Employment Security Department
WASHINGTON STATE

☐ Policy-related	☐ Fiscal	☑ Performance	☐ Q&A	☑ Other		

Number: WIN – 0010 Change 3
Date: February 11, 2014
Expiration Date: N/A

TO: Workforce Development System Partners

FROM: Amy L. Smith, Director of Workforce System Policy

SUBJECT: Services Catalog Changes

Purpose:

WIN 0010 introduced the Employment Security Department's (ESD's) effort to establish the Services Catalog and introduce other changes, including:

- New process for creating services;
- Re-titling the Chart of Services to Services Catalog to appropriately reflect the increased level of information that will be available for each service; and
- New service review process that will be used to evaluate services.

Refer to Attachment B for a running list of activations and deactivations, including changes effective February 25, 2014.

Attachment A provides a one-page guide on the use of the SKIES Services Catalog.
Attachment B provides a running list of Deactivated and Activated Services by Date. The most recent changes will appear first.
Attachment C is a matrix that provides a service selection cross-walk from deactivated services to appropriate services, based on changes made through the core services realignment effort.

Action Required:

The deactivation and activation of services may require an update to desk aids, training manuals or procedures. Please contact your local SKIES trainer for guidance.

Workforce Development Councils (WDCs) and their contractors, as well as Employment Security Regional Directors, must distribute this guidance broadly throughout the system to ensure that staff and partners in the WorkSource System are familiar with its content and requirements.

NOTE: Administrators are strongly encouraged to disseminate the information in this WIN to their SKIES users.

Content:

a. <u>Background</u>

The Services Catalog (formerly titled the Chart of Services) provides staff with a list of services that can be used to serve job seekers. These services are also the source data for performance and outcome measurement.

ESD is implementing changes to the Services Catalog to improve the functionality and maintenance of the entire service system. The Catalog will be administered to provide the appropriate level of information so staff, managers, and administrators can make decisions that add the most value to the job seeker. Decisions to activate, amend, or deactivate individual services will take into consideration the system's entire informational needs. To the extent possible, the Services Catalog will be limited to activities that provide direct service to the job seeker. Services used for administrative, tracking, or follow-up purposes will be replaced by alternatives when feasible.

The process changes to the Services Catalog cover four areas: service creation, the information in the Services Catalog, service review, and local services.

b. <u>Process Changes</u>

Service Creation
Users will request new services by completing an online form available on *Inside Skies*. Upon receiving the request, System Performance staff will conduct a detailed analysis of the request. This analysis will include consideration of alternatives to creating a new service. System Performance staff will write a brief that details the service request and analyzes the implementation options. A standing group of Power Users and stakeholders will review the analysis and provide input. After the review period, System Performance will use the analysis and input to make a final decision on the new service request.

Services Catalog
The new Services Catalog will build upon the information currently contained in the chart to include additional details. These additional details will better enable staff to select the appropriate service for the job seeker – improving data integrity and outcome measurement. System Performance staff will also utilize the greater detail in conducting the periodic service reviews.

In addition to having greater detail for each active statewide service, the Services Catalog will include similar information for local services. The information for local services will be developed by local staff based on the template established for statewide services.

Service Review
Services within the Services Catalog will be reviewed on a periodic basis by System Performance staff. The review will analyze the service over a range of areas, including the number of times it was used, the distribution of its use across areas, and applicability to current policy direction. For services that were created as a substitute for procedural or technological limitations, the review will analyze if the conditions have changed sufficiently to make the non-service alternative feasible.
Based on the analysis, System Performance staff will make a recommendation for the service. The analysis and recommendation will be made available for stakeholder review. For services recommended to be deactivated or amended, notice of the recommendation and opportunity for comment will be provided through an electronic distribution list. Final decision on continuing, amending, or deactivating the service will be made by System Performance.

Service reviews can also be requested through the online form on Inside SKIES.

Local Services
In addition to the Services Catalog process changes, System Performance will facilitate conversations with WDCs to better manage local services. As local services have an impact on data integrity, database management, and performance measurement, System Performance will work with WDC staff to ensure local services are functioning efficiently within the broader service universe.

Supersedes:

- WIN 0010 Change 2
- WIN 0010a
- WIN 0010b
- WIN 0010c
- WIN 0010d
- WIN 0010e

For additional context refer to the archived versions here.

Website:

http://www.wa.gov/esd/1stop/policies/state_guidance.htm

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Attachments:

Attachment A – SKIES Services Catalog Guide
Attachment B – Deactivated and Activated Services
Attachment C – Service Selection Matrix for Core Services Realignment

WORKSource

The SKIES Services Catalog is the list of active services that can be used to represent services delivered to job seekers within the WorkSource system. The catalog also contains the definition of each service, so users will be able to select the service that best represents the activity with the job seeker. Services are categorized into Core, Intensive, Training, Follow-Up and Support.

