



MENU OF JOB SEEKER SERVICES

Spokane WorkSource System Policies and Procedures

POLICY # WS805

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 job seeker services through WorkSource Spokane and affiliate sites.

POLICY:

The WorkSource One-Stop Operator and each affiliate site will assure a common set of comprehensive, quality services are available that accommodate the needs of a diverse, local population when conducting their job search and skill improvement process. The primary customer services areas are Front-End Services and Skills Development Services. Front-End Services available to job seekers are described in the SAWDC Front End Job Seeker Services Policy.

This policy speaks directly to skill development services where a job seeker may access a myriad of staff-assisted and self-service offerings listed in the Menu of Job Seeker Services. These are available to all customers after the front-end assessment, and may be contingent upon available funding and meeting program eligibility requirements. Services may be available on-site at WorkSource Spokane, on-line, or through WorkSource Affiliates. These services enable job seekers to:

- Know their skills;
- Identify skill deficits and other employment barriers;
- Improve their skills; and
- Find employment based on their skills.

The One-Stop Operator and each affiliate site will develop and implement processes to assure the following standards are met when making the Menu of Job Seeker Services (Menu) available, whether at WorkSource Spokane or affiliate sites.

- All customers, regardless of skills, education, or employment levels have access to a Menu of Job Seeker Services that is easily available and understandable.
- One comprehensive Menu of Services will be maintained on the following webpage: http://www.wa.gov/esd/wsdirectory_local.htm#wsspokane. Each WorkSource office must assure this page is updated with current site-specific information.
- The Menu includes information about viable offerings designed to meet the needs of the local client base when conducting their job search and skill improvement process, which might include, assessments, skill development services, short- and long-term training opportunities, job search and placement assistance, filing for unemployment insurance, physical resources such as computers, and community resources and support services.
- WorkSource Spokane and affiliate staff are trained on available services to be able to direct customers to the most appropriate next service(s) for helping them achieve their goals of employment, training, job retention or increased earnings. Each site will maintain a training log.

DEFINITIONS:

Job Seekers: Customers accessing WorkSource job-finding services.

Menu of Job Seeker 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: This focuses on getting a broad sense of the customer's present circumstances and immediate objectives to enable WorkSource Spokane staff, and affiliates as appropriate, to refer them to the most appropriate services. Refer to SAWDC policy 800, "Front End Job Seeker Services," for further information.

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). 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 a system. Refer to the SAWDC One-Stop Operator Agreement, for further information.

REFERENCE:

- Washington State Employment Security WorkSource Service Delivery System Policy 1015 Menu of Job Seeker Services Policy
- WorkSource Initiative Framework, December 2008