



WorkSource Seattle-King County MOU/IFA Partnership

The Seattle/King County WorkSource system is comprised of many agencies who agree to work in partnership under the WorkSource umbrella, utilizing their combined programs and resources to enhance the employment and training services available to residents of King County. The Workforce Investment and Opportunity Act (WIOA) requires a Memorandum of Understanding (MOU) be signed by all partners that ensures compliance with WIOA and its implementing regulations and provides the framework to achieve shared goals, providing a comprehensive, seamless customer facing service delivery system. The MOU is renewed every three years.

The [Seattle King County WorkSource network](#) is the largest and most comprehensive in the state, including seven brick and mortar sites operated by four different agencies. These sites include two Centers and five Affiliate sites. Additionally, 30 WorkSource partners operate 43 WorkSource Connection sites, connecting to WorkSource Seattle King County electronically to offer job seeker services in community-based locations.

To determine and share system costs across the partners using WorkSource services, WIOA required the WDCs coordinate and manage a yearly Infrastructure Funding Agreement (IFA), that contains each WorkSource site's infrastructure budget and is included in the MOU. Costs are updated quarterly to reflect any seating changes in the system and a budget to actual reconciliation is performed and communicated with the partners.

These agreements serve to clarify the partners' expectations in the WorkSource Seattle/King County system and to ensure partner agreement to provide an on-going collaborative means of service delivery that adheres to the following core principles:

- Ensures universal access to services for all customers;
- Ensures that all services, policies and actions are undertaken with the goal of achieving the highest possible level of customer service and equal opportunity for job seekers and business customers;
- Bonds staff and services of the partnership into a seamless system of service;
- Sustains high performance in outcomes and in customer satisfaction through a commitment to continuous quality improvement;
- Recognizes the value and importance of contributions by all partners.