181(b)(7)]
- H. The WIB and Partner assure that it will collect and maintain data necessary to show compliance with the nondiscrimination provisions of WIA, Section 188.
- I. The WIB and Partner will comply with future Workforce Investment Board policies and guidelines, legislative mandates, or other provisions as may be required under federal law or policy, including the Workforce Investment Act of 1998 or state legislation.

XII. ATTACHMENTS: The following attachments are included in this MOU.

- A. Resource Sharing Agreement
- B. Mandatory One-Stop Program Partner Grid
- C. Additional Partner Assurances
- D. Memorandum of Operations (MOO) (The MOO only applies to fully integrated partners).

XIII. PARTNER SERVICES AND SIGNATURES: The individuals signing this MOU have the authority to commit the party they represent to the terms of this agreement, and do so by signing:

For the RIVERSIDE COUNTY WORKFORCE INVESTMENT BOARD:

1325 Spruce Street, Suite 110
Riverside, CA 92507

Ricardo Olalde, Workforce Investment Board Chairman
Contact person and Title

Signature
(951) 955-3100 / (951) 955-3131
Telephone number / Facsimile number

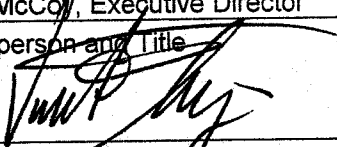
Date
rolalde@rivcoeda.org
E-mail address

ONE-STOP PARTNER INFORMATION:

Inland Empire Small Business Development Center
Partner Name

1650 Spruce Street, Riverside, CA 92507
Address

Vincent McCoy, Executive Director
Contact person and Title



Signature
909-888-9091 / 909-888-9074
Telephone number / Facsimile number

NOV 3 2010

Date
VMccoy@iesmallbusiness.com
E-mail address

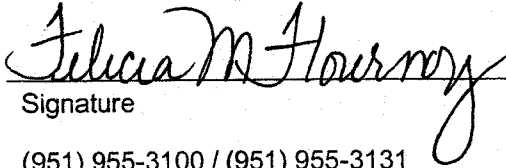
XIII. PARTNER SERVICES AND SIGNATURES: The individuals signing this MOU have the authority to commit the party they represent to the terms of this agreement, and do so by signing:

For the RIVERSIDE COUNTY WORKFORCE INVESTMENT BOARD:

1325 Spruce Street, Suite 110
Riverside, CA 92507

Felicia Flournoy, Director of Workforce Development

Contact person and Title



Signature

(951) 955-3100 / (951) 955-3131

Telephone number / Facsimile number

12/1/10

Date

fflournoy@rivcoeda.org

E-mail address

ONE-STOP PARTNER INFORMATION:

Inland Empire Small Business Development Center

Partner Name

1650 Spruce Street, Riverside, CA 92507

Address

Vincent McCoy, Executive Director

Contact person and Title

Signature

Date

Telephone number / Facsimile number

E-mail address

Attachment A

RIVERSIDE COUNTY WORKFORCE INVESTMENT AREA
RESOURCE SHARING AGREEMENT (RSA)

The Inland Empire Small business Development Center (SBDC) agrees to contribute to the delivery of the following core services in the local one-stop system:

The above named partner shall provide the following services as appropriate (please check):

- WIA Title I Eligibility Determination
- Outreach, Intake (worker profiling), and Orientation
- Initial Assessment
- Job Search
- Placement Assistance
- Career Counseling
- Job Listings
- Skills Needed
- Occupational Demand
- Marketing
- Recruitment
- Employer Services
- Job Development
- Employer Advisory Councils
- Employer Outreach Coordination
- Information on Eligible Training Providers
- Performance Outcomes
- Filing Claims for Unemployment Insurance
- Supportive Services
- Help in establishing eligibility for other social programs and Financial Aid
- Follow-up services for at least 12 months
- Occupational Skills Training;
- On-the-Job Training;
- Workplace Training combined with related instruction;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Job Readiness training;
- Adult Education and literacy activities; and
- Customized training.

2. Access to One-Stop partner programs and activities. Briefly describe.

By Referral access website at: www.iesmallbusiness.com

3. Access to Wagner-Peyser services including:
 - Job search
 - Placement
 - Recruitment
 - Other labor exchange services

4. The Partner MAY also provide the following services:
 - Access to customized screening and referral of qualified participants in training services to employment.
 - Customized employment-related services to employers on a fee-for-service basis.
 - Supportive services.
 - Needs related payments.

5. Cost of above services funded by:

Small Business Development Center state and federal funding

B. The partner named above shall deliver the services checked as appropriate, plus any intensive services, training, supportive services or other services listed and described below.

1. **Education**
 - a. **Group or one-on-one workshops**
 - b. **On-line training for small businesses**
2. **Consultation**
 - a. **Provide one-on-one business consulting**
 - b. **Provide financial analysis tools and consulting**
 - c. **Provide strategic planning to businesses**
3. **Resource access**
 - a. **Provide print and on-line resources and referrals from federal, state and local sources**
 - b. **Assist in coordination of special business presentations in cooperation with the WIB**

C. The partner named above expects to derive benefits from the one stop system as described below. The partners agree that the contributions and benefits set out in this Resource Sharing Agreement are in proportion to each other. To the extent that the resources contributed or benefits derived become disproportionate, the partners agree to revisit and revise this Resource Sharing Agreement as necessary.

This Agreement does not create a partnership as defined and governed by the Uniform Partnership Act, Corporations Code Section 15000 et seq. The terms "partner" and "partnership" in this Agreement are used generically and are not intended to create or describe the legal relationship between the parties to this Agreement.

The partners agree that the contributions and benefits set out in this Resource Sharing Agreement are in proportion to each other. To the extent that the resources contributed or benefits derived become disproportionate, the partners agree to revisit and revise this Resource Sharing Agreement as necessary.

D. IDENTIFICATION OF SHARED COSTS

The costs identified as shared are reflected below. The costs consist of operational expenses of the Riverside County One Stop System that are incurred by partners in the provision of integrated customer services within the Workforce Development Centers. The following are considered pooled or shared costs attributable to the operations of the centers:

- **Salaries and Benefits:** Costs contributed toward staff salaries and benefits.

Budgeted Costs	Expected Contribution
\$75,000	75,000

- **Universal Access Services Space:** The space utilized by more than one partner in the delivery of integrated services to common customers. Costs are comprised of; reception, Career Resource Area, Skills Lab, Business Resources, staff meeting areas, break areas, customer service areas, storage areas, staff work areas, and restrooms. Rates paid for these areas also include utilities (gas and electric), security, janitorial and Day porter.

Budgeted Costs	Expected Contribution

- **Telecommunication Services:** Telephone, data lines, Information Technology, and internet access services.

Budgeted Costs	Expected Contribution
\$6000	\$6000

- **Universal Access Costs:** Costs of providing information in the Career Resource Areas of the WDCs, information on available employer services and on available training providers, marketing materials, subscriptions and labor market information.

Budgeted Costs	Expected Contribution
\$10,000	\$10,000

- **Supplies and Equipment:** Costs of computers, fax machines, copiers, printers, and toner, equipment maintenance, and paper.

