

WorkSource Service Delivery System Policy

EFFECTIVE DATE: October 5, 2009
SYSTEM POLICY NUMBER: 1007
SUBJECT: WorkSource Initiative Framework

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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BACKGROUND

This policy describes the WorkSource Initiative Framework's expectations for the delivery of high quality services and the roles and responsibilities of partners in the WorkSource System.

The WorkSource Initiative Framework Policy commences the development of a series of service delivery policies and standards, including front-end service delivery, skills and employment services, employer services, one-stop operator, memorandum of understanding, and other related policies.

POLICY

The role of Washington's One-Stop System is to deliver high quality services to job seekers and business customers. The WorkSource Initiative Framework provides a vision and minimum statewide standards for an effective, efficient, and consistent approach to delivering these services statewide. Workforce Development Councils (WDCs), ESD Labor Exchange, the Division of Vocational Rehabilitation (DVR), community and technical colleges and other local partners collaborate to enhance customer access to integrated program services, improve job seekers' long-term employment outcomes, and deliver consistent, quality services to business customers.

The principles, values, and design elements conveyed in the Workforce Training and Education Coordinating Board's *Washington Works: Strengthening the Workforce for Washington's Future* – January 2007 and the WorkSource Initiative Framework establish a

basis for collaboratively designing, developing, implementing and delivering services to WorkSource customers. The framework acknowledges that the strengths each partner brings to the table maximize benefits to customers and that local areas are in various stages of delivering integrated services to WorkSource customers. Integrated services include shared responsibility for customers, a standardized customer flow through which customers receive services and are continuously engaged, and service delivery functions with staff working together to address customers' needs, regardless of program.

The three major functional areas through which WorkSource services are delivered are front-end, skills and employment, and business and employer services. WSID, in consultation with WDCs and partner agencies, is establishing statewide standards and policies for each of these areas and other related integration policies.

Roles and Responsibilities of Local Partners

The local partners' roles and responsibilities within the service delivery system include, but are not limited to:

- WDCs are responsible for convening area workforce development partners and stakeholders and planning the area's workforce development strategy that incorporates the goals and performance metrics set by the state. WDCs are also responsible for ensuring there is an appropriate Memorandum of Understanding (MOU) between the required partners; overseeing performance of One-Stop center programs; overseeing center implementation of statewide system standards and policies; monitoring performance; and designating, overseeing and supporting One-Stop Operators in fostering effective working relationships among center partners. Additionally, WDCs locally administer Workforce Investment Act (WIA) Adult, Youth and Dislocated Worker program services.
- ESD's Employment and Career Development Division (ECDD) is responsible for operating Labor Exchange, Trade Adjustment Assistance (TAA), Veterans Employment and Training Service (VETS), WorkFirst, Migrant Seasonal Farmworker (MSFW), UI Claimant Reemployment, and Offender Employment Services.
- Partner agencies such as DVR, community and technical colleges and other community organizations serve customers at WorkSource centers and affiliate sites. They provide access to WorkSource services, and upon customer referral, deliver their primary services.

STANDARDS AND MEASURES

Partners in local WorkSource centers and affiliate sites work together on behalf of the customer. Standards and measures related to service delivery and integration are contained in the WorkSource System policies being established by WSID.

DEFINITIONS

None

REFERENCES

WorkSource Initiative Framework, December 2008

Washington Works: Strengthening the Workforce for Washington's Future, January 2007

SUPERSEDES

None. This is a new policy.

WEBSITE

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

DIRECT INQUIRIES TO

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