

# WorkSource Service Delivery System Policy

May 21, 2010

---

---

**EFFECTIVE DATE:** July 1, 2010  
**SYSTEM POLICY NUMBER:** 1015  
**SUBJECT:** Menu of Jobseeker Services

## SCOPE

*This policy applies to Workforce Development Councils, ESD's Employment and Career Development Division (ECDD), and other partners delivering jobseeker services in WorkSource centers and, as appropriate, affiliate sites.*

[BACKGROUND](#) | [PURPOSE](#) | [POLICY](#) | [STANDARDS](#) | [MEASURES](#)  
[DEFINITIONS](#) | [REFERENCES](#) | [WEBSITE](#) | [INQUIRIES](#)

## BACKGROUND

This policy emerges from the Framework Initiative that seeks to provide guidelines and standards for delivering a minimum, consistent level of jobseeker services through WorkSource centers and affiliate sites.

## PURPOSE

To ensure that a minimum set of comprehensive, quality services that accommodates the needs of diverse populations is available to jobseeker customers of WorkSource centers and affiliate sites.

## POLICY

Workforce Development Councils will require that One-Stop operators ensure a minimum set of comprehensive, quality services is available to jobseeker customers of WorkSource centers and, as appropriate, affiliate sites.

The primary, distinct, customer service areas are:

- Front-end Services, the *initial* customer services that begin the customer's individual job search and skill improvement assistance process. Front-end services include, but are not limited to, front-end assessment and providing information about the services available at WorkSource; or about filing for unemployment insurance; and

- Skills Development Services, where jobseeker customers may access a myriad of staff assisted and self-service offerings that enable them to know their skills, identify skill deficits and other employment barriers, improve/increase their skills, and obtain a job with their skills.

Staff assisted and self-service workforce development offerings make up the Menu of Jobseeker Services. While a minimum set of services is expected, they may be made available on-site, on-line, or through workforce development partners such as community and technical colleges and local community organizations.

## **STANDARDS**

- All job seeker customers, regardless of skills, education and employment levels will have access to a Menu of Jobseeker Services. WorkSource Centers and affiliate sites will plan and implement strategies and processes, tailored to local conditions and within available resources, that result in a menu that provides all jobseeker customers the opportunity to:
  - a. Know the services available through WorkSource
  - b. Know their skills
  - c. Identify ways to improve their skills if needed
  - d. Find employment based on skills
- One-Stop operators will ensure that the Menu of Jobseeker Services includes information about viable offerings designed to meet the needs of their local client base.
- The Menu of Jobseeker Services is easily available and understandable to all WorkSource jobseeker customers.
- The Menu of Jobseeker Services includes, at a minimum, information on the following eight items. It should specify that access to the offerings and services are contingent upon the availability of funding and may require that customers meet program eligibility requirements:

Information on:

- 1) Available assessment tools
- 2) Skill development services
- 3) Labor market information
- 4) Available short and longer term training opportunities within the region or online
- 5) Job search and placement assistance
- 6) Resources to facilitate contact with potential employers, such as computers, telephones, and fax machines
- 7) Community resources and supportive services
- 8) Access to information about filing for unemployment insurance

- WorkSource staff are knowledgeable about internal and external services, and are able to direct customers to the most appropriate service for helping them achieve their goals of employment, training, job retention, or increased earnings.

## MEASURES

- On-site observation and/or customer and stakeholder feedback validate that the Menu of Jobseeker Services is accessible to all WorkSource customers and includes information described in items 1 through 8 (above).
- The One-Stop Operator will maintain a training schedule reflecting that a minimum of 80% of staff assigned to front-end functions receive training or demonstrate knowledge of programs and front-end service delivery, including the Menu of Jobseeker Services.

## DEFINITIONS:

**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.

**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. Front-end assessments do not intend 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.

**One-Stop Operator:** The operator is the entity that performs the role specified in the agreement between the Workforce Development Council (WDC) and the WorkSource operator(s) (20CFR 662.400 (a & c)).

The role of the operator may range between coordinating service providers within a center, to being the primary provider of services within a center, to coordinating activities throughout the system. (20CFR 662.400 (a & c)).

## REFERENCES

WorkSource Initiative Framework, December 2008

**SUPERSEDES:**

None. This is a new policy

**WEBSITE**

<http://www.wa.gov/esd/policies/systems.htm>

**DIRECT INQUIRIES TO**

Carol Nunn  
Standards & Policy Unit  
WorkSource Standards & Integration Division  
Employment Security Department  
PO Box 9046  
Olympia, WA 98507  
(360) 438-3269