# Instructions

Please read each of the questions carefully, respond appropriately to each of the following categories in the space provided, and return this fully completed questionnaire with the additional documents requested in advance of the onsite monitoring visit.

# Wagner-Peyser Questions

## Administrative (All Offices)

### Describe the local process used to complete the annual Wagner-Peyser Self-Appraisal sent by Wagner-Peyser Program Operations. Were planned activities identified? If so, are the activities on track to be completed?

Provide Response Here

### Describe the local office/area process for customer complaints. Please describe the process for tracking and logging Wagner-Peyser Program complaints. Include information about where complaints are submitted and how complaint contacts/coordinators are involved.

Provide Response Here

### Do you currently submit the logs to the State Monitor Advocate or utilize the complaint log on the EC Programs One Stop?

Provide Response Here

### Who is your local Complaint Coordinator? Is this person the same for Wagner-Peyser Program Complaints?

Provide Response Here

## Eligibility and Registration-Job Seeker (All Offices)

### Describe the process at your office for utilizing the guidance in WIN0120 to create an ETO account for a customer if necessary. Include if your office runs the “Staff-Created Participants” report to ensure that any profiles created were complete and accurate.

Provide Response Here

### Describe the customer flow at your office from the point a customer enters the office or virtually connects with your office. Include information about greeting process, triage/initial screening process, resource room, any appointment availability.

Provide Response Here

### Describe the process at your office for reviewing/updating a customer’s demographics (i.e., veteran status, education) in WSWA or in ETO when the customer receives a staff-assisted service. Please include information about staff completion of the Full Registration Training and office Full Registration process implementation date.

Provide Response Here

### Describe the process at your office or in your area for reviewing the reliability, validity, and completeness of the data entered in ETO. Refer to the most current version of Policy 1003-Data Element Validation at [WorkSource System Policies](https://wpc.wa.gov/policy/state/worksource) for more information about what is expected at the local level. Please include information about how appropriate staff are trained on Data Element Validation (i.e. reviewing/attending state-wide training).

Provide Response Here

## Priority of Service (All Offices)

### Describe the local process staff utilize to assess Veteran and Eligible Spouse status at the point of entry at WorkSource. Describe how staff share information about Priority of Service to the customer.

Provide Response Here

## Labor Exchange Service Documentation (All Offices)

### Describe the local process for staff training on the definitions within the [WorkSource Services Catalog](https://storemultisites.blob.core.windows.net/media/WPC/wswa/support/worksource-services-catalog.xlsx) and how this impacts the touchpoints/services that are taken in ETO for customers.

Provide Response Here

## Unemployment Claimant Services (All Offices)

### Describe the process and any tools utilized to ensure that all customers eligible for UI are informed about WorkSource services that are available.

Provide Response Here

### Describe the process at your office if a staff member encounters a situation that would warrant a Report of Potential Issue (RPI) outside of an RESEA appointment.

Provide Response Here

## Employer/Business Services (All Offices)

### Describe your local approach to working with employers. Include information about any local business services that are supported outside of Wagner-Peyser funds.

Provide Response Here

## Best Practices/Questions/Tools (All Offices)

### Please share any best practices that you would want to share that are happening in your office related to Wagner-Peyser/labor exchange services.

Provide Response Here

### Please share any areas that you would like to receive additional training/guidance around after reviewing the Wagner-Peyser Monitoring Tools and Questionnaire.

Provide Response Here

### Please share any desk aids/guidance documents that your office utilizes for staff training for front-end services, priority of service, customer flow, complaints, or any other Wagner-Peyser related activity via the return email for the Pre-Monitoring Questionnaire.

No response required. Please attach documents via email.

## Migrant and Seasonal Farm Worker Focused Information (All Offices)

### Describe both informal and formal training that staff have received regarding the identification of Migrant and Seasonal Farm Workers.

Provide Response Here

### Describe any outreach activities that are happening in your office/area that focus on Migrant and Seasonal Farm Workers.

Provide Response Here

### Is your office submitting a monthly MSFW outreach report to Wagner-Peyser Program Operations on the EC Programs One Stop?

Provide Response Here

### Answer if your office is receiving Wagner-Peyser 10% funds for MSFW Outreach. Is the office on target to meet the annual MSFW outreach days/hours goal set by Wagner-Peyser Program Operations?

Provide Response Here

### Is the office reviewing the MSFW Equity Ratio and Service Level Indicator Data?

Location of Report on WPC-<https://wpc.wa.gov/reports/msfw-monitor-advocate-status-pirl>

Provide Response Here

## Agricultural Recruitment System (Order Holding Offices only)

### What is your office process for receiving and posting H-2A job orders? How do you ensure that you are meeting expectations in the creation of job orders?

Provide Response Here

### Describe your office process for following-up and documenting efforts with customers that submit applications. Include how you utilize ETO in this process.

Provide Response Here

### How does your office publicize H-2A job orders?

Provide Response Here

## MSFW Significant Offices Only

### What is your office’s plan in the event of an unexpected absence of the primary MSFW Outreach worker?

Provide Response Here

### Describe any current efforts to ensure that your office meets the equity indicators and service level indicators for MSFW.

Location of Report on WPC-<https://wpc.wa.gov/reports/msfw-monitor-advocate-status-pirl>

Provide Response Here

### Describe how the performance of the outreach worker is assessed to ensure meeting expectations along with overall quality. Include information about the outreach worker’s amount of time spent outside of the office.

Provide Response Here

### Describe the training and support processes for the outreach worker. Please include information about their safety, protection of MSFW against sexual harassment and living/working condition issues, complaints, and WorkSource services.

Provide Response Here

Is the local office conducting local monitoring of RESEA service delivery including proper MIS documentation?

Yes No

If YES, do you have records to share and/or describe the process you’re using?

Provide Response Here

Supervisor Review:

Provide Response Here

If NO, why and what support is needed to conduct local monitoring?

Provide Response Here

Have all RESEA staff received the required RESEA training?

Yes No  Unsure

If YES, does the office have a list to verify formal staff training, including names and dates?

Provide Response Here

If NO OR UNSURE, how have staff received RESEA training prior to providing RESEA Services?

Provide Response Here

How often does the RESEA supervisor attend training?

Provide Response Here

### Staff Information

#### How many staff conduct RESEA Meetings?

Provide Response Here

### Describe the length of tenure most staff have with ESD/RESEA staff have with ESD.

Provide Response Here

### Office Processes

#### How are work search records received from claimants?

Provide Response Here

#### Briefly describe the office process for ensuring reasonable scheduling accommodation (RAS initial appointment openings each week to select new claimants):

##### How does the local office manage open available appointments to assure claimants can locate available openings to self-schedule or to allow staff to schedule when a claimant is nearing the 21-day deadline?

Provide Response Here

##### How is the Selection Projection Report used to manage open available appointments in RAS?

Provide Response Here

##### Are claimants offered all choices in RAS when scheduling an appointment (in-person, virtual, and phone)?

##### **Yes No**

Provide Response Here

##### Briefly describe the office process when scheduling and calling in claimants-appointment letters.

Provide Response Here

### RPI’s

#### Are there sample copies of recent RPI’s for issues or work search directives (WSD) request forms submitted?

#### **Yes No**

##### Can 6-8 be shared with monitoring during the review?

##### **Yes No**

If NO, Provide Response Here

### Miscellaneous

#### Please provide any additional information desired.

Provide Response Here