Budgeted Costs	Expected Contribution

E. RESOURCE SHARING PLAN

Each Partner organization hereby agrees to provide the resources necessary to fund their proportionate share of the shared costs as contained in the Cost Allocation spreadsheet. In no event, except as may be provided in a subsequent agreement, shall any partner be obligated to reimburse any expenses incurred by another partner under this plan. The Partners agree to provide additional resources as required to fulfill their proportionate share of. Partners are not required to pay costs equal to amounts under each category so long as the total amount of proportionate share is satisfied. Costs will be reviewed annually to determine if modifications to the resource sharing plan are necessary.

F. MODIFICATION AND RECONCILIATION PROCESS

This RSA may be modified, revised or amended at any time by mutual written agreement of the Partners. SBDC staff will maintain information from each Partner related to the resources provided. This information will be submitted at least annually by each partner organization that provided resources during the previous year. Reconciliation of budget to actual expenditures will occur at least annually.

Attachment B

Mandatory One-Stop Programs and Partners

REQUIRED PROGRAM	PARTNER	On-site Full time	On-site Part time	Services By Referral
Formula Adult	Riverside County	X		
Formula DW	Riverside County	X		
Youth	Riverside County	Provided at Youth Opportunity Centers		
Job Corps	Cornerstone		X	
Native American	NICOA			X
Migrant & Seasonal Farm Workers	EDD	X		
Veterans Program	EDD	X		
Wagner Peyser	EDD	X		
Adult Education and Literacy	DUSD,RUSD	X (R)	X(I)	
Rehabilitation Act Parts A and B	Department of Rehabilitation		X	
WtW403(a)(5) SSA Title V Social Security	DPSS			X
Senior Community Service Employment	RC Office On Aging			X
Carl Perkins-Voc and Applied Tech Ed Act	RCC,MSJC,COD			X
Trade Adjustment Assistance Act NAFTA	EDD	X		
Transitional Adjustment Assistance Title II Trade Act 1974	EDD	X		
LVER/DVOP (Vets Services)	EDD	X		
Community Services Block Grant-Employment and Training Activities	No Funding in Riverside County			
HUD Employment and Training Activities	No Funding in Riverside County			
State Unemployment Programs	EDD	X		
Small Business (SB 293)				X

Attachment C

This Attachment C is supplemental to the Resource Sharing Agreement by and between the parties to this MOU. The items outlined in this Attachment C delineate the obligations of the parties in support of the provision of Business Services at the Riverside County Workforce Development Centers. This Attachment C may be modified from time to time as the parties to this MOU agree and shall so signify by signing and dating said Attachment. Signatories may be the original signatories or their delegates.

1. The Riverside County Workforce Investment Board shall purchase 18 laptop computers in support of the SBDC business outreach and education responsibility under this MOU. The computers will be used for the presentation of learning sessions and providing business planning services to businesses in all regions of the county.
2. The SBDC shall offset the costs of the computers by providing the staff and operating expense in support of the provision of learning sessions and business planning sessions at the Riverside County Workforce Development Centers. The estimated costs for this service are included in the total estimated contribution in Attachment A.

Ricardo Olalde, Workforce Investment Board Chairman
For the Riverside County Workforce Investment Board (name and title)

Signature

Date

Title

VINCENT M. COY, EXECUTIVE DIRECTOR
For the Inland Empire Small Business Development Center (name and title)

Signature

Nov. 3, 2010.
Date

Title

Attachment C

This Attachment C is supplemental to the Resource Sharing Agreement by and between the parties to this MOU. The items outlined in this Attachment C delineate the obligations of the parties in support of the provision of Business Services at the Riverside County Workforce Development Centers. This Attachment C may be modified from time to time as the parties to this MOU agree and shall so signify by signing and dating said Attachment. Signatories may be the original signatories or their delegates.

1. The Riverside County Workforce Investment Board shall purchase 18 laptop computers in support of the SBDC business outreach and education responsibility under this MOU. The computers will be used for the presentation of learning sessions and providing business planning services to businesses in all regions of the county.
2. The SBDC shall offset the costs of the computers by providing the staff and operating expense in support of the provision of learning sessions and business planning sessions at the Riverside County Workforce Development Centers. The estimated costs for this service are included in the total estimated contribution in Attachment A.

Felicia Flournoy, Executive Director

For the Riverside County Workforce Investment Board (name and title)

Felicia M. Flournoy

Signature

12/1/10

Date

For the Inland Empire Small Business Development Center (name and title)

Signature

Date

**COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY**

Subject:

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Number Page**

**REIMBURSEMENT FOR GENERAL TRAVEL
AND OTHER ACTUAL AND NECESSARY EXPENSES**

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Policy:

1. Scope

It is the purpose of this policy to establish procedures and standards for reimbursement of necessary actual expenses incurred by county officers, employees, and other authorized persons, for whom allowance of expenses is authorized by or pursuant to law, resolution, or ordinance because they occur during performance of official county business. For the purposes of this policy, elected officials shall be considered department heads. Each department head is charged with the responsibility of authorizing travel and including it in the proposed budget.

A department head may be held personally liable for any costs incurred by members of his/her department if the department head has authorized the travel, but such travel is not permitted by these regulations or the manager is negligent in exercising prudent control of the costs incurred. The Auditor-Controller shall refer to the Executive Officer any reimbursement claim that is considered to not be in conformance with this policy. The Executive Officer shall have the authority to approve the payment of the claim if there is lack of certainty regarding the application of the policy to the questioned claim, or if the action of the department head was not unreasonable in light of all the circumstances. If the Executive Officer denies approval, the department head may place the matter on the agenda of the Board of Supervisors for final disposition.

Members of the Board of Supervisors shall be allowed their actual expenses in going to, attendance at, and returning from state association meetings and their actual and necessary traveling expenses when traveling outside of the county on official business. Reimbursement for such expenses is subject to the provisions of this policy and California Government Code Sections 53232.2 and 53232.3. Members of county legislative bodies may receive reimbursement for expenses relating to travel, meals, lodging, and other actual and necessary expenses incurred in the performance of official duties for the legislative body. Reimbursement for such expenses is subject to the provision of this policy and California Government Code Sections 53232.2 and 53232.3. Types of occurrences that qualify a legislative body member to receive reimbursement of expenses relating to travel, meals, lodging and other actual and necessary expenses include the following:

1. Communicating with representatives of regional, state and national government on policy positions adopted by the Board of Supervisors;
2. Attending educational seminars designed to improve officials' skill and information levels;

**COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY**

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3. Participating in regional, state, and national organizations whose activities affect the county's interests;
4. Attending county events;
5. Implementing a county-approved strategy for attracting or retaining businesses to the county, which will typically involve at least one staff member and;
6. Attending meetings for which a meeting stipend is expressly authorized.

Constitutional officers and the employees of their departments are not exempt from the provisions of this policy however approval for all travel will be by the department head and in line with the approved budget.

All expenses that do not fall within this policy shall be considered for approval by the Board of Supervisors prior to incurring the expense, unless the expense involves a meeting in which a member of the Board of Supervisor is required to make a public report (see section 12). All expenses must be verified by a valid original receipt which includes the name of the vendor (e.g. hotel, restaurant) date of service and actual amount charged.

