



## INTEGRATED FRONT END SERVICES PROCEDURE

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**EFFECTIVE DATE:** April 2, 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 Wenatchee Affiliate.

### **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 partner services. 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 the WorkSource Unemployment Insurance Reemployment Orientation (UIRO) 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 the Orientation and/or first visit 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
- D) Schedule of available computer classes
- E) List of available community services

This information is provided in English and in Spanish.

**SKIES Registration:** A SKIES registration is entered using the WorkSource application containing the necessary data elements for all new customers.

**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 customers are invited to complete a registration form which asks 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.

**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. Community resource guides are available to all customers on the 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 Wenatchee Affiliate Integrated Front-end Services procedure by the Center manager and /or by respective supervisor using the following:

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