



## SYSTEM POLICIES

### MEMORANDUM #10-04

**To:** All WorkSource Snohomish County Partners

**Subject:** Business Services

**Supersedes:** None

**Effective Date:** February 15, 2011

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#### A. BACKGROUND

Workforce Development Council Snohomish County (WDCSC) is issuing this policy in conformance with Washington State Policy Number 1014, *Coordinated Employer/Business Services*, which sets policy and standards for delivering a minimum menu of consistent and coordinated services to businesses through the WorkSource Snohomish County system.

U.S. Department of Labor (DOL) workforce programs are intended to serve two distinct customers: job seekers and businesses. ESD's WorkSource Initiative Framework establishes statewide expectations for an effective, efficient, and consistent approach to delivering services to job seekers and businesses in WorkSource centers and affiliate sites.

#### B. POLICY

WDCSC is responsible for the following:

1. Establishing a coordinated and responsive system of outreach to businesses and other employers [*Governor's Executive Order 99-02 (7f)*];
2. Ensuring that the minimum menu of business services outlined in Appendix A are available [*Washington Workforce Association*];
3. Ensuring utilization of the statewide SKIES system by WorkSource Snohomish County partners to:
  - Create and manage job orders;
  - Record employer contacts; and
  - Document the services provided to employers.

4. Ensuring all WorkSource Snohomish County staff providing services to businesses are able to deliver or make an appropriate referral to business services;
5. Convening partners to develop a coordinated local business services plan to be incorporated into the local WIA/Wagner-Peyser Operations Plan that is approved by WDCSC's Board of Directors and ESD.
6. Reviewing the business services plan in the Operations Plan relative to the work of the Blueprint Snohomish County Steering Committee at least annually to reflect the pool of local job seekers, economic changes, and priorities;
7. Updating the business plan as indicated; and
8. Using the dispute resolution process provided in WDCSC Systems Policy #10-12, *Dispute Resolution*, 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); and
- f) Be incorporated into the local WIA/Wagner-Peyser Operations Plan and by reference to the Memorandum of Understanding (MOU) (see WDCSC Systems Policy #10-03, *Memorandum of Understanding*).

## **C. STANDARDS**

WDCSC shall ensure:

1. The business services identified in Appendix A are available;
2. WorkSource Snohomish County staff 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. There is a business services plan that includes the elements identified above in the local WIA/Wagner-Peyser Operations Plan; and
5. The WDCSC dispute resolution process is used when partners are unable to agree upon the business services plan.

**D. MEASURES**

1. The business services listed in Appendix A are available;
2. Documentation of training provided to business services staff;
3. All job orders, employer contacts, and services provided are documented in SKIES;
4. There is a business services plan that conforms with the above policy and standards incorporated into the WIA/Wagner-Peyser Operations Plan.
5. There are jobs in SKIES that reflect the targets established by WDCSC and the WorkSource Snohomish County system that match the skill base of WorkSource Snohomish County job seekers;
6. WDCSC has implemented policies and procedures to attract, retain, and expand businesses in targeted industry clusters offering occupations in demand in conformance with parameters established by Blueprint Snohomish County;
7. WDCSC regularly reviews performance; and
8. The dispute resolution policy is referenced in the MOU.

## **BUSINESS SERVICES**

### **1. Labor Market Information**

WorkSource Snohomish County provides access to the following local and state labor market information to business customers:

- Occupational descriptions
- Job and industry growth patterns
- Economic trends and forecasts
- Wage and benefit information
- Skill standards
- Labor force information
- Population and demographic information

### **2. Job Listings**

Businesses and other employers can list job openings in SKIES according to their business needs.

### **3. Applicant Referral**

WorkSource Snohomish County refers qualified job seekers to job openings based on businesses requirements.

### **4. Business Assessment**

WorkSource Snohomish County staff offer services, options, and solutions to address the needs of businesses.

### **5. Access to Employee Training & Re-Training**

WorkSource Snohomish County offers information about a variety of employee training including:

- Skills enhancement
- Skill assessment
- Basic skills
- English as a second language
- On-the-job training
- Apprenticeships
- Customized or other employer-based training
- Employer training incentives
- Community and technical colleges

## **6. Business Assistance Information and Referral**

WorkSource Snohomish County staff can direct businesses to or assist with:

- Business registration (master business application)
- Business retention, creation, or expansion
- Employment laws and regulations
- Fair labor practices
- Interpretive services for recruitment and hiring
- Employee retention
- Unemployment Insurance information
- Tax information
- Tax incentives and tax credit information (e.g., Work Opportunity Tax Credit)
- Referral to local business resources

## **7. Access to [www.Go2WorkSource.com](http://www.Go2WorkSource.com)**

## **8. Business Restructuring or Closure Information and Referral**

WorkSource provides assistance with:

- Services to avoid layoffs (shared work options)
- Services to avoid closures
- Major layoffs and plant closures
- Worker Adjustment Re-Training Notification Act (WARN) requirements
- Re-employment services

## **9. Access to Facilities**

- Professional recruitment and interviewing environment based on local availability
- Computers, internet connections, and staff assistance