2. Lodging

Actual cost for lodging, not to exceed \$159 per night inclusive of all occupancy and accommodation taxes and other room related taxes and fees, is allowed provided such cost is reasonable for the location and is consistent with government and/or conference/convention rates, if available, or usual charges established for the general public. For lodging in high cost cities as defined by the Internal Revenue Service (e.g., San Francisco, New York, Washington D.C.) or by the Board of Supervisors (Sacramento) actual cost not to exceed \$239 per night is allowed. Lodging costs exceeding the established limit may be reimbursed at a higher rate if a written statement explaining the reason for the expense is submitted by the department head to the designated Executive Office analyst along with a completed employee reimbursement form. Lodging costs shall not exceed the maximum group rate published by the conference or activity sponsor, provided that lodging at the group rate is available to the member of a legislative body at the time of the booking. Higher rates based upon late registration or negligence by the department head in making an early reservation will be reimbursed at the \$159 rate.

An employee reimbursement claim for lodging must provide an explanation of the business purpose of the stay and be supported by a receipt/facility folio.

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BOARD OF SUPERVISORS POLICY**

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**REIMBURSEMENT FOR GENERAL TRAVEL
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A government rate, if available, should be requested when booking a room (county employees should be prepared to provide proof of employment with the county). Only the single occupancy rate may be claimed for the reimbursement except when two or more county employees participating in the same function share a room; then a double occupancy rate may be claimed by dividing the cost between two claim forms and providing a memorandum explaining the shared room along with the lodging folio.

The department head may approve extended lodging if the cost is less than daily travel expenses without the extended stay. Approval of extended lodging for any location in Riverside, Orange, San Diego, Imperial, Los Angeles and San Bernardino counties is required prior to the travel occurrence and must be less costly than a daily commute.

.3. Meal Expenses

Actual (not to exceed maximum, see below) cost shall be allowed for meals related to attendance at conventions, scheduled meetings, conferences, seminars, special assignments or an assignment **that requires an overnight stay. A meal/s during attendance at any single day event will not be reimbursed.**

- a. The maximum reimbursement for meals is \$10, \$15, and \$25 for breakfast, lunch and dinner respectively, inclusive of taxes and tip. Tips in excess of 20% of the cost of a meal will not be reimbursed. Tips made at fast food restaurants and/or convenience stores will not be reimbursed even if the meal cost is less than the maximum reimbursement rate (e.g. meal at \$6.00, tip \$1.20 equals a reimbursement of \$7.20).

The maximum reimbursement for meals in high cost cities (as described in item 2 above) is \$15, \$20, and \$30 for breakfast, lunch and dinner respectively, inclusive of taxes and tip.

- b. An employee reimbursement claim is based on actual (not to exceed maximum) cost. Meal maximums may not be aggregated to create a daily maximum.
- c. Reimbursement for meals may exceed the maximum amounts for breakfast, lunch, or dinner only if the meal is organized by a non-county entity where the established price of the meal includes facility, speaker, or other costs and is a required portion of the meeting and/or conference. A written statement explaining the necessity for incurring such expense and supporting documentation (e.g. flyer, agenda or brochure) must be submitted with the employee reimbursement claim.

COUNTY OF RIVERSIDE, CALIFORNIA
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**REIMBURSEMENT FOR GENERAL TRAVEL
AND OTHER ACTUAL AND NECESSARY EXPENSES**

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- d. Where the cost of a meal is included as part of a registration charge or fee, no additional employee reimbursement may be claimed for that meal.
 - e. For same day travel, expenses for meals are limited to activities outside normal work duties. No reimbursement for meals will be made for same day travel. Reimbursement for a meal is provided when it is not reasonable for employees to provide their own meal. Special situations may be considered on a case-by-case basis. A memo from the employee to the department head is required and the department head's concurrence must be noted before the memo is forwarded to the designated Executive Office analyst for review and approval.
 - f. Travel to a temporary worksite does not qualify an employee for meal reimbursement.
 - f. No reimbursement shall be made for alcoholic beverages of any kind.
 - g. Employees attending training or conferences for an extended period of time, more than seven consecutive days, may elect to purchase groceries and prepare their meals during the training/conference. In this event, grocery receipts are to be retained and submitted for reimbursement. Grocery charges exceeding the maximum daily per meal cost will not be reimbursed. An employee electing to purchase and prepare food during an extended stay may purchase only food to be consumed during the designated period; no reimbursement will be made for incidentals including kitchen utensils, cookware, kitchen supplies and sundries.
- 4. Transportation**
Actual cost of common carrier services, including taxicabs and car rentals, when necessary shall be allowed. Departments are to utilize on-line travel services and secure the least expensive flights and car rental arrangements possible. Upon request from the Auditor/Controller supporting documentation that the flights and car reservations made were the least expensive option available is to be provided by the department. Travel in business class, first class or any category on any flight above the coach/economy level is allowable if (1) the traveler pays the cost difference or (2) the department can document that no other option exists and the selected flight is the only option for travel. Reservations for air transportation should be booked as early as is reasonable to take advantage of lower cost air fares. Airline government and group rates must be used when available.

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**REIMBURSEMENT FOR GENERAL TRAVEL
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Claims for payment or employee reimbursement shall be accompanied by a receipt for the purchase and a copy of the ticket purchased or other voucher for common carrier expense. Flight insurance is covered in Policy D-5.

5. Rental Cars

The county maintains a contract with a vehicle rental company and every effort should be made to use the contract company. If available, a county issued corporate rental vehicle card or Purchasing Card (P-card) shall be used for all travel requiring the use of a rental vehicle when the contract company cannot be used. Government and group rates must be used when available. Actual costs evidenced by an original, dated receipt and inclusive of all related taxes and other rental fees should be submitted along with actual gas receipts (dated, vendor name printed on the receipt) obtained for the purchase of gas for the rental vehicle.

The rental vehicle may include a global positioning system if said equipment is standard; only standard equipment is allowed and no rental car reimbursement will be made for cars above the mid-range size unless four or more employees are traveling in the same vehicle and this information is documented in the reimbursement information.

If a county issued corporate card is unavailable, the county requires employees to purchase the Loss Damage Waiver (LDW) so the employee is not held responsible for damage (under normal circumstances) to the rental vehicle and such cost will be reimbursed. However, the county will not reimburse employees for the cost of other optional insurance. (e.g. liability, uninsured/underinsured motorist, personal accident & personal effects), as the county is self-insured for vehicle liability & third party physical damage and provides worker's compensation coverage.

Employees are required to notify Human Resources, Risk Management Division at (951) 955-3540 and the employee's supervisor as soon as possible (within 24 hours) of any event, incident or accident related to the rental car. The employee must complete "County Vehicle Accident/Incident Report," Form 942-6 (Safety Division form).

6. Private Automobile

Reimbursement for use of a private vehicle shall be allowed upon authorization of the department head, Executive Officer, or the Board of Supervisors. The county's private vehicle mileage reimbursement rate is the same rate as the Internal Revenue Service (IRS) standard mileage rate for private vehicles and will be effective concurrently with IRS' periodic establishment of such a rate.

**COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY**

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If an employee is required to use the employee's personal vehicle while in the course and scope of employment, the employee must, prior to using said vehicle, do the following:

- A. Complete the "Authorization to Drive Riverside County Vehicle or Private Vehicle for County Business," Form 30, authorizing the employee to use a personal vehicle which must be approved by the department head. Each department shall confirm that each employee with an approved Form 30 has a valid driver's license.
- B. Insure the vehicle to the minimum limits required by the State of California, or if registered/licensed out of state, equal to or greater than the limits required by the State of California. In addition, employees must have their policies of automobile liability insurance endorsed to reflect business use. Such insurance must be maintained at all times while the individual is employed in a position where it is required or may be required to use a personal vehicle while in the course and scope of employment. In the event of an incident or accident, the county does not assume responsibility for any physical damage to an employee's personal vehicle. The department head is responsible for verifying that an employee authorized to drive a personal vehicle is insured in compliance with requirements of the State of California.
- C. Maintain a valid driver's license, which is appropriate for the class of vehicle to be operated. If any restrictions apply, the employee must notify his/her supervisor of the restrictions and/or any and all changes in the license (i.e. suspended, etc.).

The use of motorcycles, mopeds, and similar types of vehicles for the conduct of county business is expressly prohibited, with the exception of Sheriff's Department sworn personnel on duty in a specific assignment.

When a department head authorizes use of a private vehicle for the convenience of the driver, instead of more economical travel by air, reimbursement shall not exceed the cost of usual airfare.

Employees are required to notify Human Resources, Risk Management Division's representative, and the employee's supervisor as soon as possible (within 24 hours) of any incident or accident. Employees must complete "County Vehicle Accident/Incident Report," Form 942-6 (Safety Division form).

7. Private Aircraft

The use of private aircraft for the conduct of county business is expressly prohibited unless prior authorization is given by the Board of Supervisors.

**COUNTY OF RIVERSIDE, CALIFORNIA
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AND OTHER ACTUAL AND NECESSARY EXPENSES**

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8. Miscellaneous Expenses

Miscellaneous expenses, including charges for business telephone calls, fax service, e-mail services, telegrams, the cost of usual or necessary services and supplies, including emergency repairs, parts or towing for county vehicles, conference registration fees, vehicle parking, bridge tolls, and any other justifiable business expenses shall be allowed if they represent a valid business need.

A satisfactory explanation of the circumstances is required for these expenditures. An employee reimbursement for actual miscellaneous expenses shall be accompanied by an original receipt or other original voucher. Personal telephone calls and personal internet usage are not reimbursed.

9. Special Provisions for County Employees on Indefinite Assignments

When approved by the department head and Executive Officer or designee, employees assigned indefinitely (for periods of 90 days or more) out of town are provided the following compensation options:

A. Standard reimbursements as provided herein (or limited by program provisions); or

B. Commuter compensation model:

Meals:	\$50.00 per day or portion thereof in travel status
Lodging:	\$1,500 per month (prorated at \$50.00 per day)
Transportation Allowance:	\$600 per month (Parking, Car Rental, etc):

Under the commuter compensation model, no receipts or records are required by the county. However, the employee must substantiate deductible expenses on his/her personal tax return.

No tax deduction is allowed by IRS if the assignment is expected to exceed one year. The "commuter compensation model" will be grossed up by a factor of 20% to recognize this tax impact for employees whose assignments are expected to exceed one year.

C. Relocation model – reimbursement for relocation is found in Board Policy H-20.

10. Travel Authorization

Reimbursement for travel expenses requires prior authorization as follows:

**COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY**

Subject:

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**REIMBURSEMENT FOR GENERAL TRAVEL
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A. By County Executive Officer or designee:

All travel wherein the estimated total cost (including registration, transportation, lodging, and meals) is not included in the approved budget, or is expected to cost \$1,000 or more per person or if the travel is out of state. Prior approval for travel estimated as costing more than \$1,000 or travel out of state is required even if the travel was anticipated and approved in the department's budget. .

Each request should be in the form of a memorandum that details costs to be incurred and substantiates the need for said travel. Attendance must be required for purposes of maintaining a professional license, participation in professional activities which benefit the County of Riverside and not solely for the purpose of professional enhancement or to collect an award. Funding availability for the proposed travel is not a guarantee that the travel will be approved. The travel must provide a clear benefit to the County of Riverside.

Exception: travel by elected officials/constitutional officers and of their employees, extraditions, travel that involves the health/safety/security of a minor, or an individual 60 or more years of age or any individual who is the victim of domestic violence.

B. By Department Head:

All travel wherein the estimated total cost (including registration, transportation, lodging and meals) is less than \$1,000 per person. This travel should also be requested on an email prepared by the employee and outlining all anticipated expenditures. If the travel involves participation at a conference or training venue the proposed agenda should be included. The memorandum should explicitly detail how the proposed travel benefits Riverside County.

The Department Head's approval is an indication that the travel is included in the approved departmental budget. If the travel is not in the approved budget the Department Head should make a recommendation and forward the memo to the designated analyst in the Executive Office.

C. Format:

All approved travel should be noted on a per trip basis in a memorandum signed by either the County Executive Officer/designee or the department head as delineated in A. and B. above. A copy of the signed memorandum should be attached to any requests for payment of travel expenses, including Form 14 which follows.

**COUNTY OF RIVERSIDE, CALIFORNIA
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11. Use of Claim Form

The employee expense claim must be filed on a form approved by the county, and must include date, business destination, amount, and business purpose. Claims shall be filed promptly, no later than the end of the month following the month in which the travel and/or other necessary expenses occurred. Claims filed after this time will not be considered for payment. Commuter compensation model will be processed as additional pay, and no other form will be required.

Original receipts are required for reimbursement. Original receipts must include the name of the establishment where service was provided and the date on which the service was rendered. Restaurant receipts must include the items ordered as well as the total payment made. All claim forms and associated documents related to reimbursable county expenditures are considered public records, are subject to disclosure under the California Public Records Act {Chapter 3.5 (Commencing with Section 6250) of Division 7 Title 1}. (Form 14 attached).

12. Reports

Per California Government Code Section 53232.3 subparagraph (d), legislative body members are required to provide brief reports on meetings attended at the expense of the county at the next regularly scheduled meeting of the legislative body.

13. Penalties

Penalties for the misuse of public resources or falsifying expense reports in violation of expense reporting policies may include, but not be limited to, the penalties specified in Government Code section 53232.4.

Reference:

Minute Order dated 01/21/75
Minute Order 3.3 of 04/29/97
Minute Order 3.3 of 10/16/01
Minute Order 3.8 of 04/08/03
Minute Order 3.7b of 05/02/06
Minute Order 3.3 of 04/10/07
Minute Order 3.2 of 07/21/09
Minute Order 3.7 of 09/15/09



***COUNTY OF RIVERSIDE
WORKFORCE INVESTMENT BOARD***

**MEMORANDUM OF UNDERSTANDING WITH PARTNERS
PURSUANT TO THE
WORKFORCE INVESTMENT ACT OF 1998 (WIA)
And Senate Bill (SB) 293**

**MEMORANDUM OF UNDERSTANDING
PURSUANT TO THE
WORKFORCE INVESTMENT ACT OF 1998 (WIA)**

PREAMBLE

This Memorandum of Understanding (MOU), made on the 1st day of December, 2010 is an operational agreement entered into by the **Riverside County Workforce Investment Board (WIB)** through the **Riverside County Economic Development Agency (EDA)** as the One-Stop Operator for Riverside County authorized by the Riverside County Board of Supervisors, and the **Riverside County Economic Development Agency/Library Services (Partner)**, to create a partnership to provide comprehensive, integrated workforce development services to businesses and jobseekers in the Local Workforce Investment Area (LWIA) in accordance with WIA, its implementing regulations and California Senate Bill 293.

