



# Spokane Area Workforce Development Council

## **COORDINATED EMPLOYER / BUSINESS SERVICES**

Spokane WorkSource System Policies and Procedures

**POLICY #: WS802**

Effective Date: July 1, 2011

### **BACKGROUND:**

The Spokane Area Workforce Development Council (SAWDC) is issuing this policy to provide guidance and standards for delivering a minimum, consistent level of services to businesses through WorkSource Spokane, and as applicable, affiliate sites.

### **POLICY:**

Providers funded by the SAWDC to deliver services to business through WorkSource Spokane are responsible for the following:

1. Establishing a coordinated and responsive system of outreach to businesses and other employers.
2. Assuring that the minimum menu of Basic Business Services outlined in Appendix A are available.
3. Assuring utilization of the statewide SKIES system by WorkSource Spokane partners to:
  - a. Create and manage job orders;
  - b. Record employer contacts; and
  - c. Document the services provided to employers.
4. Assuring all WorkSource staff providing services to businesses are knowledgeable of all the Basic Business Services or able to make appropriate referrals where the service can be accessed.
5. Convening partners to develop a coordinated local business services plan that is approved by the SAWDC and agreed to by all the partners, and updated annually to reflect the pool of local job seekers, economic changes and priorities.
6. Using the SAWDC Dispute Resolution Policy #806 to address any potential issue when partners are unable to agree upon the business services plan.

### **Business Services Plan**

At a minimum, the local business services plan must:

- a. Clearly and specifically define roles, responsibilities and primary deliverables of each WorkSource partner providing services to businesses such as outreach, job development, and business services.
- b. Establish targets so that a reasonable percentage of jobs listed in SKIES match the skills of job seekers.
- c. Analyze the local labor market and reflect industry sectors important to the region.
- d. Establish targets for serving businesses in targeted industry clusters with occupations in demand.
- e. Describe the process for regularly reporting on performance in meeting targets listed in b) and d) above.
- f. Be incorporated into the local WIA/Wagner-Peyser Operations Plan and by reference to the Memorandum of Understanding (MOU) (see SAWDC Systems Policy #WS807, *Memorandum of Understanding*).

### **STANDARDS:**

Providers funded by the SAWDC to deliver services to business through WorkSource Spokane are responsible for the assuring:

- 1) The business services identified in Appendix A are available.

- 2) WorkSource Spokane staff, and affiliate site staff as appropriate, providing services to businesses are able to deliver or make an appropriate referral to business services.
- 3) SKIES is used correctly by all WorkSource partners to manage all job orders and record services to businesses.
- 4) A coordinated business services plan is developed and is approved by the board and agreed to by all partners, in which:
  - a) The roles, responsibilities and key deliverables of partners are clearly and specifically articulated;
  - b) The types of jobs in SKIES reflect the skill base of WorkSource job seekers and occupations in demand and meet the established numeric targets;
  - c) There are procedures established to target employers in key industries, both in terms of demand occupations and local economic development goals; and
  - d) There is a regular performance reporting process for the board to monitor and update progress towards targets.
- 5) The dispute resolution process in the MOU policy is used when partners are unable to agree upon the business services plan.

#### **MEASURES:**

1. Basic Business Services in Appendix A are available.
2. Documentation of training provided to business services staff on Basic Business Services (Appendix A), or other documentation of knowledge.
3. All job orders, employer contacts and services provided are documented in SKIES.
4. A coordinated business services plan is created that contains items 4, a, b, c, & d of the Standards.
5. The jobs in SKIES reflect the targets established by the partners that match the skill base of WorkSource job seekers.
6. The dispute resolution process is consistent with the MOU policy.

#### **DEFINITIONS:**

**Coordination:** 1) The act or action of coordinating; 2) The collaborative functioning of partners to improve the effectiveness of the local WorkSource system.

**Outreach:** To contact or connect with, for the purposes of developing a relationship with, an employer in an effort to assist them in meeting their talent needs and the needs of WorkSource job seekers.

#### **REFERENCE:**

- Washington WorkSource Service Delivery System #1006 Rev 1 Job Order Policy
- Washington WorkSource Service Delivery System Memorandum of Understanding (MOU) #1013
- WorkSource Initiative Framework
- Partnering for Performance: Washington's Workforce Compact, Workforce Training and Education Coordinating Board
- Spokane Area Workforce Development Council Memorandum of Understanding Policy #WS807
- Spokane Area Workforce Development Council (SAWDC) current Memorandum of Understanding
- Spokane Area Workforce Development Council Dispute Resolution Policy #WS806