

## **Snohomish County WorkSource Center Certification April 2010**

Site visit ⇨ Application ⇨ Rating ⇨ Presentation and Tour ⇨ Certification

1. Sites that are interested in certification will first receive a site visit from Workforce Development Council staff. This site visit will include an application packet allow WDCSC staff to answer questions about the process and what it means to be part of the WorkSource system.

Each application packet will contain the following:

- Certification Application Instructions
- Blue Print 2010
- Workforce Development Council Snohomish County Strategic Plan Overview
- Standard computing requirements
- Definition of core, intensive and training services
- List of 19 mandated WIA programs
- Data entry expectations

2. Sites will complete the application process and submit the required documents

3. Application materials will be rated by the certification committee.

### **Comprehensive and Affiliate Certification Committee:**

Board member (3)

Workforce Development Council Service Delivery Staff (2)

### **Connection Certification Committee:**

Board member (1)

Workforce Development Council Service Delivery Staff (1)

4. Sites will prepare a 45 minute (comprehensive and affiliate) or 20 minutes (connection) presentation for the certification committee highlighting center design and management philosophy and strategies. This presentation will conclude with time for questions from the certification committee and a center tour. Copies of any handouts and presentations must be provided to the WDC 48 hours in advance.

5. Certification will be awarded to existing WorkSource sites for a period of two years. New WorkSource sites will be awarded certification for a period of one year with the opportunity to renew for one year. Comprehensive and Affiliate Certification approvals will be made by majority vote from the Board or Executive Committee. Connection Certification approvals will be made by the Certification Committee.

WorkSource sites will need to provide an annual report on activity, customer satisfaction and how activities have met the Workforce Development Council's Strategic Plan. (Outline to provided).

## Levels of Certification

### Comprehensive

- Accessible to the general public
- Portal site for electronic access
- Provider of **core, intensive and training** services
- Representation of **three** mandated partners
- Additional related employment and training resources

### Affiliate

- Accessible to the general public
- Portal site for electronic access
- Provider of **core, intensive and training** services
- Representation of **one** mandated partners
- Additional related employment and training resources

### Connection

- Accessible to the general public
- Portal site for electronic access
- Provider of **core** services
- Additional related employment and training resources

Affiliate sites that add additional mandated partners within the period of the certification may be designated as Comprehensive locations upon request and approval of the Board or Executive Committee.

## 19 MANDATED PROGRAMS

1. Programs authorized under Title I of the Workforce Investment Act (WIA) serving Adults
2. Programs authorized under WIA serving Dislocated workers
3. Programs authorized under WIA serving Youth
4. Programs authorized under WIA serving Job Corps
5. Programs authorized under WIA serving Native Americans
6. Programs authorized under WIA serving Migrant and seasonal farm workers
7. Programs authorized under WIA serving Veterans
8. Programs authorized under the Wagner-Peyser Act
9. Adult education and literacy activities authorized under Title II of WIA
10. Programs authorized under parts A and B of Title I of the Rehabilitation Act
11. Welfare-to-work programs
12. Senior community service employment activities authorized under Title V of the Older Americans Act
13. Postsecondary vocational education activities under the Carl D. Persons Vocational and Applied Technology Act
14. Trade Adjustment Assistance and NAFTA Transitional Assistance activities authorized under the Trade Act
15. Veterans' employment representatives
16. Disabled veterans outreach programs
17. Employment and training activities carried out under the Community Services Block Grant
18. Employment and training activities carried out by the Department of Housing and Urban Development
19. Programs authorized under State unemployment compensation laws

**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

## Comprehensive and Affiliate Center Certification

### Application Information

- Contact Information for applicant agency
- Address of center
- Computing resources description (accessibility and security features)
- Hours of operation
- Accessibility features
  - Parking
  - Public transportation
  - Phones
  - Copiers
  - Faxes
  - How are the needs of customers with small children addressed?
  - How are the needs of non-English speakers or ASL speakers addressed?
  - ADA Compliance
- SKIES & WMS access
  - Current level of access
  - Additional training needs
  - Methods of data entry

### *Narrative questions*

Please complete the attached “Directory of Services.”

