



## **1. Background**

As part of the one-stop operator's roles and responsibilities for implementing integrated service delivery in the Spokane WorkSource system, the Spokane Workforce Council (SWC) requires that the one-stop operator ensure all comprehensive and affiliate centers in the Spokane WorkSource system have front-end services in place that are consistent with this policy, [SWC Policy WS815 R2 – Integrated Service Delivery](#), and their local operations and strategic plans.

Front-end services in WorkSource comprehensive and affiliate centers determine the job seeker's registration process for WorkSource programs. These services include, but are not limited to, front-end assessments, providing information about the services available, referrals to programs, services, and activities provided by comprehensive, affiliate, and specialized centers operating within the Spokane Workforce Development area, and co-enrollment into WorkSource programs.

## **2. Definitions**

- **Affiliate center:** A site that makes one or more WorkSource programs, services, or activities available to job seekers and employers. Affiliate sites do not need to provide access to every required WorkSource partner. Affiliate centers must be connected to the comprehensive center and any other affiliate or specialized centers, for example by having processes in place to make referrals to these centers and their partner programs ([Training and Employment Guidance Letter \(TEGL\) 16-16](#)).
- **Specialized center:** A type of affiliate center that is established to serve a specific population. Specialized centers do not need to provide access to every required WorkSource partner. Specialized centers must be connected to the comprehensive center and any other affiliate or specialized centers, for example by having processes in place to make referrals to these centers and their partner programs ([TEGL 16-16](#)).
- Specialized centers in the Spokane Workforce Development Area include:
  - The Next Generation Zone, a center focused on youth, and
  - The Resource Center of Spokane County, a center focused on individuals with barriers to employment.
- **Career pathway:** The term “career pathway” means a combination of rigorous and high-quality education, training, and other services that ([Workforce Innovation and Opportunity Act \(WIOA\) Section 3\(7\)](#)) —
  - Aligns with the skill needs of industries in the economy of the State or regional economy involved;
  - Prepares an individual to be successful in any of a full range of secondary or postsecondary education options, including apprenticeships;
  - Includes counseling to support an individual in achieving the individual's education and career goals;
  - Includes, as appropriate, education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;
  - Organizes education, training, and other services to meet the particular needs of an individual in a manner that accelerates the educational and career advancement of the individual to the extent practicable;
  - Enables an individual to attain a secondary school diploma or its recognized equivalent, and at least 1 recognized postsecondary credential; and
  - Helps an individual enter or advance within a specific occupation or occupational cluster.

- **Comprehensive center:** A physical location where job seekers and employer customers can access the programs, services, and activities of all required WorkSource partners, along with any additional partners as determined by the SWC. WorkSource Spokane fulfills this function in the Spokane Workforce Development Area ([TEGL 16-16](#)).
- **Front-end assessment:** An assessment of a job seeker's present circumstances and immediate objectives to provide the most appropriate combination of services necessary to help them achieve their employment goal ([Employment Security Department \(ESD\) WorkSource Policy 1010 R1 – WorkSource Integrated Front-End Services Policy](#)).
- **Front-end staff:** Staff who provide staff-assisted services to job seekers at a comprehensive, affiliate, or specialized center.
- **Job seekers:** Customers accessing WorkSource services provided by a comprehensive, affiliate, or specialized center ([ESD WorkSource Policy 1010 R1 – WorkSource Integrated Front-End Services Policy](#)).
- **Menu of job seeker services:** Staff-assisted and self-service workforce development offerings available to job seekers to provide the best outcome for individuals seeking employment, training, job retention, or increased earnings ([ESD WorkSource Policy 1010 R1 – WorkSource Integrated Front-End Services Policy](#)).
- **New and returning WorkSource job seeker:**
  - A job seeker who is new to the WorkSource system or;
  - A returning WorkSource job seeker who has not received a staff-assisted service for 90 consecutive calendar days and is not scheduled for future staff-assisted services ([ESD WorkSource Policy 1010 R1 – WorkSource Integrated Front-End Services Policy](#)).
- **Staff-assisted service:** A career, supportive, training, or youth service, other than self-services or informational services, described in [Attachment C of SWC Policy WS816 R4 – Spokane WorkSource and Next Generation Zone Services Catalogs](#).
- **WorkSource registration:** The collection of data elements that must be entered into WorkSource System Tools (WST) for a job seeker to receive staff-assisted services under WIOA title I, WIOA title III, or other programs in the Washington WorkSource system. These data elements must be collected for all new WorkSource job seekers and validated for accuracy for all returning WorkSource job seekers. For more information on registration requirements, refer to Section 6 of [SWC Policy WS816 R4 Attachment A – Program and Services Eligibility Handbook](#).
- **WorkSource:** “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.
- **WorkSource System Tools (WST):** The management information system (MIS) that workforce development organizations in Washington State use to collect data for WorkSource programs. This system is composed of two programs, a job seeker facing website known as WorkSourceWA.com (WSWA) and a web-based case management program known as Efforts to Outcomes (ETO).