Important Facts about the Catalog:

1. The services within the catalog are the source data for performance and outcome measurements throughout the WorkSource system.

2. Stakeholders within the system must review the Services Catalog on a regular basis to ensure their knowledge of available services and definitions are maintained. The Services Catalog is available on Inside WorkSource and Inside SKIES websites.

3. WorkSource Information Notice (WIN) 0010 informs the system of the review process for updating the catalog, including service creation and deactivation. Change 1 also includes additional guidance to inform the system of service deactivations; along with the rationale behind the deactivations (refer to Attachment B). Future changes will be announced as changes to WIN 0010.

4. Staff should utilize the Service Selection Matrix (Attachment C) for Core Services Realignment to assist with the transition to the new services.

5. Workshop services represent multiple services delivered within that specific class. Staff should not select multiple services to represent a class.

6. Local workshops may still be tracked with a local service as needed, but local offices are encouraged to keep local services to a minimum. Local services are not counted for Federal performance.

7. Desk side is defined as a two-way communication between the staff member and job seeker. This could occur in- person, via phone or email. All desk side staff assisted services require that an assessment of skills and abilities is conducted prior to service delivery.

Deactivated and Activated Services by Date – Attachment B

NOTE: Only changes made through the WIN process after 1/1/12 are included this matrix.

Activated and Deactivated Services	Rationale	Effective Date
Deactivated: • YOUTH SKILL GOAL- BASIC SKILLS (330) • YOUTH SKILL GOAL- BASIC SKILLS (558) • YOUTH SKILL GOAL- OCCUPATIONAL (331) • YOUTH SKILL GOAL- OCCUPATIONAL (559) • YOUTH SKILL GOAL- WORK READINESS (332) • YOUTH SKILL GOAL- WORK READINESS (557)	The six Youth Skill Goals were part of the original WIA Performance Measures (TEGL 7-99). WA state received a waiver for the original 17 measures, including Youth Skills Goals for Younger Youth. The services were used to measure performance of the goals. Staff should now select the appropriate service that represents the activity the youth is in.	2/25/14
Deactivated: • BONDING ASSISTANCE (326) • CHILD SUPPORT WORKSHOP (1118) • OUTREACH SERVICES (372) • PLACED IN FEDERAL TRAINING (345) • WORKSHOP-BUSINESS / EMPLOYER EXPECTATIONS (108) • WOTC CERTIFICATION SERVICES (339) • RESUME ASSISTANCE (385) **Activated:** • RESUME REVIEW (1467) • MISCELLANEOUS WORKSHOP (1468)	RESUME REVIEW is replacing RESUME ASSISTANCE. RESUME ASSISTANCE's service definition was too ambiguous and left to interpretation. RESUME REVIEW provides a much more detailed service definition. MISCELLANEOUS WORKSHOP is activated to encompass an array of workshops not including the Job Hunter modules or Job Club workshops. This service gives offices the flexibility to record workshop activity without the necessity of having a specific workshop service already available. OUTREACH SERVICES is being deactivated due to mis-reporting the activity to Department of Labor. The type of activity typically used with this service did not represent the types of activities that warranted reporting and extending participation or exit by federal guidelines. The intent of the other deactivations is to remove services that are either seldomly used or never used.	10/24/13