WITNESSETH:

WHEREAS, the United States Congress has established the Workforce Investment Act of 1998 (WIA) (Public Law 105-220), which was signed into law July 7, 1998; and

WHEREAS, HR 1385 became law on August 7, 1998, establishing WIA as the national workforce investment system, and

WHEREAS, with the issuance of an Executive Order on October 10, 1999, the Governor enacted WIA in California, and

WHEREAS, California State Employment Development Department Directives, WIAD06-17 dated March 20, 2007, and WIAD06-21 dated June 29, 2007 provided guidance on implementation of the requirements of SB 293 whereby state and federally funded workforce programs will be fully integrated within the one-stop delivery system to achieve universal access to services; and

WHEREAS, The Department of Labor, Employment and Training Agency is encouraging the collaboration of state and local workforce investment boards and regional library systems, and

WHEREAS, The Partner and the WIB have agreed that it is to the benefit of Riverside County residents to have options when seeking assistance with their job search activities;

NOW THEREFORE, it is mutually agreed as follows:

- I. **PARTNERSHIP PARTICIPATION:** To facilitate exchange of information and seamless operation, partners are expected to maintain a high level of communication. The following methods of participation will be required:
 - A. Attendance at partner meetings as scheduled from time to time. A designee with appropriate authority is to be present to act on behalf of the Partner.
 - B. All Partner staff will abide by the policies and procedures of the Workforce Development Center (WDC) related to general safety and behavior in the workplace.
 - C. Partner will use standardized WDC forms where necessary to fulfill its obligations under this MOU.
 - D. Partners will develop and use a collaborative marketing strategy informing job seekers, businesses, and the community at large about the services available through the Riverside County Workforce Investment System including those outlined in this MOU. The following resources, as available, will be utilized to enhance coordinated marketing efforts:
 - Web Site Development
 - Public Information and Education
 - Speaker's Bureau
 - Brochures and Flyers
 - Commercial Air Time

- To the extent possible, and as requested, Partner staff will assist the customer to make an appointment;
- To the extent possible, and as requested, Partner staff will assist the customer by providing information and referral to the workforce investment system in Riverside County, and /or will provide assistance where available from Partner or other organization. To this end the Partner and WIB agree that the following steps should be contemplated and implemented as determined amongst the parties:
 - i. Cross-train their respective staff;
 - ii. Consider co-enrollment options and practices, if applicable;
 - iii. Consider the effect of cross-referrals on mutual performance expectations;
 - iv. Constantly improve the joint delivery of services to customers;
 - v. If applicable, the (Resource Sharing Agreement Attachment A) shall describe the process for the immediate referral of individuals to training who have been unable to obtain or retain employment through provision of Core and Intensive Services.

VIII. ONE-STOP SYSTEM DESCRIPTION: The vision of the County of Riverside Workforce Development Centers (WDC) or One-Stop is built upon four guiding principles, which are the essence of the One-Stop delivery system. These principles should be the goals of all One-Stop delivery systems, and be reflected in the planning and implementation of operations. They are the guiding principles in the development of MOUs, and cannot be accomplished without partnerships based on trust, cooperation and collaboration. The four principles that guide the One-Stop delivery system are:

- **Integrated:** offers as many employment, training and education services as possible for employers seeking a well trained and qualified workforce, and individuals seeking jobs or wishing to enhance their skills.
- **Comprehensive:** a large array of useful information with wide and easy access to needed services.
- **Customer Focused:** the ability to support informed choice by providing a means for customers to judge the quality of these services.
- **Performance Based:** where clear outcomes to be achieved and methods for measuring the agreed-upon outcomes, including customer satisfaction, are identified.

IX. FUNDING FOR OPERATION OF THE SYSTEM: The One-Stop Operator(s) is/are responsible for costs associated with operation of the Workforce Development Centers. The Resource Sharing Agreement (RSA) is included as Attachment A outlines the partner's services provision and the anticipated revenue share. Annual reconciliation shall take place upon each anniversary of the MOU execution. Resource Sharing: The partners agree to share resources in accordance with the attached Resource Sharing Agreement. It is expressly understood that this MOU does not constitute a financial commitment, but rather intent to commit specific resources in the future as the partners' allocations and budgets are known and the One-Stop system evolves. The One Stop system is a work in progress, and its costs and the partners' resource contributions will not remain static from month to month or from year to year. These funds may be generated by methods such as, but not limited to:

- Management Fees
- Lease Fees
- Separate Financial Agreements
- Separate Funding Opportunities
- Matching Resources
- Other resources as agreed upon between the parties to this MOU

X. DISPUTES: The Partner shall first attempt to resolve all disputes informally. Any party may call a meeting of the parties to discuss and resolve disputes. Should informal resolution efforts fail, the dispute shall be referred to the Chair of the Riverside County WIB who shall place the dispute upon the agenda of a regular or special meeting of the WIB's Executive Committee. The Executive Committee shall attempt to mediate and resolve the dispute. There is no appeal of the WIB decisions except as provided under Section V.

XI. ASSURANCES:

- A. WIB and Partner agree to comply with the Americans With Disabilities Act (ADA) of 1990 (42 U.S.C. Section 12101 et seq.), Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. Section 794), and California Government Code Section 11135 et seq., as well as the regulations which implement these statutes, which prohibit discrimination on the basis of disability.
- B. WIB and Partner agree that all goods and services pursuant to this agreement shall be available to all persons regardless of race, color, religion, sex, national origin, age, disability, political affiliation or belief.
- C. WIB and Partner agree that they will not discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin.
- D. WIB and Partners agree to honor confidentiality. Exchanged information shall remain private and confidential in accordance with the most restrictive confidentiality requirements of any of the partners collecting, receiving or sharing information. As a condition of providing services at the Workforce Development Center, the partners shall adhere to the following:
 - All client information will be treated with the strictest degree of confidentiality during and after involvement with the WDC.
 - Each partner shall keep all information that is exchanged between them in the strictest confidence and make such information available to their own employees on a "need-to-know" basis only.
 - Each partner shall (where it is appropriate) store and process information in electronic format, in such a way that unauthorized persons cannot reasonably retrieve the information.
 - This information will only be used in working with programs at WDC.
- E. The WIB and Partner assure that it has established, in accordance with section 184 of the WIA, fiscal control and fund accounting procedures necessary to ensure the proper disbursement of, and accounting for, funds provided to the local board through the allotments made under sections 127 and 132. [WIA, Section 112(b)(11)]
- F. The WIB and Partner assures that it has implemented the uniform administrative requirements referred to in WIA, Section 184 (a) (3).
- G. The WIB and Partner assure that no funds received under WIA will be used to assist, promote, or deter union organizing [WIA, Section 181(b)(7)]
- H. The WIB and Partner assure that it will collect and maintain data necessary to show compliance with the nondiscrimination provisions of WIA, Section 188.
- I. The WIB and Partner will comply with future state Workforce Investment Board policies and guidelines, legislative mandates, or other provisions as may be required under federal law or policy, including the Workforce Investment Act of 1998 or state legislation.