### 3. Policy

At a minimum, all WorkSource comprehensive, affiliate, and specialized centers (See Section 2 – Definitions above) in the Spokane Workforce Development Area will implement the following front-end requirements:

#### a. **Front-end assessment**

- i. 100% of new job seekers must complete a WorkSource registration (see Definitions above) in WST prior to receiving a staff-assisted service (see Definitions above). This includes:
  1. Job seekers who will be receiving any staff-assisted career, supportive, training, or youth service;
  2. Job seekers who will be receiving program specific services such as Reemployment Services and Eligibility Assessment (RESEA) or WorkFirst services, and
  3. Job seekers who will be attending workshops, job clubs, and other group events.

Staff should always encourage new job seekers to self-register by creating an account in WSWA. However, job seekers may be unable to create a WSWA account due to certain circumstances such as lack of access to broadband, lack of access to technology, equipment/software issues, problems with

their Secure Access Washington (SAW) account, or an inability to navigate technology. Under such circumstances, staff must complete the WorkSource registration for the job seeker in ETO. Instructions for entering a WorkSource registration in ETO can be found in [Attachment A of WIN 0120 – Procedures for Adding Participants to ETO](#).

- ii. 100% of returning job seekers must have their registration information validated for accuracy and updated as necessary. Staff may ask the job seeker to validate their registration information on their own through their WSWA account or staff may validate their registration information for them. Prior to staff accessing the job seeker's information, the identity of the job seeker must be confirmed. This can be done using picture identification, verbal confirmation of registration information (DOB, SSN, e-mail, etc.), or any other method that can adequately identify the job seeker. Verification is not necessary when the returning job seeker is served in person or over video by a staff person who has previously confirmed their identity. Registration information can be validated by staff in two ways:
  1. With permission from the job seeker, staff can impersonate them in WSWA to validate this information; or
  2. Staff may review the job seeker's record in ETO to validate this information.
- iii. 100% of covered veterans and spouses must receive notification of veteran's priority. See [SWC Policy WS816 R4 Attachment A – Program and Services Eligibility Handbook](#) for more information on veteran's priority.
- iv. 100% of job seekers must be referred to a menu of job seeker services that is easily available and understandable. The Spokane WorkSource Menu of Job Seeker Services can be found online at: <http://www.worksourcespokane.com>.
- v. 90% of new and returning job seekers (see definition above) must receive a basic assessment, comprehensive assessment, or youth assessment, as described below.
  1. A basic assessment includes, at a minimum:
    - a. A WorkSource registration for individuals seeking basic career services;
    - b. An identification of the job seeker's service needs (basic career, individualized career, training, and/or supportive services);
    - c. An identification of their education and/or employment objectives;
    - d. A summary of their experience and education;
    - e. A self-attestation of their Selective Service registration status, if applicable; and
    - f. The most appropriate next step to help them reach their objectives on the path to achieving their employment goal.

**Note:** portions of a prior assessment of any type completed within 90 days of the current basic assessment may be utilized if they meet the requirements described above.
  2. A basic assessment must be expanded to include a comprehensive assessment when a need for services beyond basic career services has been identified.
  3. A comprehensive assessment includes, at a minimum:
    - a. All information from a basic assessment;
    - b. A WorkSource registration for individuals seeking individualized career and/or training services;
    - c. A basic skills assessment;
    - d. An individualized career and/or training services assessment;
    - e. A determination of priority of service; and
    - f. Verification of Selective Service registration status, if applicable.

