

MENU OF JOB SEEKER SERVICES POLICY #: 4006

Original Policy Date: / /2012
Effective Date:

Current Revision Date: / /2012

Purpose:

The Southwest Washington Workforce Development Council (SWWDC) is issuing this policy to provide guidance and standards for delivering a minimum, consistent level of job seeker services throughout WorkSource and affiliated sites.

Policy:

Southwest Washington WorkSource and affiliate sites will ensure a common set of comprehensive, quality services are available to accommodate the needs of diverse, local populations when conducting their job search and skill improvement process. The primary customer service areas are front-end services and skill development services. Front-end job seeker services are described in Southwest Washington Workforce Development Council Policy #4001: Front-End Job Seeker Services.

Skill development services are accessible to all customers after the front-end services, and may be contingent upon available funding and meeting program eligibility requirements. They encompass services and programs where job seekers access a myriad of staff-assisted and self-service offerings that enable them to:

- Know the services available through WorkSource,
- Know their skills,
- Identify ways to improve their skills if needed, and
- Find employment based on those skills.

These service offerings make up the Menu of Job Seeker Services (Menu) and can be available on-site, on-line, or through workforce development community partners and affiliates. At a minimum, the Menu will include information on the following eight (8) items:

- Available assessment tools
- Skill development services
- Labor market information
- Available short- and long-term training opportunities online or within the region
- Job search and placement assistance
- Resources to facilitate contact with potential employers (phones, computers, etc.)
- Community resources and supportive services
- Filing for unemployment insurance

The One-Stop Operator and each affiliate site will develop and implement processes to ensure the following standards are met when making the Menu available.

- All job seekers, regardless of skills, education and employment levels have access to a Menu of Job Seeker Services, which is easily available and understandable.
- Processes are available to accommodate job seekers who need assistance in accessing the Menu.
- The Menu, in all its forms (online and print), is maintained and updated with current services to meet the needs of the local client base.
- Employees are trained and knowledgeable about internal and external services and can direct customers to the most appropriate services to help them achieve their goals. Training logs must be maintained by the Centers and affiliate sites.

Definitions:

Job seekers: Customers accessing WorkSource job-finding services.

Menu of Job seeker Services: Staff assisted and self-service workforce development offerings available to customers to provide the best outcome for individuals seeking employment, training, job retention, or increased earnings.

Front-end Assessment: The focus is on getting a *broad* sense of the customer's present circumstances and immediate objectives and referring them to the most appropriate next service. Front-end assessments, locally known as triage, do not intend to cover everything about the customer in detail. By engaging customers in WorkSource, staff conduct structured, consistent information gathering aimed at identifying their needs, and determining the most appropriate next step to help them achieve their employment goal.

One-Stop Operator: The operator is the entity that performs the role specified in the agreement between the Workforce Development Council (WDC) and the WorkSource operator(s) (20CFR 662.400 (a & c)).

The role of the operator may range between coordinating service providers within a center, to being the primary provider of services within a center, to coordinating activities throughout the system. (20CFR 662.400 (a & c)).

References/Resources:

- WorkSource Initiative Framework, December 2008
- WorkSource Service Delivery System Policy #1015 Menu of Job Seeker Services
- Southwest Washington Workforce Development Council Policy #4001: Front-End Job Seeker Services