Site	Describe Service	Does this service apply to:		Mandated program	Contact Information
		Job Candidate	Business Customers		

*Please answer the following questions. Note that a detailed narrative may be used but applicants are encouraged to consider charts, graphs and lists as well to answer the questions.*

### **Services to Job Candidates**

1. Describe the flow of job candidates in the center. Describe how specific populations of job candidates access services, including but not limited to, new customers, youth, individuals with disabilities, veterans, mature workers and WorkFirst parents. Include relevant flow charts.
2. Describe how core, intensive and training level services support the 2010 BluePrint initiative.
3. In a flow chart illustrate the process used for co-enrolling clients between program, how many clients are currently co-enrolled and with what programs? How will referrals be made to providers inside and outside of the center?

**Services to Business**

1. How are the needs of businesses met with the array of services in the center?
2. How are local business needs assessed?
3. How will your site connect businesses to other services in the WorkSource system?
4. Define your business service strategy and describe how your plan meets the overall objectives identified in the Workforce Development Council's Strategic Plan?

**Center Design and Management**

1. Quality of services is an important feature of any service delivery system. Describe the process and methodology used for your most recent continuous quality improvement evaluation. What goals were identified and how has progress towards those goals been measured? How is that communicated with staff and monitored for quality?
2. How is customer satisfaction measured? Include information from customer satisfaction surveys and/or comment cards. How has that data been incorporated into continuous quality improvement plans? Describe a possible corrective action plan that could be used with a dissatisfied customer.
3. What is the overall center service strategy? What is the center customer service philosophy? Please describe how the leadership of each partner agency will collaborate towards the overall center service delivery. Also include information on how each center partner goals are communicated and monitored.
4. How is customer choice a factor in delivering services?
5. How are services marketed to job candidate and business customers? Do you have an outreach plan? If so, please briefly describe.

## Connection Center Certification

### Application Information

- Contact Information for applicant agency
- Address of center
- Computing resources description (accessibility and security features)
- Hours of operation
- Accessibility features
  - Parking
  - Public transportation
  - Phones
  - Copiers
  - Faxes
  - How are the needs of customers with small children addressed?
  - How are the needs of non-English speakers or ASL speakers addressed?
  - ADA Compliance
- SKIES & WMS access
  - Current level of access
  - Additional training needs
  - Methods of data entry

**Note:** New applicants for a Connection center need to complete the application packet. Upon packet submission and staff review provisional certification may be given from WDCSC staff for up to 3 months. During this time the Certification Committee will review the application, conduct a site visit and vote on approval.

Connection sites will also receive mentorship from existing WorkSource sites and WDCSC staff.

### *Narrative questions*

Please complete the attached “Directory of Services.”

Site	Describe Service	Does this service apply to:		Mandated program	Contact Information
		Job Candidate	Business Customers		

***Please answer the following questions. Note that a detailed narrative may be used but applicants are encouraged to consider charts, graphs and lists as well to answer the questions.***

### **Services to Job Candidates**

1. Describe the flow of job candidates in the center. Describe how specific populations of job candidates access services, including but not limited to, new customers, youth, individuals with disabilities, veterans, mature workers and WorkFirst parents. Include relevant flow charts.

2. How will job candidates be referred to services with providers inside and outside of the center?

### **Services to Business**

1. How will your site connect and coordinate businesses to other services in the WorkSource system?

### **Center Design and Management**

1. Quality of services is an important feature of any service delivery system. Describe the process and methodology used for your most recent continuous quality improvement evaluation. What goals were identified and how has progress towards those goals been measured? What is your customer service philosophy?
2. How is customer satisfaction measured? Include information from customer satisfaction surveys and/or comment cards. How has that data been incorporated into continuous quality improvement plans? Describe a possible corrective action plan that could be used with a dissatisfied customer.
3. How are services marketed to job candidate and business customers? Do you have an outreach plan? If so, please briefly describe.

Note that any facility wishing to become a Connection site that does not have an internet accessible computer for public access at the time of the application, may request assistance from the Workforce Development Council with their application for financial support to procure equipment. The ability of the WDC to respond to such requests will be based upon the availability of funding, the reasonableness of the request, and a strategic analysis of the system enrichment the proposal represents. Please detail any request in your narrative.