



SPOKANE WORKFORCE COUNCIL

ATTACHMENT B: WORKSOURCE SYSTEM SERVICES (MOU PARTNERS)

At a minimum, WorkSource System Partners (MOU Partners) will make the following services available, as applicable to the program, consistent with and coordinated via the American Job Center system - WorkSource Spokane. Additional services may be provided on a case by case basis.

BUSINESS SERVICES

Serve as a single point of contact for businesses, responding to all requests in a timely manner	Develop On-the-Job Training (OJT) contracts, incumbent worker contracts, or other contracts for services	Provide information regarding assistive technology and communication accommodations
Provide information and services related to Unemployment Insurance taxes and claims	Develop customized training opportunities to meet specific employer and/or industry cluster needs	Provide customized recruitment and job applicant screening, assessment and referral services
Assist with disability and communication accommodations, including job coaches	Use of one-stop center facilities for recruiting and interviewing job applicants	Provide employer and industry cluster-driven Occupational Skills Training through Individual Training Accounts with eligible training providers
Conduct outreach regarding Local workforce system's services and products	Provide information regarding workforce development initiatives and programs	Provide incumbent worker upgrade training through various modalities
Conduct on-site Rapid Response activities regarding closures and downsizings	Coordinate with employers to develop and implement layoff aversion strategies	Assist with the interpretation of labor market information
Provide access to labor market information	Conduct job fairs	Consult on human resources issues
Post job vacancies in the state labor exchange system and take and fill job orders	Provide information regarding disability awareness issues	Develop, convene, or implement industry or sector partnerships

JOB SEEKER SERVICES

Basic Career Services	Individualized Career Services	Training
Outreach, intake and orientation to the information, services, programs, tools and resources available through the Local workforce system	Comprehensive and specialized assessments of skills levels and service needs	Occupational skills training through Individual Training Accounts (ITAs)
Initial assessments of skill level(s), aptitudes, abilities and supportive service needs	Referral to training services	On-the-Job Training (OJT)
In and out of area job search and placement assistance (including provision of information on in-demand industry sectors and occupations and non-traditional employment)	Development of an individual employability development plan to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals	Adult education and literacy activities, including English language acquisition (ELA), provided in combination with the training services described above
Access to employment opportunity and labor market information	Group counseling	Incumbent Worker Training
Performance information and program costs for eligible providers of training, education, and workforce services	Literacy activities related to work readiness	Programs that combine workplace training with related instruction which may include cooperative education
Information on performance of the Local workforce system	Individual counseling and career planning	Training programs operated by the private sector
Information on the availability of supportive services and referral to such, as appropriate	Case management for customers seeking training services; individual in and out of area job search, referral and placement assistance	Skill upgrading and retraining
Information and meaningful assistance on Unemployment Insurance claim filing	Work experience, transitional jobs, registered apprenticeships, and internships	Entrepreneurial training
Determination of potential eligibility for workforce Partner services, programs, and referral(s)	Workforce preparation services (e.g., development of learning skills, punctuality, communication skills, interviewing skills, personal maintenance, literacy skills, financial literacy skills, and professional conduct) to prepare individuals for unsubsidized employment or training	Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training
Information and assistance in applying for financial aid for training and education programs not provided under WIOA	Post-employment follow-up services and support (<i>This is not an individualized career service, but listed here for completeness.</i>)	Other training services as determined by the workforce partner's governing rules

YOUTH SERVICES

<p>Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential.</p>	<p>Paid and unpaid work experiences that have as a component academic and occupational education, which may include: Summer employment opportunities and other employment opportunities available throughout the school year, pre-apprenticeship programs, internships and job shadowing, and on-the-job training opportunities.</p>
<p>Occupational skill training, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations in the local area involved.</p>	<p>Alternative secondary school services, or dropout recovery services, as appropriate.</p>
<p>Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.</p>	<p>Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months.</p>
<p>Supportive services.</p>	<p>Financial literacy education.</p>
<p>Activities that help youth prepare for and transition to postsecondary education and training.</p>	<p>Entrepreneurial skills training.</p>
<p>Follow-up services for not less than 12 months after the completion of participation, as appropriate.</p>	<p>Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate.</p>
<p>Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services.</p>	<p>Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate.</p>