

North Central Workforce Development Area

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LOCAL ONE STOP GUIDANCE

Guidance #: LOG 10-08

TO: SkillSource, Employment Security and partners providing applicable services to businesses in WorkSource centers and, as appropriate, Affiliate sites that have access to SKIES.

SUBJECT: Coordinated Employer/Business Services

REFERENCE: WorkSource Service Delivery System Policy # 1014

Effective Date: March 1, 2012

GUIDANCE

Each WorkSource Center Operator shall develop a written plan, in cooperation with Center partners, to coordinate Employer/Business Services in accordance with State Policy #1014. Wenatchee Affiliates shall also develop a joint coordinated plan.

At a minimum, the business services plan must:

- a) Clearly and specifically define roles, responsibilities and primary deliverables of each WorkSource partner providing services to businesses.
 - Describe partner roles/responsibilities delivering each of the Basic Business Services (Appendix A). Fully explain which partner provides which of the basic business services. Also describe variations in service delivery content and methods.
 - Describe the role of the local Business Service Team. Be specific regarding how the Business Service(s) team will communicate and deliver services to employers in a coordinated manner.
- b) Ensure WorkSource staff providing services to businesses have been trained and are knowledgeable about them or know when and where to refer to other partners.
- c) Describe how SKIES is used by WorkSource partners to manage all job orders and record basic services to businesses.

****The following 3 standards and measures are to be inserted into each of the sub-area Business Services Plans.**

d) Establish targets so that a reasonable percentage of jobs listed in SKIES match the skills of job seekers.
Measure: 25% of WA job openings will match the top 5 desired 3-digit O*NET occupations. ESD will analyze SKIES on a semi-annual basis and send a report to the WDC indicating the top 5 occupations for the 6 month period and the percent of job openings that match those occupations.

e) Analyze the local labor market, and reflect industry sectors important to the region.
Measure: WDC will annually establish a list of industry sectors important to the region. This list will be posted annually on the North Central WorkSource website (www.tourworksource.com/new1stop). Business Service Teams will consider these industry sectors as part of their overall business service outreach strategy and will report to the WDC twice annually the Basic Business Services delivered to firms in such industries. Describe in the Business Services Plan what information will be included in the report.

WDC LIST OF INDUSTRY SECTORS IMPORTANT TO THE REGION (2011-2012):

(This list includes State Strategic Clusters for the Area and the WDC Regional Clusters from the Coordinating Workforce and Economic Development around Strategic Industry Clusters: A Progress Report on Substitute House Bill 1323)

- Health Care
- Agriculture
- Food Processing
- Chemical and Metal Manufacturing
- Electric Utilities
- Trade

f) Establish targets for serving employers with occupations in demand;
Measure: At least 50% of WA jobs openings listed in SKIES should reflect the identified demand occupations published in the WDC Demand Occupations List. ESD will send a report to the WDC on a semi-annual basis listing the job orders for the 6 month period by sub area, by SOC code.

NORTH CENTRAL WDA DEMAND OCCUPATIONS LISTS

Chelan Douglas Counties:

<https://fortress.wa.gov/esd/wilma/wdclists/WDAArea.aspx?area=000018>

Grant Adams Counties:

<https://fortress.wa.gov/esd/wilma/wdclists/WDAArea.aspx?area=000028>

Okanogan County:

<https://fortress.wa.gov/esd/wilma/wdclists/WDAArea.aspx?area=000038>

g) The dispute resolution process in the MOU policy is used when partners are unable to agree upon the business services plan. The plan will link by reference to the Memorandum of Understanding (MOU) and Local Operations Plan.

The Coordinated Employer/Business Services Plan will be approved by the WDC which will also review performance against targets twice per year. The plan will be updated annually to reflect changes in the local economy, market and priorities.

Refer to attached State Policy #1014 for full requirements, standards, measures and definitions.

WorkSource Service Delivery System Policy

EFFECTIVE DATE: *July 1, 2010*
SYSTEM POLICY NUMBER: *1014*
SUBJECT: *Coordinated Employer/Business Services*

SCOPE:

WorkSource system policies set common direction and standards for Washington's WorkSource system. This policy applies to Workforce Development Councils (WDC) and their contractors, Employment Security Department (ESD) and partners providing services to businesses in WorkSource centers and, as appropriate, affiliate sites that have access to SKIES.

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PURPOSE

To provide policy and standards for delivering a minimum menu of consistent and coordinated services to businesses through WorkSource centers and, as applicable, affiliate sites. The policy does not preclude WorkSource partners from providing additional services to businesses beyond what is required in this policy.

BACKGROUND

One of the premises of U.S. Department of Labor (DOL) programs is that they serve two distinct customers; job seekers and businesses. The WorkSource Initiative Framework Policy establishes statewide expectations for an effective, efficient, and consistent approach to delivering services to job seekers and businesses in WorkSource centers and affiliate sites. Ideally, WorkSource partners will achieve their performance objectives when customers' needs are met.

In "*Washington Works*," the Workforce Training and Education Coordinating Board recommended improved coordination between WorkSource partners in job development and the refinement of job referrals for employers. Coordinated business service strategies are necessary and need to be developed locally. In some communities, these strategies may be quite structured. In others, a more flexible approach may be appropriate permitting multiple programs and partners to provide direct employer services. While setting minimum standards, this policy provides each local area with the necessary flexibility to plan its approach and expected outcomes for their community.

