

# WorkSource Service Delivery System Policy

June 7, 2010

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**EFFECTIVE DATE:** July 1, 2010  
**POLICY NUMBER:** 1010 Rev 1  
**SUBJECT:** WorkSource Initiative Integrated Front-end Services Policy

## SCOPE

*WorkSource System policies set common direction and standards for Washington's WorkSource System. This policy applies to Workforce Development Councils, ESD's Employment and Career Development Division (ECDD), and other partners delivering services in WorkSource centers and affiliate sites.*

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## PURPOSE

This policy provides guidance and standards for delivering a minimum, consistent level of front-end services through WorkSource centers and, as applicable, affiliate sites.

## POLICY

As part of the One-Stop operator roles and responsibilities for implementing WorkSource integration principles, the WDC will require that the One-Stop operator ensure all WorkSource centers and, as applicable, affiliate sites, have front-end services in place that are consistent with this policy and their local operations and strategic plans.

Front-end services in WorkSource Centers and, as applicable, affiliate sites, are the *initial* customer services that begin the customer's individual job search and skill improvement assistance process. These services include, but are not limited to, front-end assessment and providing information about the services available at WorkSource.

## STANDARDS

Workforce Development Councils will require One-Stop operators, in conjunction with the partners in the center, to:

- A. Implement the following minimum standards for front-end services:
  1. Provide new and returning WorkSource customers with a front-end assessment that:
    - a. Identifies the customer's current needs; and

- b. Determines the most appropriate next step to help the customer reach his or her immediate objectives on the path to achieving his or her employment goal.
  2. Complete a short SKIES registration.
  3. Identify whether the customer is entitled to veterans' priority of service, as either a veteran or covered spouse and provide the menu of programs and services to which the entitlement applies.
  4. Provide a Menu of Jobseeker services that is easily available and understandable to all WorkSource jobseeker customers.
  5. Training of Front-end Staff: Front-end staff are knowledgeable about all reemployment and skill development services available through WorkSource.
  6. Navigation of a WorkSource Center: All WorkSource Centers and affiliate sites have a clear way for customers to locate meeting rooms, restrooms, fax machine, UI Telecenter access point, telephone, etc.
- B. Develop procedures to measure implementation of the minimum front-end services described in this policy.
- C. Utilize the WDC's dispute resolution policy or the process described in the One-Stop Operator agreement that covers steps to be taken to resolve disputes if partners are unable to agree upon front-end service delivery.

## **MEASURES**

1. Targets are set for the number of staff-assisted front-end assessments provided to new and returning customers (*see definition*).
2. Procedures are in place that measure progress toward implementing the minimum front-end services identified in this policy.
3. 100% of staff-assisted front-end assessments are documented with a short SKIES registration.
4. 100% of veterans or covered spouses receive notification of the priority of service entitlement, and the menu of programs and services to which the entitlement applies.
5. A Menu of Jobseeker Services is easily available and understandable to all WorkSource jobseeker customers as demonstrated through on-site observation and/or customer and stakeholder feedback.
6. Documentation is maintained showing a minimum of 80% of staff assigned to front-end functions are trained or can demonstrate knowledge of programs and front-end service delivery.

7. Clear access to WorkSource equipment and necessary information is demonstrated through on-site observation and/or customer and stakeholder feedback.
8. The WDC provides documentation that the dispute resolution process outlined in this policy is in place.

**Waiver Request:** Recognizing the variances in staffing size and program offerings at local WorkSource affiliate sites, Workforce Development Councils may request a waiver of one or more specific elements of the Front-end policy that may not be applicable to a specific affiliate. Elements of the policy that a Workforce Development Area/affiliate site considers “not applicable” shall not be regarded as such until the waiver is obtained. (See Attachment A *Waiver Request*.)

## DEFINITIONS

**Front-end Assessment:** The focus is on getting a *broad* sense of the customer’s present circumstances and immediate objectives and referring them to the most appropriate next service. The front-end assessment is not intended to cover everything about the customer in detail. By engaging customers in WorkSource, staff conduct structured, consistent information gathering aimed at identifying their needs, and determining the most appropriate next step to help them achieve their employment goal.

**Integration:** Delivering WorkSource services in a coordinated way to improve customer outcomes, rather than based on funding source or program affiliation.

**Job Seekers:** Customers accessing WorkSource job-finding services.

**Menu of Jobseeker Services:** Staff assisted and self-service workforce development offerings available to customers to provide the best outcome for individuals seeking employment, training, job retention, or increased earnings.

**New and Returning WorkSource Customer:** 1) a customer who is new to the WorkSource system or; 2) a returning WorkSource customer who has not received a service for 90 consecutive calendar days and is not scheduled for future services.

**Short SKIES Registration:** The minimum set of data elements that must be entered into SKIES for a WorkSource customer to receive a service.

## REFERENCES

WorkSource Initiative Framework, December 2008

## SUPERSEDES

WorkSource Initiative Integrated Front-end Services Policy 1010, November 10, 2009

**WEBSITE**

<http://wpc.wa.gov/adm/policy>

**DIRECT INQUIRIES TO**

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**Employment  
Security  
Department**

STATE OF WASHINGTON

**Request for Waiver of Standard and/or Measure  
Integrated Front-end Services Policy**

Workforce Development Area:  
WorkSource Center or Affiliate Site:  
Standard/Measure for which waiver is requested:

***Rationale:***

Signature: \_\_\_\_\_ Date \_\_\_\_\_  
Workforce Development Council Director

***Fax request to (360) 438-3174 Attn: Standards and Policy Unit, Attn: Carol Nunn***