



SYSTEM POLICIES

MEMORANDUM #10-01

To: All WorkSource Snohomish County Partners

Subject: WorkSource Initiative Framework

Supersedes: None

Effective Date: February 15, 2011

A. BACKGROUND

Workforce Development Council Snohomish County (WDCSC) is issuing this policy in conformance with Washington State Policy Number 1007, *WorkSource Initiative Framework*, which sets out Employment Security Department (ESD) expectations for service delivery and for the roles and responsibilities of partners in the WorkSource System. The *WorkSource Initiative Framework* policy announces the beginning of a series of policies being issued by ESD to foster system integration. These directives specify ESD policy, standards, and measures on a variety of topics. To date, ESD has issued policies on the following topics:

- WorkSource Initiative Framework
- One-Stop Operator
- Memorandum of Understanding
- Employer/Business Services
- Menu of Job Seeker Services
- One-Stop Assessments
- WorkSource Integrated Front-End Services
- Priority of Veterans and Eligible Spouses
- Initial Customer Complaint

WDCSC has developed policies which will apply to all WorkSource Snohomish County partners to conform with the ESD policies. Drafts of each of the policies are posted at <http://www.wdcsc.org> for a 30-day comment period.

B. POLICY

The intent of ESD's *WorkSource Initiative Framework* is to provide a vision and minimum statewide standards for an effective, efficient, and consistent approach to delivering these services statewide. Workforce Development Councils (WDCs), ESD Labor Exchange, the Division of Vocational Rehabilitation (DVR), community and technical colleges, and other local partners collaborate to enhance customer access to integrated program services, improve job seekers' long-term employment outcomes, and deliver consistent, quality services to business customers.

The principles, values, and design elements conveyed in the Workforce Training and Education Coordinating Board's *Washington Works: Strengthening the Workforce for Washington's Future – January 2007* and the *WorkSource Initiative Framework* establish a basis for collaboratively designing, developing, implementing, and delivering integrated services to WorkSource customers. Integrated services include shared responsibility for customers, a standardized customer flow through which customers receive services and are continuously engaged, and service delivery functions with staff working together to address customers' needs, regardless of program.

Roles and Responsibilities of WorkSource Snohomish County Partners

WorkSource Snohomish County partners' roles and responsibilities within the service delivery system include, but are not limited to:

- WDCSC is responsible for convening WorkSource Snohomish County partners and stakeholders and planning Snohomish County's workforce development strategy that incorporates the goals and performance metrics set by the state.
- WDCSC is also responsible for ensuring there is a Memorandum of Understanding (MOU) between the required partners; overseeing performance of WorkSource Snohomish County programs; overseeing center implementation of statewide system standards and policies; monitoring performance; and designating, overseeing and supporting One-Stop Operators in fostering effective working relationships among center partners.
- WDCSC is responsible for administering Workforce Investment Act (WIA) Adult, Youth and Dislocated Worker program funds.
- ESD's Employment and Career Development Division (ECDD) is responsible for operating Labor Exchange, Trade Adjustment Assistance (TAA), Veterans Employment and Training Service (VETS), WorkFirst, Migrant Seasonal Farmworker (MSFW), UI Claimant Reemployment, and Offender Employment Services.
- Partner agencies such as DVR, community and technical colleges, and other community organizations serve customers at WorkSource Snohomish County sites. They provide access to WorkSource services, and upon customer referral, deliver their primary services.

C. STANDARDS AND MEASURES

Standards and measures related to service delivery and integration are contained in each of the WorkSource System policies being established by ESD and WDCSC.

D. REFERENCES

WorkSource Initiative Framework, December 2008,
http://www.wa.gov/esd/1stop/worksource_initiative/initiative.htm

Washington Works: Strengthening the Workforce for Washington's Future, January 2007,
<http://www.wtb.wa.gov/Documents/WashingtonWORKS.pdf>