XII. ATTACHMENTS: The following attachments are included in this MOU.

- A. Resource Sharing Agreement
- B. Mandatory One-Stop Program Partner Grid
- C. Additional Partner Assurances (if applicable)

XIII. **PARTNER SERVICES AND SIGNATURES:** The individuals signing this MOU have the authority to commit the party they represent to the terms of this agreement, and do so by signing:

For the RIVERSIDE COUNTY WORKFORCE INVESTMENT BOARD:

1325 Spruce Street
Riverside, CA 92507

Lee Haven, Workforce Investment Board Chair

Contact person and Title

Signature

(951) 955-3100 / (951) 955-3131

Telephone number / Facsimile number

Date

E-mail address

6/15/2011

Lee.Haven@gcinc.com

PARTNER INFORMATION:

Riverside County EDA / Library Services

Partner Name

3403 Tenth Street, 5th floor, Riverside, CA 92507

Address

Sarah Mundy, EDA Assistant Director

Contact person and Title

Signature

(951)955-3125

Telephone number / Facsimile number

Date

E-mail address

Ava Brandl for Sarah Mundy

6-28-11

Attachment A

**RIVERSIDE COUNTY WORKFORCE INVESTMENT AREA
RESOURCE SHARING AGREEMENT (RSA)**

The Riverside County Economic Development Agency (EDA)/Library Services agree to contribute to the delivery of the following core services in the local one-stop system:

A. The above named partner shall provide the following services as appropriate (please check):

1. "Career Transitions" Access
2. Live homework help
3. Job Search assistance (website search and toolkit)
4. Literacy activities (Adult ESL where available)
5. Loan program for lap top computers
6. Financial Literacy
7. Web site coordination
8. Outreach, and Orientation
9. Job Search
10. Job Listings
11. Skills Needed
12. Occupational Demand
13. Marketing
14. Information on Eligible Training Providers
15. Skill upgrading and retraining;
16. Adult Education and literacy activities (adult ESL); and

B. Cost of above services funded by: County Library Fund; Grants

C. The Partner expects to derive benefits from the Workforce Development System as described in this MOU. The partners agree that the contributions and benefits set out in this Resource Sharing Agreement are in proportion to each other. To the extent that the resources contributed or benefits derived become disproportionate, the partners agree to revisit and revise this Resource Sharing Agreement as necessary.

This Agreement does not create a partnership as defined and governed by the Uniform Partnership Act, Corporations Code Section 15000 et seq. The terms "partner" and "partnership" in this Agreement are used generically and are not intended to create or describe the legal relationship between the parties to this Agreement.

D. IDENTIFICATION OF SHARED COSTS

The costs identified as shared are reflected below. The costs consist of operational expenses of the Riverside County Workforce Development System that are incurred by partners in the provision of customer services within the Workforce Development System. The following are considered pooled or shared costs attributable to the operations of the centers:

- **Salaries and Benefits:** Costs contributed toward staff salaries and benefits.

Budgeted Costs	Expected Contribution
\$188,000	\$94,000

- **Universal Access Services Space:** The space utilized by more than one partner in the delivery of integrated services to common customers. Costs are comprised of; reception, Career Resource Area, Skills Lab, Business Resources, staff meeting areas, break areas, customer service areas, storage areas, staff work areas, and restrooms. Rates paid for these areas also include utilities (gas and electric), security, and janitorial.

Budgeted Costs	Expected Contribution
\$176,000	\$88,000

- **Telecommunication Services:** Telephone, data lines, Information Technology, and internet access services.

Budgeted Costs	Expected Contribution
\$38,000	\$19,000

- **Universal Access Costs:** Costs of providing information in the Career Resource Areas of the WDCs, information on available employer services and on available training providers, marketing materials, subscriptions and labor market information.

Budgeted Costs	Expected Contribution
\$92,000	\$46,000

- **Supplies and Equipment:** Costs of computers, fax machines, copiers, printers, and toner, equipment maintenance, and paper.

Budgeted Costs	Expected Contribution
\$106,000	\$53,000

E. RESOURCE SHARING PLAN

Partner hereby agrees to provide the resources necessary to fund their proportionate share of the shared costs as contained in the Cost Allocation spreadsheet. In no event, except as may be provided in a subsequent agreement, shall any partner be obligated to reimburse any expenses incurred by another partner under this plan. The partners agree to provide additional resources as required to fulfill their proportionate share. Partners are not required to pay costs equal to amounts under each category so long as the total amount of proportionate share is satisfied. Costs will be reviewed annually to determine if modifications to the resource sharing plan are necessary.

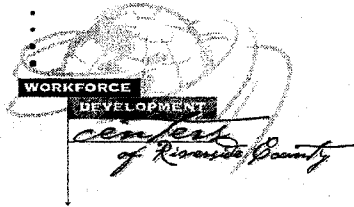
F. MODIFICATION AND RECONCILIATION PROCESS

This RSA may be modified, revised or amended at any time by mutual written agreement of the partners. EDA staff will maintain information from Partner related to the resources provided. This information will be submitted at least annually by each partner organization that provided resources during the previous year. Reconciliation of budget to actual expenditures will occur at least annually.

Attachment B

Mandatory One-Stop Programs and Partners

REQUIRED PROGRAM	PARTNER	On-site Full time	On-site Part time	Services By Referral
Formula Adult	Riverside County	X		
Formula DW	Riverside County	X		
Youth	Riverside County	Provided at Youth Opportunity Centers		
Job Corps	Cornerstone		X	
Native American	NICOA			X
Migrant & Seasonal Farm Workers	EDD	X		
Veterans Program	EDD	X		
Wagner Peyser	EDD	X		
Adult Education and Literacy	DUSD,RUSD	X (R)	X(I)	
Rehabilitation Act Parts A and B	Department of Rehabilitation		X	
WtW403(a)(5) SSA Title V Social Security	DPSS			X
Senior Community Service Employment	RC Office On Aging			X
Carl Perkins-Voc and Applied Tech Ed Act	RCC,MSJC,COD			X
Trade Adjustment Assistance Act NAFTA	EDD	X		
Transitional Adjustment Assistance Title II Trade Act 1974	EDD	X		
LVER/DVOP (Vets Services)	EDD	X		
Community Services Block Grant-Employment and Training Activities	No Funding in Riverside County			
HUD Employment and Training Activities	No Funding in Riverside County			
State Unemployment Programs	EDD	X		
Small Business (SB 293)				X



June 30, 2009

Ed Walsh, Director
Riverside County Office on Aging
6296 Rivercrest Drive, Unit K
Riverside, CA 92507

Subject: County of Riverside Workforce Investment Board MOU

Dear Mr. Walsh:

Enclosed, please find one original Memorandum of Understanding pursuant to the Workforce Investment Act of 1998 (WIA) and Senate Bill (SB) 293. The Agreement is fully executed by the Workforce Investment Board Chairman, Ricardo Olalde.

If you have any questions, please call me at (951) 955-3079, or e-mail at hreeves@rivcoeda.org.