POLICY

In order to establish coordinated employer and business services, each Workforce Development Council is responsible for the coordination and implementation of the following:

1. Establishing a coordinated and responsive system of outreach to employers; *[Governor's Executive Order 99-02 (7f)]*
2. Ensuring that the minimum menu of Basic Business Services outlined in [Appendix A](#) are available; *[Washington Workforce Association]*
3. Utilizing the statewide SKIES system by WorkSource partners to:
 - Create and manage job orders according to the WorkSource Service Delivery System Policy #1006, Rev 1
 - Record employer contacts; and
 - Document the services provided to employers;
4. Ensuring all WorkSource staff providing services to businesses are knowledgeable of all the Basic Business Services or able to make appropriate referrals where the service can be accessed;
5. Convening partners to develop a coordinated local business services plan that is approved by the board and agreed to by all the partners, and updated at least annually to reflect the pool of local job seekers, economic changes and priorities; and
6. Using the dispute resolution process in the WorkSource Service Delivery System Policy #1013 Memorandum of Understanding (MOU) to address any potential issue when partners are unable to agree upon the business services plan.

Business Services Plan

At a minimum, the local business services plan must:

- a) Clearly and specifically define roles, responsibilities and primary deliverables of each WorkSource partner providing services to businesses such as outreach, job development, and Basic Business Services (Appendix A);
- b) Establish targets so that a reasonable percentage of jobs listed in SKIES match the skills of job seekers;
- c) Analyze the local labor market, and reflect industry sectors important to the region;
- d) Establish targets for serving employers with occupations in demand;
- e) Describe the process for regularly reporting on performance in meeting targets listed in b) and d); and
- f) Link by reference to the Memorandum of Understanding (MOU) and Local Operations Plan.

STANDARDS

The Board shall ensure:

1. Basic Business Services in Appendix A are available;
1. WorkSource staff providing services to businesses are knowledgeable about them or know when and where to refer them to partner services;

2. SKIES is used correctly by all WorkSource partners to manage all job orders and record services to businesses;
3. The WorkSource partners have developed and implemented a coordinated business services plan that is approved by the board and agreed to by all partners, in which:
 - a) The roles, responsibilities and key deliverables of partners are clearly and specifically articulated;
 - b) The types of jobs in SKIES reflect the skill base of WorkSource job seekers and occupations in demand and meet the established numeric targets;
 - c) There are procedures established to target employers in key industries, both in terms of demand occupations and local economic development goals; and
 - d) There is a regular performance reporting process for the board to monitor and update progress towards targets.
5. The dispute resolution process in the MOU policy is used when partners are unable to agree upon the business services plan.

MEASURES

1. Basic Business Services in Appendix A are available;
1. Documentation of training provided to business services staff on Basic Business Services (Appendix A), or other documentation of knowledge;
2. All job orders, employer contacts and services provided are documented in SKIES;
3. Each WDC has a coordinated business services plan that contains items 4, a, b, c, & d of the Standards; and
4. The jobs in SKIES reflect the targets established by the partners that match the skill base of WorkSource job seekers;
5. The WDC has implemented procedures that target employers in key industries and occupations in demand and local economic development goals;
6. The board regularly reviews performance; and
7. The dispute resolution process is consistent with the MOU policy.

DEFINITIONS

Coordination – 1) the act or action of coordinating; 2) the collaborative functioning of partners to improve the effectiveness of the local WorkSource system.

Outreach – to contact or connect with, for the purposes of developing a relationship with, an employer in an effort to assist them in meeting their talent needs and the needs of WorkSource job seekers.

REFERENCES

[WorkSource Service Delivery System #1006 Rev 1 Job Order Policy](#), March 11, 2009

[WorkSource Memorandum of Understanding \(MOU\) #1013](#), July 1, 2010

[WorkSource Initiative Framework](#), December 2008

[Partnering for Performance: Washington's Workforce Compact](#), Workforce Training and Education Coordinating Board, September 2007

WEBSITE

<http://www.wa.gov/esd/policies/systems>

INQUIRIES

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Appendix A

Basic Business Services

1. Labor Market information:

WorkSource provides access to local and state labor market information.

- Occupational descriptions
- Job and industry growth patterns
- Economic trends and forecasts
- Wage and benefit information
- Skill standards
- Labor force information
- Population and demographic information

2. Job listings:

Employers can list job openings according to their business needs.

3. Applicant Referral:

WorkSource refers qualified job seekers to employers based on businesses requirements.

4. Business Assessment:

WorkSource staff listens to your business needs and offer services, options and solutions.

5. Access to Employee Training & Re-Training:

WorkSource offers information about a variety of employee training, including:

- Skills enhancement
- Skill assessment
- Basic skills
- English as a second language
- On-the-job training
- Apprenticeships
- Customized or other employer based training
- Employer training incentives
- Community and technical colleges

6. Business Assistance Information and Referral:

WorkSource can direct to or assist with:

- Business registration (master business application)
- Business retention, creation or expansion
- Employment laws and regulations
- Fair labor practices
- Interpretive services for recruitment and hiring
- Employee retention
- Unemployment Insurance information
- Tax information
- Tax incentives and tax credit information (e.g. Work Opportunity Tax Credit)
- Referral to local business resources

7. Comprehensive web site - www.Go2WorkSource.com

8. Business Restructuring or Closures Information and Referral:

WorkSource provides assistance with:

- Services to avoid layoffs (shared work options)
- Services to avoid closures
- Major layoffs and plant closures
- Worker Adjustment Re-Training Notification Act (WARN) requirements
- Re-employment services

9. Access to Facilities:

- Professional recruitment and interviewing environment (based on local availability)
- Computers, internet connections and staff assistance