



Workforce Development Council
Snohomish County

SYSTEM POLICIES

MEMORANDUM #10-05

To: All WorkSource Snohomish County Partners

Subject: Front-End Job Seeker Services

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 1010, Rev. 1, *WorkSource Initiative Integrated Front-End Services Policy*, which provides guidance and standards for delivering a minimum, consistent level of front-end services through the WorkSource Snohomish County system. These services have 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.

Skill development services are further defined in WDCSC Systems Policy Memo #10-06, *Skills Development Job Seeker Services*.

C. STANDARDS

Outlined below are the requirements for provision of *initial* customer services to job seekers through the WorkSource Snohomish County system.

1. At a minimum, each WorkSource Snohomish County site will provide new and returning WorkSource job seeker customers with a front-end assessment that:
 - a) Identifies the customer's current needs
 - b) Determines the most appropriate next step to help the customer reach his or her immediate objectives on the path to achieving his or her employment goal

Front-end assessment is structured, consistent information-gathering conducted by WorkSource staff, aimed at identifying job seeker needs and determining the most appropriate next step to help job seekers achieve their employment goals. The focus is on getting a *broad* sense of each job seeker's present circumstances and immediate objectives and referring her/him to the most appropriate next service.

2. The site will complete a short SKIES registration.
3. The site will identify whether the customer is or is not entitled to veterans' priority of service, as either a veteran or covered spouse, and provide the menu of programs and services to which the entitlement applies in conformance with WDCSC policy # 10-09, *Priority of Services for Veterans and Eligible Spouses*.
4. The site will provide an orientation to the MENU OF JOB SEEKER SERVICES that includes both front-end services and skills development services.
5. The site will provide clear directions to all WorkSource Snohomish County resources within the site.
6. The site will provide access to information about filing for unemployment insurance.

D. MEASURES

1. WDCSC and WorkSource Snohomish County One-Stop Operators will establish baseline targets for the number job seeker customers who will receive front-end services.
2. WDCSC and the WorkSource Snohomish County One-Stop Operator will establish a baseline for the number of staff-assisted front-end assessments to be conducted.
3. 100% of staff-assisted front-end assessments will be documented by a short SKIES registration.
4. 100% of veterans and covered spouses will receive notification of the priority of service entitlement, and the menu of job seeker services to which the entitlement applies.
5. 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
6. THE MENU OF JOB SEEKER SERVICES will be available and understandable to all WorkSource job seeker customers.
7. Clear direction will be available at each site for locating equipment, meeting rooms, and necessary services.

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