



## SYSTEM POLICIES

### MEMORANDUM #10-06

**To:** All WorkSource Snohomish County Partners

**Subject:** Skills Development Job Seeker 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 1015, *Menu of Jobseeker Services*, which sets policy and standards for delivering a minimum menu of consistent and coordinated quality services to job seekers through the WorkSource Snohomish County system. The menu has been specifically designed to accommodate the needs of diverse populations.

#### B. POLICY

WorkSource Snohomish County One-Stop Operators must ensure that a minimum set of comprehensive, quality services is available to job seeker customers of the WorkSource Snohomish County system. One-Stop Operators are also responsible for providing and documenting staff training and monitoring performance related to this policy.

The two primary customer service areas are:

- Front-end services, that is, *initial* job seeker services that begin the customer's individual job search and skills development process. Front-end services include but are not limited to front-end assessment, provision of information about the services available at WorkSource, and provision of information about filing for unemployment insurance; and
- Skills development services by which job seeker customers may access self-service and staff-assisted offerings that enable them to identify their skills, identify skill deficits and other employment barriers, improve/increase their skills, and obtain and retain employment that uses their skills.

These offerings make up the MENU OF JOB SEEKER SERVICES. These minimum services may be offered through a variety of modalities including on-site, on-line, and through workforce development partners such as community and technical colleges and local community organizations.

Front-end services are further defined in WDCSC Systems Policy Memo #10-05, *Front-End Job Seeker Services*.

### **C. STANDARDS**

Outlined below are the requirements for provision of skills development services to job seekers through the WorkSource Snohomish County system.

1. At a minimum, each WorkSource Snohomish County site will provide the following, either directly or through the nearest Center or Affiliate Site:
  - a) Labor market information, including information about targeted industry clusters, occupations in demand, and current job openings
  - b) Information about community resources and supportive services
  - c) Initial assessment
  - d) Comprehensive assessment
  - e) Employer-focused assessment
  - f) Access to available short and longer term training opportunities within Snohomish County, the Puget Sound Region, and on-line
  - g) Access to resources to facilitate contact with potential employers including computers, telephones, and facsimile machines
  - h) Job search and placement assistance
2. The site will document delivery of services and outcomes in SKIES.

### **D. MEASURES**

1. WDCSC and WorkSource Snohomish County One-Stop Operators will establish baseline targets for the number of job seeker customers who will receive skills development services.
2. 100% of staff-assisted skills development services will be documented in SKIES.
3. WorkSource Snohomish County partners will plan and implement strategies and processes tailored to local conditions that provide all job seekers the opportunity to:
  - Know the services available through the WorkSource Snohomish County system
  - Identify their skills
  - Identify ways to improve their skills if needed
  - Find employment that utilizes their skills

4. The MENU OF JOB SEEKER SERVICES is easily available and understandable to all WorkSource Snohomish County job seeker customers.

## Appendix A

### Menu of Job Seeker Services

**Core services** are available to all with no additional eligibility criteria. These services include:

- Job Search and Placement Assistance
- Labor Market Information
- Initial Assessment of Skills and Needs
- Information about available services
- Follow-up services to assist customers with keeping their jobs

Other examples of core services include: eligibility screening, outreach, access to job listings, translation services, information about training, referral to other services, workshops and asset building programs. Core services can be accessed by the general public, either in person or electronically.

Intensive services are available with additional eligibility requirements to those who have not been able to obtain employment with core services. **Intensive services** include:

- Comprehensive Assessments
- Development of Individual Employment Plans
- Group and Individual Counseling
- Case Management
- Short-term pre-vocational services

Other examples of intensive services include: instruction in ABE, ESL or GED preparation, short term computer skills training, work experiences, job retention assistance, supportive services and employment credentials such as the Work Readiness Credential.

Training services are available to customers who meet intensive service eligibility and are unable to obtain employment through those services. **Training services** include:

- Occupational Skills Training
- On-The-Job Training
- Entrepreneurial Training
- Skills Upgrading
- Job Readiness Training
- Adult Education and Literacy Activities in conjunction with other training