Sincerely,



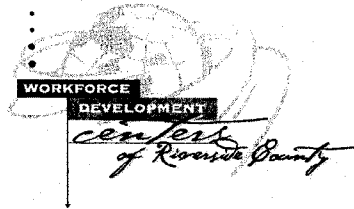
Holly Reeves
Planning Analyst

hr/ts
Enclosure

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WDC Partners: Culinary Academy·Economic Development Agency·Employment Development Department·Department of Veteran's Services
Department of Rehabilitation·Dynamic Educational Systems, Inc.·Hacienda La Puente Adult Education·DPSS/GAIN·Riverside Unified School
District·Riverside Community College District·Community Connection·Southern California Indian Center

1151 Spruce Street, Riverside, CA 92507 Telephone: 951.955.3100 Fax: 951.955.3131 www.rivcojobs.com



**COUNTY OF RIVERSIDE
WORKFORCE DEVELOPMENT BOARD**

**MEMORANDUM OF UNDERSTANDING WITH PARTNERS
PURSUANT TO THE
WORKFORCE INVESTMENT ACT OF 1998 (WIA)
And Senate Bill (SB) 293**

**MEMORANDUM OF UNDERSTANDING
PURSUANT TO THE
WORKFORCE INVESTMENT ACT OF 1998 (WIA)**

PREAMBLE

This Memorandum of Understanding (MOU), made on the 18th day of May, 2009 is an operational agreement entered into by the Riverside County Workforce Development Board (WDB) and Riverside County Office on Aging (Partner) to create a partnership to provide comprehensive, integrated workforce development services to businesses and jobseekers in the Local Workforce Investment Area (LWIA) in accordance with WIA, its implementing regulations and California Senate Bill 293.

WITNESSETH:

WHEREAS, the United States Congress has established the Workforce Investment Act of 1998 (WIA) (Public Law 105-220), which was signed into law July 7, 1998; and

WHEREAS, HR 1385 became law on August 7, 1998, establishing WIA as the national workforce investment system, and

WHEREAS, with the issuance of an Executive Order on October 10, 1999, the Governor enacted WIA in California, and

WHEREAS, California State Employment Development Department Directives, WIAD06-17 dated March 20, 2007, and WIAD06-21 dated June 29, 2007 provided guidance on implementation of the requirements of SB 293 whereby state and federally funded workforce programs will be fully integrated within the one-stop delivery system to achieve universal access to services;

NOW THEREFORE, it is mutually agreed as follows:

- I. **PARTNERSHIP PARTICIPATION:** To facilitate exchange of information and seamless operation, partners are expected to maintain a high level of communication. The following methods of participation will be required:
 - A. Attendance at monthly Partner Meetings. A designee with appropriate authority is to be present to act on behalf of the partner.
 - B. All partner staff will abide by the policies and procedures of the Workforce Development Center (WDC) related to general safety and behavior in the workplace.
 - C. Partners will use standardized WDC forms.
 - D. Partners will develop and use a collaborative marketing strategy informing job seekers, businesses, and the community at large about the services available through the Workforce Development Center. The following resources, as available, will be utilized to enhance coordinated marketing efforts:
 - Web Site Development
 - Public Information and Education
 - Speaker's Bureau
 - Brochures and Flyers
 - Commercial Air Time
 - Media Coverage
 - Public Television and Radio

- II. **SITE SUPERVISION.** WDB and Partners recognize that a number of practices and philosophies related to individual partners vary as a result of its unique organizational structure. These differences must be considered when unifying staff and services within the one-stop. Factors that must be considered are:
 - Differing pay scales for similar positions
 - Functions for similar classifications among agencies, which may differ
 - Off-site supervisors vs. site-based supervisors at the one-stop

- Union vs. Non-Union employees in similar classifications on site
- Hours of operation, including possible evening and weekend hours
- Varied legal holiday schedules
- Sharing of space, equipment, information, and materials

WDB and Partners agree to prior and specific agreements arrangements for supervision, addressing at a minimum the above issues, and modifying said practices over time in accordance with new or changing business or agency needs and requirements. Any such agreements will be attached and made part of this agreement by such attachment.

- III. ONE-STOP PARTNERS:** The Workforce Investment Act (WIA) identifies mandatory One-Stop Partners as organizations that carry out programs or activities under programs authorized as defined under Section 121(b)(1)(A) of the Act and 20CFR Part 662.200, further in Section 121(b)(1)(B) of the Act, and 20CFR Part 662.210. Senate Bill (SB) 293 clarifies and adds small business development centers as required partners in those Local Workforce Investment Areas in which they exist. SB 293 further mandates that these state and federally funded workforce education, training, and employment programs be integrated in the one-stop delivery system to achieve universal access.
- IV. ONE-STOP SYSTEM OVERSIGHT:** The Workforce Development Board, with the agreement of the chief elected official is authorized to designate or certify one-stop operators and to terminate for cause the eligibility of such operators. The Economic Development Agency is the One-Stop Operator in Riverside County. Multiple processes are in place to insure that the workforce system in Riverside County is providing quality services and fiscal accountability. Each year the State of California monitors program performance and fiscal processes. Each year the County Auditor controller performs an internal audit of fiscal processes. Every two years an independent audit firm performs the required OMB A-133 audit of the EDA financial records. The Workforce Development Agency monitors 8 Critical Measures on a monthly basis that include customer satisfaction, community involvement, and business engagement. In addition, an annual ADA compliance audit is completed and an annual self-assessment is completed using criteria based upon the Malcolm Baldrige standards.
- V. TERM AND TERMINATION:** This MOU shall remain in effect until terminated by the repeal of the Workforce Investment Act of 1998 (WIA), by action of law, or in accordance with this section. Any party may withdraw from this MOU by giving written notice of intent to withdraw at least 180 calendar days in advance of the effective withdrawal date to the contact persons listed in section XXI. Partner Services and Signatures of this MOU.
- VI. MODIFICATION:** This MOU may be modified, revised or amended at any time by mutual written agreement of the WDB and Partners.
- VII. CROSS REFERRAL AGREEMENT:** For those Partners not co-located within the WDC, the WDB and Partners agree to receive referrals from and make referrals to the other Partners within the WDC system. A referral may be carried out with a written form, telephone call or email and will include the following elements:
- The customer will be given information about a Partner or other organization and its services, eligibility information, name, address, and hours of operation;
 - To the extent possible, and as requested, staff will assist the customer to make an appointment;
 - Staff will follow up with the customer or Partner organization to become aware of the results of the referral and utilize the services of the Partner in managing services with the customer.
 - To the extent possible, and as requested, staff will assist the customer by providing information and referral to supportive service assistance where available from Partner or other organization.
 - i. Cross-train their respective staff;
 - ii. Consider co-enrollment options and practices;
 - iii. Consider the effect of cross-referrals on mutual performance expectations;
 - iv. Constantly improve the joint delivery of services to customers.
 - v. If applicable, the (Resource Sharing Agreement Attachment A) shall describe the process for the immediate referral of individuals to training who have been unable to obtain or retain employment through provision of Core and Intensive Services.
- VIII. ONE-STOP SYSTEM DESCRIPTION:** The vision of the County of Riverside WDC One-Stop is built upon four guiding principles, which are the essence of the One-Stop delivery system. These principles should be the goals

of all One-Stop delivery systems, and be reflected in the planning and implementation of operations. They are the guiding principles in the development of MOUs, and cannot be accomplished without partnerships based on trust, cooperation and collaboration. The four principles that guide the One-Stop delivery system are:

- **Integrated:** offers as many employment, training and education services as possible for employers and individuals seeking jobs or wishing to enhance their skills.
- **Comprehensive:** a large array of useful information with wide and easy access to needed services.
- **Customer Focused:** the ability to support informed choice by providing a means for customers to judge the quality of these services.
- **Performance Based:** where clear outcomes to be achieved and methods for measuring the agreed-upon outcomes, including customer satisfaction, are identified.