**Note:** portions of a prior assessment of any type completed within 90 days of the current comprehensive assessment may be utilized if they meet the requirements described above.
  4. A youth assessment includes, at a minimum:
    - a. A WorkSource registration for individuals seeking youth services;
    - b. An objective assessment that includes:

- i. A basic skills assessment;
- ii. An assessment of career-related skills;
- iii. Prior work experience;
- iv. Developmental needs; and
- v. Service needs;
- vi. Verification of Selective Service registration status, if applicable.

**Note:** portions of a prior assessment of any type completed within 90 days of the current youth assessment may be utilized if they meet the requirements described above.

- c. An Individual Service Strategy that includes:
  - i. A career pathway (see Definitions above);
  - ii. Achievement objectives;
  - iii. Service strategy; and
  - iv. A direct link to performance.
- vi. 100% of job seekers who receive a completed basic or comprehensive assessment must be enrolled in WIOA adult, with the following exceptions:
  1. The job seeker does not intend to go to work. Examples include retirement, imminent incarceration, or a long-term health condition. This determination must be made by the job seeker. Staff should not assume a job seeker does not intend to go to work for any reason.
  2. The job seeker is currently attending school, or will be within 90 days, and this activity will last longer than two years.
  3. The job seeker indicates that they intend to move out of the Spokane Workforce Development Area in the next 90 days.
  4. The job seeker was required to register for the Selective Service but has failed to do so and does not have a valid exception.
  5. The job seeker is under the age of 18.
- vii. 100% of job seekers who receive a completed basic or comprehensive assessment and do not meet one of the exceptions listed in 3.a.vi. 1 – 4 above, must receive a determination of eligibility for WIOA dislocated worker and be enrolled if eligible. Individuals who receive a basic or comprehensive assessment and are under the age of 18 may still receive a determination of eligibility for WIOA dislocated worker.
- viii. 100% of job seekers enrolled in the Trade Adjustment Assistance (TAA) program must be co-enrolled into WIOA dislocated worker unless the participant declines (see [SWC Policy WS816 R4 Attachment A – Program and Services Eligibility Handbook](#)).

**Note:** State WIOA policy 5617 R3 requires that the local WIOA Title I-B DW program accept referrals of TAA participants from the TAA program in their Workforce Development Area (WDA) and have a process for doing so. The Spokane WDA requires 100% of job seekers enrolled in the TAA program to be co-enrolled in the local WIOA Title I-B DW program by WIOA Title I-B DW-funded or TAA-funded staff working in a functionally integrated environment and therefore does not have a referral process.

- ix. 100% of job seekers who receive a completed youth assessment must receive a determination of eligibility for WIOA in-school youth or WIOA out-of-school youth and be enrolled if eligible, with the following exceptions:
  1. The job seeker does not intend to go to work. Examples include lack of motivation, imminent incarceration, or a long-term health condition. This determination must be made by the job seeker. Staff should not assume a job seeker does not intend to go to work for any reason.
  2. The job seeker indicates that they intend to move out of the Spokane Workforce Development Area in the next 90 days.
  3. The job seeker is required to register for the Selective Service but has failed to do so.
  4. The job seeker is under the age of 14 or over the age of 24.

- b. **Training of front-end staff** – Front-end staff must be trained to be knowledgeable about all WorkSource services and front-end assessment requirements described in this policy.
- c. **Navigation of the Spokane WorkSource system:** All WorkSource comprehensive, affiliate, and specialized centers must have a clear way for job seekers to locate meeting rooms, restrooms, computers, office equipment such as printers and copiers, assistive technology, etc.
- d. **Dispute resolution:** Dispute resolution related to front-end activities at WorkSource comprehensive, affiliate, or specialized centers will be handled in accordance with [SWC Policy WS806 R2 – One-Stop Dispute Resolution](#).
- e. **Monitoring:** Implementation of the minimum front-end activities identified in this policy will be accomplished as follows:
  - i. Managers and supervisors of all comprehensive, affiliate, and specialized centers will use data from reports in ETO on a monthly basis, at a minimum, to:
    - 1. Identify and address incomplete registrations to the maximum extent possible;
    - 2. Identify and address errors regarding entitlement to work entries; and
    - 3. Identify and address noncompliance with front-end assessment requirements described in section 3.a. above.
  - ii. Front-end activities will be reviewed during the SWC’s annual WIOA monitoring process. This review will include, but is not limited to:
    - 1. The availability and understanding of a menu of job seeker services through on-site observation and/or job seeker and stakeholder feedback;
    - 2. Documentation showing a minimum of 80% of staff assigned to front-end functions are trained or can demonstrate knowledge of front-end activities;
    - 3. Access to WorkSource equipment and necessary information is demonstrated through on-site observation and/or job seeker and stakeholder feedback.

