



INTEGRATED FRONT END SERVICES PROCEDURE

EFFECTIVE DATE: 3/30/2012

REFERENCE: State Policy #1010 Local One Stop Guidance 10-07

PURPOSE: To ensure that the minimum set of standards are implemented to provide consistent front-end services at WorkSource Central Basin.

PROCEDURE:

Information/Orientation:

All customers receive information on the full array of services available in the Center:

- Information is delivered either in a group orientation or one-on-one both orally and by the Menu of Center Services & Community Services flyers
- Customers may view The WorkSource One-Stop Career System video and access a variety of career/occupational information videos in the Center Kiosk area.
- Information and schedules for Center orientations, workshops, and classes are available in the resource room
- Access to and assistance with computers, fax machine, copiers, telephone for job search and/or unemployment related use is available in the resource room.

SKIES Registration:

- First time and/or returning customers are asked to complete or update the WorkSource Application which is used to complete the short SKIES registration.
- Customers may self-register using the Self-Service Membership System (SSMS) using the resource room computers, resource computer assistance is available.

Front End Assessment

- All customers are provided a front-end assessment identifying the customer's needs and determining the most appropriate next step to help the customer reach his or her immediate objective(s) on the path to achieving his or her employment goal. This may be provided at a WorkSource Orientation or one-on-one with a WorkSource staff member.
- At the ACE workshop, customers are provided with a Workforce Investment (WIA) application and additional information guiding them to their next step. Customers' basic educational levels, career interest, and aptitude are assessed during ACE workshop. Customers also participate in Career Planning and Job Hunter Modules.

Veterans Priority of Service: All WorkSource customers receive information regarding veteran's priority of service at first point of program entry through oral presentation, power point and/or the Priority of Service flyer.

- All WorkSource customers are asked to complete a registration form, where they can indicate whether they are a Veteran or the spouse of an eligible veteran. If the customer indicates yes to this question, they are registered before all other customers waiting enrollment services, workshops and/or classes.
- Eligible Veterans or the spouse of an eligible veteran are advanced to the top of any pool or wait list for the issuance of ITA's or OJT.

Menu of Job Seeker Services: All Customers are given a Menu of Center Services. Customers attending a WorkSource Orientation and/or Assessment (ACE) workshop are provided an overview of Center services both by oral presentation and by audio using the North Central One-Stop video. Community Resource Guides are available.

Navigation of WorkSource Center: All workshop room numbers are clearly marked and visible to customers. Customer resource computers in the lobby are clearly marked. A sign near the front desk states that fax machines, telephones and computers are available for customer use for unemployment and job search purposes.

Dispute Resolution: The dispute resolution procedure outlined in the One Stop Operator Agreement will be used to resolve disputes if partners are unable to agree upon front end service delivery.

TRAINING:

WorkSource staff and partners will be trained on the WorkSource Central Basin Integrated Front-end Services procedure by the Center manager and /or by respective supervisors using the following:

- Copy of State Policy #1010
- Local One Stop Guidance 10-07
- WorkSource Central Basin Front End Services Procedure
- Copy of WorkSource Application for Registration, WIA application
- Copy of Center Menu of Services and Community Resource guides
- Copy of Veteran's Service Priority Policy