IX. FUNDING FOR OPERATION OF THE SYSTEM: The One-Stop Operator(s) is/are responsible for costs associated with operation of the One-Stop WDC. The Resource Sharing Agreement (RSA) is included as Attachment A and outlines the partner's services provision and the anticipated revenue share. Annual reconciliation shall take place upon each anniversary of the MOU execution. Resource Sharing: The partners agree to share resources in accordance with the attached Resource Sharing Agreement. It is expressly understood that this MOU does not constitute a financial commitment, but rather an intent to commit specific resources in the future as the partners' allocations and budgets are known and the one-stop system evolves. The one stop system is a work in progress, and its costs and the partners' resource contributions will not remain static from month to month or from year to year. These funds may be generated by methods such as, but not limited to:

- Management Fees
- Lease Fees
- Separate Financial Agreements
- Separate Funding Opportunities

X. DISPUTES: The partners shall first attempt to resolve all disputes informally. Any party may call a meeting of all partners to discuss and resolve disputes. Should informal resolution efforts fail, the dispute shall be referred to the Chair of the Riverside County Workforce Development Board who shall place the dispute upon the agenda of a regular or special meeting of the WIB's Executive Committee. The Executive Committee shall attempt to mediate and resolve the dispute.

XI. ASSURANCES:

- A. WDB and Partners agree to comply with the Americans With Disabilities Act (ADA) of 1990 (42 U.S.C. Section 12101 et seq.), Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. Section 794), and California Government Code Section 11135 et seq., as well as the regulations which implement these statutes, which prohibit discrimination on the basis of disability.
- B. WDB and Partners agree that all goods and services pursuant to this agreement shall be available to all persons regardless of age, sex, race, political affiliation, religion, ethnic background, marital status, or condition of physical or mental handicap.
- C. WDB and Partners agree that they will not discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin.
- D. WDB and Partners agree to honor confidentiality. Exchanged information shall remain private and confidential in accordance with the most restrictive confidentiality requirements of any of the partners collecting, receiving or sharing information. As a condition of providing services at the Workforce Development Center, the partners shall adhere to the following:
 - All client information will be treated with the strictest degree of confidentiality during and after involvement with the WDC.
 - Each partner shall keep all information that is exchanged between them in the strictest confidence and make such information available to their own employees on a "need-to-know" basis only.
 - Each partner shall (where it is appropriate) store and process information in electronic format, in such a way that unauthorized persons cannot reasonably retrieve the information.
 - This information will only be used in working with programs at WDC.

- E. The WDB and Partner assures that it has established, in accordance with section 184 of the WIA, fiscal control and fund accounting procedures necessary to ensure the proper disbursement of, and accounting for, funds provided to the local board through the allotments made under sections 127 and 132. [WIA, Section 112(b)(11)]
- F. The WDB and Partner assures that it has implemented the uniform administrative requirements referred to in WIA, Section 184 (a) (3).
- G. The WDB and Partner assures that no funds received under WIA will be used to assist, promote, or deter union organizing [WIA, Section 181(b)(7)]
- H. The WDB and Partner assure that it will collect and maintain data necessary to show compliance with the nondiscrimination provisions of WIA, Section 188.
- I. The WDB and Partner will comply with future State Workforce Investment Board policies and guidelines, legislative mandates, or other provisions as may be required under federal law or policy, including the Workforce Investment Act of 1998 or state legislation.

XII. ATTACHMENTS: The following attachments are included in this MOU.

- A. Resource Sharing Agreement
- B. Mandatory One-Stop Program Partner Grid
- C. Additional Partner Assurances
- D. Memorandum of Operations (MOO) (The MOO only applies to fully integrated partners).


XIII. PARTNER SERVICES AND SIGNATURES: The individuals signing this MOU have the authority to commit the party they represent to the terms of this agreement, and do so by signing:

For the RIVERSIDE COUNTY WORKFORCE DEVELOPMENT BOARD:

1151 Spruce Street
Riverside, CA 92507

Ricardo Olalde, Workforce Development Board Chairman

Contact person and Title


Signature

6-29-09
Date

(951) 955-3100 / (951) 955-3131

Telephone number / Facsimile number

rolalde@rivcoeda.org

E-mail address

ONE-STOP PARTNER INFORMATION:

Riverside County Office on Aging


Partner Name:

6296 Rivercrest Drive #K Riverside, CA 92507-0738

Address:

Ed Walsh, Director

Contact person and Title:


Signature

5/18/09
Date

(951) 867-3800

(951) 867-3830

Telephone number / Facsimile number

Ewalsh@co.riverside.ca.us

E-mail address:

Attachment A

RIVERSIDE COUNTY WORKFORCE INVESTMENT AREA
RESOURCE SHARING AGREEMENT (RSA)

The Riverside County Office on Aging agrees to contribute to the
(Insert WDC partner name and acronym)
delivery of the following core services in the local one-stop system:

The above named partner shall provide the following services as appropriate (please check):

- WIA Title I Eligibility Determination
- Outreach, Intake (worker profiling), and Orientation
- Initial Assessment
- Job Search
- Placement Assistance
- Career Counseling
- Job Listings
- Skills Needed
- Occupational Demand
- Marketing
- Recruitment
- Employer Services
- Job Development
- Employer Advisory Councils
- Employer Outreach Coordination
- Information on Eligible Training Providers
- Performance Outcomes
- Filing Claims for Unemployment Insurance
- Supportive Services
- Help in establishing eligibility for Welfare-to-Work (WtW) and Financial Aid
- Follow-up services for at least 12 months
- Occupational Skills Training;
- On-the-Job Training;
- Workplace Training combined with related instruction;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Job Readiness training;
- Adult Education and literacy activities; and
- Customized training.

A. The above named partner shall provide the following services as appropriate (please check):

1. Access to intensive and training services (including serving as the point of access to individual training accounts).
 - Occupational Skills Training;
 - On-the-Job Training;
 - Workplace Training combined with related instruction;
 - Training programs operated by the private sector;
 - Skill upgrading and retraining;

- Entrepreneurial training;
- Job Readiness training;
- Adult Education and literacy activities; and
- Customized training.

2. Access to One-Stop partner programs and activities. Briefly describe. N/A

3. Access to Wagner-Peyser services including:

- Job search
- Placement
- Recruitment
- Other labor exchange services

4. The Partner MAY also provide the following services:

- Access to customized screening and referral of qualified participants in training services to employment.
- Customized employment-related services to employers on a fee-for-service basis.
- Supportive services.
- Needs related payments.

6. Cost of above services funded by: Riverside County Office on Aging Senior Employment Program

B. The partner named above shall deliver the core services checked as appropriate, plus any intensive services, training, supportive services or other services listed and described below.

C. The partner named above expects to derive benefits from the one stop system as described below.

The partners agree that the contributions and benefits set out in this Resource Sharing Agreement are in proportion to each other. To the extent that the resources contributed or benefits derived become disproportionate, the partners agree to revisit and revise this Resource Sharing Agreement as necessary.

This Agreement does not create a partnership as defined and governed by the Uniform Partnership Act, Corporations Code Section 15000 et seq. The terms "partner" and "partnership" in this Agreement are used generically and are not intended to create or describe the legal relationship between the parties to this Agreement.

The partners agree that the contributions and benefits set out in this Resource Sharing Agreement are in proportion to each other. To the extent that the resources contributed or benefits derived become disproportionate, the partners agree to revisit and revise this Resource Sharing Agreement as necessary.