Activated and Deactivated Services	Rationale	Effective Date
Deactivated: • PROVIDED LABOR MARKET INFORMATION (126) • PROVIDED TRAINING/RETRAINING INFORMATION (341) • SERVICE ORIENTATION (118) • REFERRAL TO TRAINING - GENERAL INFO (381) • REFERRAL TO SUPPORTIVE OR INTENSIVE SERVICES (379) • REFERRAL TO FEDERAL TRAINING (344) • REFERRAL TO SKILL DEVELOPMENT (991) • INITIAL ASSESSMENT (327) • NEEDS ASSESSMENT (343) • JOB SEARCH AND PLACEMENT ASSISTANCE (114) • JOB SEARCH PLANNING (342) • VOCATIONAL / EMPLOYMENT GUIDANCE SERVICES (409) • REFERRAL TO WIA 167 PROGRAM (846) **Activated:** • PROVIDED WORFORCE INFORMATION (1453) • REFERRAL TO ADDITIONAL SERVICES (1454) • ASSESSMENT (1455) • INDIVIDUALIZED JOB SEEKER ASSISTANCE (1456) • CAREER GUIDANCE SERVICES (1457)	Over time there has been a proliferation of statewide core services. This has resulted in differing service data entry practices throughout the state. Below is a summary of why these changes are necessary: • Satisfy DOL data requirements. • Eliminate non-value added data entry steps and complicated processes. • Clearly identify customer's next steps. • Ensure integrity of SKIES data (ability to clearly define the provided service. • Aid the process to make good staffing and resource decisions. • Measure only what matters. • Make numbers meaningful. • Promote statewide standardization. • Focus staff activity on customer needs. NOTE: For additional guidance on what services to select in place of these deactivated services refer to Attachment C.	8/12/13
Deactivated: • CORE SERVICES – WIA	This service was deactivated because it hinders our reporting system from accurately reporting to the Department of Labor's Employment and Training Administration to meet their need to "*provide Congress, the public and other interested stakeholders with more complete and accurate information on participations levels and types of services being provided through the nation's workforce investment system…*" (TEGL 17-05, page 27). For additional context refer to the archived version of WIN 0010d.	2/5/13

Activated and Deactivated Services	Rationale	Effective Date
Deactivated: • ADULT FOLLOW-UP SERVICES • WORKFIRST CAREER SERVICES FOLLOW-UP • YOUTH FOLLOW-UP SERVICES **Activated**: • PROGRAM FOLLOW-UP SERVICES	These services were deactivated based on analysis of each service and consideration of feedback received on the services. This one service was added to replace the three deactivated Follow-up services. Keep in mind that some programs have specific follow-up considerations.	7/20/12
Deactivated: • REFERRAL TO OTHER SERVICES • TAP WORKSHOP • MILITARY SPOUSE CAA TRAINING • CONTINUOUS ENGAGEMENT • RE-ENTRY JOB CLUB • RE-ENTRY ORIENTATION	These services were deactivated based on analysis of each service and consideration of feedback received on the services.	4/23/12
Deactivated: • PRE-APPRENTICESHIP TRAINING (WIA SAT ONLY) • PROJECT SPECIFIC APPRENTICESHIP TRAINING (WIA SAT ONLY) • APPRENTICESHIP TRAINING (WIA SAT ONLY) • JOURNEYMAN ADD-ON TRAINING (WIA SAT ONLY) • ATTENDED AN INFORMATION SESSION (AMERICORPS) • REFERRED TO YOUTH PROGRAMS (AMERICORPS) • REFFERED TO WORKSOURCE CORE SERVICES (AMERICORPS)	These services were deactivated because the programs these services were attached to have expired. Continuing to select these services in SKIES generates errors in reports.	1/5/12

Services Selection Matrix for Core Services Realignment – Attachment C

If you used this service in the past	Consider using this service based on its definition	Definition of Service
CHILD SUPPORT WORKSHOP (1118)	MISCELLANEOUS WORKSHOP (1468) Note: Although not specifically designed as a replacement, any non-Job Hunter or non-Job Club workshop may be recorded with this service.	A group service that is not a Job Hunter Module or Job Club; that provides additional employment or training information or instruction.
INITIAL ASSESSMENT (327) - Though the service will no longer be a system-generated service, the Job Seeker < Initial Employment screens will remain available for use.	ASSESSMENT (1455)	Assessment of a participant's skills, education, or career objectives in order to achieve any of the following: assist participants in deciding on appropriate next steps, search for employment, training, and related services, including job referral; assist participants in assessing their personal barriers to employment; assist participants in accessing other related services necessary to enhance their employability and individual employment related needs.
JOB SEARCH AND PLACEMENT ASSISTANCE (114)	INDIVIDUALIZED JOB SEEKER ASSISTANCE (1456)	Assistance provided to job seekers who: -have already attended a workshop or - who demonstrate the same level of skills/abilities expected from workshop attendees or -are in need of workshop assistance but no workshop is available. This service is tailored to his/her individual needs regarding one or more of the following: matching ones skills and abilities to the job market; job search techniques; resumes, job applications and other job search related materials, and interviewing techniques. The seeker has already attempted self-service and has attended group services but requires additional individualized assistance in order to find successful employment.
JOB SEARCH PLANNING (342)	INDIVIDUALIZED JOB SEEKER ASSISTANCE (1456)	Assistance provided to job seekers who: -have already attended a workshop or - who demonstrate the same level of skills/abilities expected from workshop attendees or -are in need of workshop assistance but no workshop is available. This service is tailored to his/her individual needs regarding one or more of the following: matching ones skills and abilities to the job market; job search techniques; resumes, job applications and other job search related materials, and interviewing techniques. The seeker has already attempted self-service and has attended group services but requires additional individualized assistance in order to find successful employment.

