



SUBJECT: WORKSOURCE INITIATIVE INTEGRATED FRONT-END SERVICES

Policy Number: WDC-1010 rev1 WA

PURPOSE: To provide guidance and standards for delivering a minimum, consistent level of front-end services through WorkSource Pierce Career Development Center (CDC) and, as applicable, Affiliate sites.

REFERENCES: Washington State System Policy #1010, REV 1 and all references incorporated therein.

EFFECTIVE DATE: July 1, 2010

BACKGROUND: WorkForce Central is issuing this policy in conformance with Washington State Policy Number 1010, Rev. 1, *WorkSource initiative Integrated front-End Services Policy*, provides guidance and standards for delivering a minimum, consistent level of front-end services through the system. These services have been specifically designed to accommodate the needs of diverse populations.

POLICY: The WorkSource Pierce CDC and Affiliate sites will have a common set of customer services available that assist customers in conducting their job search and skill improvement process. These services include, but are not limited to a front-end assessment (triage) and the provision of information about the services available at and through the local WorkSource system. At a minimum, each site in the workforce area will:

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.

This assessment may be conducted by using one or two approaches, or in combination:

- a. Asking a series of questions designed to determine **a** and **b** above:
 - 1) What brings you here today?
 - 2) Have you been here or to any WorkSource center before?
 - 3) If so, what services have you received?
 - 4) How can we help you?
 - b. Administering an interest inventory.
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 by following WDC Policy #WDC-1009 Rev1 WA
 4. Maintain the Calendar of Events and Menu of Jobseeker services in print and online at go2worksource.com.
 5. Encourage jobseekers to complete the comment card. The question "Were our resources easy to use" on the comment card will provide customer specific customer feedback with regard to the ease of navigation of the WorkSource

- Center. The WDC will require the one stop operator to report on this feedback in their quarterly reports.
6. Core Services will be easily accessible. The core service component provides tools to assist the job seeker conduct an effective job search. These services may include any of the following:
 - a. Business outreach,
 - b. SKIES registration.
 - c. Initial job readiness evaluation/assessments.
 - d. Job referrals.
 - e. Employment referrals.
 - f. Staff assisted job match.
 - g. Service orientations.
 - h. Job Search reviews.
 - i. Labor Exchange.
 - j. Job Hunter.
 - k. Bonding Assistance.
 - l. Labor Market Information.
 - m. WOTC Certification.
 - n. Training and Re-training information.
 - o. Rapid Response.
 - p. Referrals to Partner Programs and Community Resources.
 7. Adherence to the Dispute Resolution process as described in the WorkForce Central MOU will be maintained for all partners.