



INTEGRATED FRONT END SERVICES PROCEDURE

EFFECTIVE DATE: March 17, 2012

REFERENCE: State Policy #1010 and 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 Okanogan County.

PROCEDURE:

Front End Assessment: First time customers are asked to complete a registration form. They are given information, both orally and with printed documents about Center and community services, including workshops, orientations and programs. They are shown how to log into resource room computers and told about use of fax machines, copiers and the telephone for job search or unemployment related use.

Customers attending a WorkSource Orientation and/or, Assessment (ACE) workshop 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.

- At Orientation customers are provided with a:
 - A) survey to help determine customer needs
 - B) menu of Center and partner services
 - C) schedule of Job Hunter Classes, Key Train Classes and DVR Orientations
 - D) schedule of available computer classes
 - E) list of available community services

This information is provided in English and in Spanish.

- At the ACE workshop, customers are provided with a Workforce Investment application which provides the data elements needed to complete a SKIES registration and additional information in guiding them to their next step. They are also provided with a Self Assessment Questionnaire that identifies barriers and assists with their next step. Class schedules for computer classes, Job Hunter Workshops, and Key Train Classes are also provided.

SKIES Registration: A SKIES registration is entered following the workshop using the WorkSource/ Workforce Investment application containing the necessary data elements.

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.

- At each Unemployment Insurance or WIA workshop customers are invited to complete a registration form and those forms ask them to 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 into workshops.
- 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.
- A space is reserved in each Computer Class for Veterans or the spouse of an eligible veteran.

Menu of Job Seeker Services: All Customers are given a menu of Center services. Services are also listed on a North Central one stop video and on a PowerPoint presentation at all ACE workshops. Community resource guides are available to all customers on our Information board in the WorkSource lobby.

Navigation of WorkSource Center: All workshop room names 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 Okanogan County Integrated Front-end Services procedure by the Center manager and /or by respective supervisors using the following:

- Copy of State Policy #1010 AND Local One Stop Guidance 10-07
- Copy of Local Integrated Front End Procedure
- Copy of WorkSource Application, WIA application
- Copy of WorkSource Menu of Services, Community Resource guide.
- Copy of Veteran's Service Priority Policy