NEEDS ASSESSMENT (343)	ASSESSMENT (1455)	Assessment of a participant's skills, education, or career objectives in order to achieve any of the following: assist participants in deciding on appropriate next steps, search for employment, training, and related services, including job referral; assist participants in assessing their personal barriers to employment; assist participants in accessing other related services necessary to enhance their employability and individual employment related needs.
PROVIDED LABOR MARKET INFORMATION (126)	PROVIDED WORKFORCE INFORMATION (1453)	Providing readily available information that does not require an assessment of the job seeker's skills or abilities. This may include any of the following: explanation of the types of services available through the WorkSource system and how to access them; provide/discuss labor market information; training/retraining information, including vocational exploration, length of training, costs, funding resources and prerequisites needed for the training; general information regarding Unemployment Insurance to potential and current UI claimants (including phone, fax, submission of information to the Claim Center.
PROVIDED TRAINING/RETRAINING INFORMATION (341)	PROVIDED WORKFORCE INFORMATION (1453)	Providing readily available information that does not require an assessment of the job seeker's skills or abilities. This may include any of the following: explanation of the types of services available through the WorkSource system and how to access them; provide/discuss labor market information; training/retraining information, including vocational exploration, length of training, costs, funding resources and prerequisites needed for the training; general information regarding Unemployment Insurance to potential and current UI claimants (including phone, fax, submission of information to the Claim Center.
REFERRAL TO FEDERAL TRAINING (344)	REFERRAL TO ADDITIONAL SERVICES (1454)	Referral to services available from other WorkSource partners or community services, beyond Core services. This referral identifies that the seeker has additional barriers to employment that core services cannot address that perhaps Intensive or Training services may be successful at overcoming.
REFERRAL TO SKILL DEVELOPMENT (991)	REFERRAL TO ADDITIONAL SERVICES (1454)	Referral to services available from other WorkSource partners or community services, beyond Core services. This referral identifies that the seeker has additional barriers to employment that core services cannot address that perhaps Intensive or Training services may be successful at overcoming.
REFERRAL TO SUPPORTIVE OR INTENSIVE SERVICES (379)	REFERRAL TO ADDITIONAL SERVICES (1454)	Referral to services available from other WorkSource partners or community services, beyond Core services. This referral identifies that the seeker has additional barriers to employment that core services cannot address that perhaps Intensive or Training services may be successful at overcoming.

REFERRAL TO TRAINING - GENERAL INFO (381)	REFERRAL TO ADDITIONAL SERVICES (1454)	Referral to services available from other WorkSource partners or community services, beyond Core services. This referral identifies that the seeker has additional barriers to employment that core services cannot address that perhaps Intensive or Training services may be successful at overcoming.
REFERRAL TO WIA 167 PROGRAM (846)	REFERRAL TO WIA SERVICES	Registered job seekers referred to a service delivery component funded under Title 1 of the Workforce Investment Act of 1998.
RESUME ASSISTANCE	RESUME REVIEW	Desk-side review of an existing resume created by the customer though attendance of the group resume workshop or through the customer's own means. This review can include assistance with targeting a resume, providing spelling, grammar changes and layout suggestions. Desk-side review should not be used to create a resume for the customer.
SERVICE ORIENTATION (118)	PROVIDED WORKFORCE INFORMATION (1453)	Providing readily available information that does not require an assessment of the job seeker's skills or abilities. This may include any of the following: explanation of the types of services available through the WorkSource system and how to access them; provide/discuss labor market information; training/retraining information, including vocational exploration, length of training, costs, funding resources and prerequisites needed for the training; general information regarding Unemployment Insurance to potential and current UI claimants (including phone, fax, submission of information to the Claim Center.
VOCATIONAL / EMPLOYMENT GUIDANCE SERVICES (409)	CAREER GUIDANCE SERVICE (1457)	Assessment process to assist participants in planning career or vocational paths, preparing for the job market, and identifying or creating steps that lead to employment. Expected outcome is to help participants identify, define and verbalize their career goals, overcome obstacles, and articulate skills and accomplishments. Assessment includes a determination of the need for additional intensive or training services.
WORKSHOP – BUSINESS / EMPLOYER EXPECTATIONS (108)	MISCELLANEOUS WORKSHOP (1468) Note: Although not specifically designed as a replacement, any non-Job Hunter or non-Job Club workshop may be recorded with this service.	A group service that is not a Job Hunter Module or Job Club; that provides additional employment or training information or instruction.