



FRONT END JOB SEEKER SERVICES

Spokane WorkSource System Policies and Procedures

POLICY # WS800

Effective Date: October 22, 2010

BACKGROUND:

The Spokane Area Workforce Development Council is issuing this policy to provide guidance and standards for delivering a minimum, consistent level of front-end services through the Spokane WorkSource System.

POLICY:

WorkSource Spokane and WorkSource Affiliate sites will have a common set of customer services available that assist job seekers in conducting their job search and skill improvement process. WorkSource Spokane and WorkSource Affiliate sites must ensure that a minimum set of comprehensive, quality services is available to job seeker customers of the Spokane WorkSource System.

The term “front-end” is used to describe the initial job seeker interaction with the office. This interaction may take place at an office’s front desk or at any location within an office that is designed as an initial interaction point for WorkSource customers. Front-end services include but are not limited to front-end assessment (referred to as triage), provision of information about the services available in the WorkSource System, and provision of information about filing for unemployment insurance.

At a minimum, WorkSource Spokane and each WorkSource Affiliate site in the Spokane Workforce Development Area will meet the following criteria:

1. Provide 90% of new and returning customers (see definition) with a front-end assessment (referred to as *triage* in the WorkSource Spokane system) 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 and self-sufficiency.

This assessment (*triage*) may be conducted by using one of two approaches, or in combination:

- 1) Asking a series of questions designed to determine (a) and (b) above, including:
 - What brings you here today?
 - Have you been here or to any WorkSource Center or Affiliate site before?
 - If so, what services have you received?
 - How can we help you?

And/or

- 2) Administering an interest inventory that can be found online.

2. Complete a short registration (see definition) into the Services, Knowledge & Information Exchange System (SKIES) for 100% of new and returning customers. Short SKIES registration can be completed with staff assistance or by having job seeker register into Self Service Management System (SSMS).
3. Ensure that 100% of covered veterans or spouses receive notification of the priority of service entitlement. See SAWDC policy.

4. The site will provide customers with the Menu of Job Seeker Services that is easily available and understandable. The Menu of Job Seeker Services can be presented in a variety of formats including during orientation, in print, and online. The Spokane Menu of Job Seeker Services can be found online at: http://www.wa.gov/esd/wsdirectory_local.htm#wsspokane. To access local information click on “Hours and Services” and “Workshops.”
5. Ensure front-end staff is able to demonstrate their working knowledge of WorkSource programs and services.
6. Provide clear access to WorkSource equipment and information.

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.

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 the Washington state Services, Knowledge & Information Exchange System (SKIES) database for a WorkSource customer to have a record saved in SKIES. These required fields are in bold font in the SKIES database. A current list of required fields is maintained on the following website: <http://www.wa.gov/esd/skies/>.

WorkSource System: “WorkSource” is the name for the one-stop system in Washington State. It is an integrated, high quality delivery system for an array of employment and training services designed to enhance the effectiveness and coordination of employer and job-seeker services. Each of the state's 12 workforce areas oversees their local WorkSource system. No fees are charged for any of the services offered.

REFERENCE:

- Washington State Employment Security WorkSource Service Delivery System Policy 1010 Rev 1 WorkSource Initiative Integrated Front-end Services Policy