#### **4. Documentation and Data Entry Requirements**

- a. **WorkSource registration for new job seekers** – All new job seekers seeking staff-assisted services from a comprehensive, affiliate, or specialized center, must have all relevant registration elements collected and entered into WSWA or ETO prior to receiving a staff-assisted service. Any documentation required to validate collected data elements must also be entered into ETO. If registration information is not entered in WSWA, a case note must be entered explaining the reason. Refer to section 6 of [SWC Policy WS816 R4 Attachment A – Program and Services Eligibility Handbook](#) for more information on WorkSource registration requirements and [WIN 0120 – Procedures for Adding Participants to ETO](#) for more information on entering registration information into ETO.
- b. **WorkSource registration for returning job seekers** – All returning job seekers seeking staff-assisted services from a comprehensive, affiliate, or specialized center, must have all relevant registration elements in WSWA or ETO validated prior to receiving a staff-assisted service. Once validated, a case note must be entered that includes:
  - i. How identity was verified, if applicable. **Note:** Verification is not necessary when the returning job seeker is served in person or over video by a staff person who has previously confirmed their identity;
  - ii. Whether the registration was verified by the job seeker, by staff through impersonation, or by reviewing the job seeker’s ETO record. If impersonation is used, a statement that the individual gave their consent to impersonate is required; and
  - iii. A statement that the job seeker’s profile was reviewed for completeness and accuracy.
- c. **Service requirements** – information regarding the front-end assessment must be entered into ETO as follows:
  - i. **Basic and comprehensive assessment:**
    - 1. An appropriate qualifying service must be entered into ETO to document the assessment provided. A Basic Assessment (2.0) service is entered into ETO when a basic assessment is completed. A Comprehensive and Specialized Assessment is entered when a comprehensive assessment is completed.
    - 2. This service must document the date the assessment occurred.
    - 3. Enrollment service requirements:

- a. When enrolling in a program other than WIOA Title III Wagner-Peyser (employment service), the assessment service must be attached to the program of enrollment.
  - b. When enrolling in multiple programs, an assessment service must be entered for each non-Wagner-Peyser program and attached to each program accordingly.
  - c. When enrolling only in Wagner-Peyser, the Wagner-Peyser program should be selected from the Other Program field.
  - d. When a TAA participant is not enrolled into a WIOA title I dislocated worker program, the reason for this must be documented in case notes, including when a participant declines enrollment.
4. Case notes must be entered detailing assessment results.
- ii. **Youth assessment**
    1. Case notes must be entered detailing the objective assessment and development of the ISS.
    2. A completed ISS must be entered into ETO.
    3. Youth assessments do not require a service to be entered.

## **5. Action Required**

The One-Stop Operator for the Spokane WorkSource Center, in coordination with the Spokane Workforce Council, is responsible for implementing the requirements of this policy and its attachments within 90 days of publication.

## **6. References**

- [Workforce Innovation and Opportunity Act \(WIOA\)](#)
- [TEGL 16-16 – One-stop Operations Guidance for the American Job Center Network](#)
- [ESD WorkSource Policy 1010 R1 – WorkSource Integrated Front-End Services Policy](#)
- [ESD WIOA Policy 5617 R3 – Co-enrollment of TAA into DW](#)
- [WorkSource Information Notice \(WIN\) 0120 – Procedures for Adding Participants to ETO](#)
- [SWC Policy WS816 R4 – Eligibility Policy and Handbook](#)
- [SWC Policy WS815 R2 – Integrated Service Delivery](#)

## **7. Supersedes**

- SWC Policy WS800 – Front-End Job Seeker Services R1