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**Policy Number:** 2090

**Effective  
Date:**

May 1, 2017

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## **SERVICES POLICY**

### **A. BACKGROUND**

Workforce Snohomish has developed this policy to provide guidance and standards for delivering a minimum, consistent level of services throughout the WorkSource Snohomish County system. These services have been specifically designed to accommodate the needs of diverse populations in an integrated service delivery environment.

### **B. POLICY**

The WorkSource System in Snohomish County provides access to a robust Menu of Services to businesses and to all job seekers accessing the system, regardless of race, color, religion, sex, national origin, age, disability, political affiliation or belief, marital status, sexual orientation and gender identity, honorably discharged veterans and military status, and, for customers only, citizenship and participation in a WIOA Title I financially assisted program.

In the integrated service delivery model, services may be provided concurrently, by a variety of partners. Under WIOA, there is no specific requirement that a job seeker receive basic career services before accessing individualized career, training or support services. However, staff are expected to use both formal and informal assessment to determine which job seekers would benefit from which services. Priority of services and eligibility determination described in the [Workforce Snohomish Eligibility, Registration and Enrollment Policy](#) apply to the provision of Individualized Career, Training and Supportive Services as does the [Service Plan and Case Note Policy](#).

All services will be delivered in a way that assures maximum customer choice and described in a way that is understandable to all WorkSource job seekers. Reasonable accommodations will be provided to assure access, including the availability of Wi-Fi so that job seekers can use their own adaptive technology when appropriate. Clear

direction will be available at each site for locating equipment, meeting rooms, and necessary services.

**Types of Services:** WorkSource centers, affiliated and connection sites in Snohomish County provide the following services for job seekers:

- **Basic Career Services** that are universally accessible and must be made available to all job seekers in all WorkSource centers, affiliates and connection sites in the region. While many basic career services are staff assisted, these services require less staff time with each individual job seeker than Individualized Career Services. Basic Career Services include: Eligibility determinations; outreach, intake, and orientation to information and other services available through the one-stop delivery system; initial skill assessments; labor exchange services; provision of information on programs and services; program referrals and assistance with filing Unemployment Insurance claims; provision of workforce and labor market employment statistics; provision of performance information and program cost information on eligible providers of training services; provision of local area performance accountability measures; provision of information relating to the availability of supportive services or assistance and appropriate referrals to those services and assistance; and assistance in establishing eligibility for programs of financial aid assistance.

These services may be provided by any WorkSource partner. Most workshops delivered at WorkSource centers, affiliated and connection sites are considered Basic Career Services. Individualized Career Services delivered in workshops are considered Basic Career Services.

- **Individualized Career Services** must be provided to participants when WorkSource staff determine that such services are required to retain or obtain employment, consistent with priority of service and any additional applicable statutory priorities. Generally, these services involve more significant staff time and customization to each individual's need than Basic Career Services. Individualized Career Services include services such as: Specialized assessments, developing a service plan, counseling, work experiences (including transitional jobs), etc. Staff must develop a service plan for job seekers to access individualized career services as per the [Workforce Snohomish Service Plan and Case Notes Policy](#).
- **Training services** Under WIOA, training services may be provided when WorkSource Snohomish County staff, including partner programs' staff, determines after conducting an interview, an evaluation, or assessment, and career planning, that the individual is unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services alone.

Training services, when determined appropriate, must be provided in accordance with the [Workforce Snohomish Personal Training Account Policy](#) and recorded in accordance with [the Workforce Snohomish Service Plan and Case Notes Policy](#). The selection of training services should be conducted in a manner that maximizes customer choice, is linked to in-demand occupations, is informed by the performance of relevant training providers, and is coordinated to the extent possible with other sources of assistance, including Pell Grants (see WIOA sec. 134(c)(3)).

- **Follow-up Services** Job seekers receiving services funded by WIOA Title I Adult, Dislocated Workers and/or Youth resources and who are placed into unsubsidized employment must be provided the opportunity to receive up to 12 months of follow-up services. Follow up services include but are not limited to: work place counselling to support job seeker retention on the job referrals to additional services for job seekers who are not yet self-sufficient, mentoring, and workshops to help job seekers with career decisions. Follow-up services do not extend the date of exit in performance reporting. Only job seekers receiving services funded with WIOA Youth Resources may be provided supportive services in conjunction with follow-up services.

Staff operating in WorkSource Snohomish County sites will assess job seeker needs and develop appropriate interventions and service strategies. Under the integrated service delivery model, WorkSource partners are encouraged to utilize previous assessments when making training determinations to reduce duplicate assessments and develop enhanced alignment across partner programs.

Staff at WorkSource sites must track the delivery of services to job seekers as required in the [Workforce Snohomish Service Plan and Case Notes Policy](#).

**Integrated Service Delivery.** Staff will organize to provide at least two functions at WorkSource Snohomish County sites:

- **“Front-end” registration:** First impressions are important, which is why Workforce Snohomish expects that “greeting” and initial registration services will be efficient, effective and provided by staff who make the job seeker or business feel welcomed and respected. WorkSource Snohomish County staff will assure that every customer is greeted, moved quickly to the service necessary to meet their goals, and supported when needed.

Integrated services delivery starts with *front-end* services that begin the search for employment and skills development process. Front-end services provide the opportunity for structured, consistent information-gathering conducted by WorkSource staff with the job seeker to

- Identify the job seeker’s current needs, and
- Determine the most appropriate next step to help the job seeker reach his or her immediate objectives on the path to achieving his or her employment goal.

Front-end services include, but are not limited to greeting of job seekers, registering new job seekers into the system, and providing unassisted, staff assisted and Basic Career Services in the resource room, during orientations or during workshops. Registration is described in the [Eligibility, Registration and Enrollment Policy](#). A qualifying service must be provided and appropriately recorded to complete the registration process. Orientation to the Menu of Job Seeker services allows job seekers to self-identify which services are likely to help them with their job search.

- **Skills development services:** Skills development services can be self-service or staff-assisted. Skill development services enable job seekers to identify their skills, skill deficits and other employment barriers, and improve/increase their skills, and obtain and retain employment that uses their skills.

These 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. 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

The WorkSource Snohomish One-Stop Operator(s) must ensure that a comprehensive, quality menu of job seeker services is available to all job seeker customers of the WorkSource Snohomish County system. The One-Stop Operator(s) are also responsible for providing and documenting staff training and monitoring performance related to this policy.

**Performance expectations:** Workforce Snohomish and WorkSource Snohomish County One-Stop Operators will establish baseline targets for the number job seeker customers who will receive Basic Career Services.

**C. DEFINITIONS:**

N/A

**References:**

Workforce Snohomish [Eligibility, Registration and Enrollment Policy](#)

Workforce Snohomish [Service Plan and Case Notes Policy](#)

Workforce Snohomish [PTA policy](#)

[WorkSource System Policy 5620 WIOA Title I Follow-Up Services for Adult and Dislocated Worker Exiters](#)

**Supersedes:**

Workforce Snohomish Policy #10-05, #10-06

**Attachments:**

[Career Services Lists](#)