



# Employment Security Department

WASHINGTON STATE

## WorkSource System Policy Employment System Administration and Policy

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Washington envisions a nationally recognized fully integrated One-Stop system with enhanced customer access to program services, improved long-term employment outcomes for job seekers and consistent, high-quality services to business customers. In order to achieve this vision, Employment System Administration and Policy sets a common direction and standards for Washington's WorkSource system through the development of WorkSource system policies, information memoranda, and technical assistance.

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**Policy Number:** 1025  
**To:** Washington WorkSource System  
**Effective Date:** April 7, 2023  
**Subject:** One-Stop System Dispute Resolution and Appeals

### 1. Purpose:

To communicate the requirement that Local Workforce Development Boards (LWDBs) have local WIOA dispute resolution policies and processes and to describe the process by which local WIOA disputes will be handled by the State in the event disputes cannot be resolved at the local level.

### 2. Background:

Disputes by LWDBs regarding contracts, allotments, monitoring and oversight outcomes, and administrative agreements involving local and/or system partners may occur. Standardized policies and timely processes for addressing and resolving such disputes is required.

### 3. Policy:

- a. LWDBs must have local policies and procedures to resolve disputes at the lowest possible level. LWDBs must follow their local policies and procedures and appropriately document local actions and decisions relating to disputes that arise. Only after local policies and procedures have been exhausted can disputes be elevated to the state level.
- b. If the requirements of a local dispute resolution policy and process have been met and the parties to a dispute cannot reach agreement, they may appeal to the Workforce Training and Education Coordinating Board (WTECB) for resolution. Decisions by WTECB, as the representative of the Governor, will be made in consultation with appropriate local Chief Elected Official(s) and issued within 60 calendar days of receiving appeals.

Unresolved local disputes involving Memoranda of Understanding and Infrastructure Funding Agreements that are elevated to the State for resolution need to follow the procedures outlined in WorkSource System Policy 1013 and WorkSource System Policy 1024, respectively.

- c. If one or more of the parties to the dispute is dissatisfied with WTECB's decision, the decision can be appealed to the U.S. Department of Labor as described in WIOA Section 181(c).
- d. Per WIOA Section 121(h) and 20 CFR 678.725-750, local disputes related to funding of one-stop infrastructure costs are exempt from this policy and will instead be addressed through application of the state one-stop funding mechanism determined by the Governor and subject to a state-level appeals process established by the Governor.

**4. Definitions:**

None.

**5. References:**

- Public Law 113-128, Workforce Innovation and Opportunity Act of 2014, Section 181(c) – Grievance Procedure
- 20 CFR 683.600 (What local area, State, and direct recipient grievance procedures must be established?)

**6. Supersedes:**

WIOA Title I Policy 5410, Revision 1 (Dispute Resolution and Appeals)

**7. Website:**

[Workforce Professionals Center](#)

**8. Action:**

Local Workforce Development Boards and their contractors must distribute this policy broadly throughout the system to ensure that WorkSource System staff are familiar with its content and requirements.

**9. Attachments:**

None.

**Direct Inquiries To:**

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