

**INVITATION TO APPLY FOR WORKSOURCE CENTER OR AFFILIATE CERTIFICATION**

The Pacific Mountain Workforce Development Council (PacMtn WDC) invites community organizations in Grays Harbor, Lewis, Mason, Pacific and Thurston counties to become WorkSource American Job Center sites. PacMtn WDC wants to partner with you to provide employment services how, when, and where people and businesses want them. We are looking for innovative, entrepreneurial organizations that provide quality services to help us to expand access to on-line and in-person employment services. If you understand the workforce challenges in our communities and want to share resources as part of a network dedicated to the economic success of all citizens, businesses, and communities in the five counties, complete this application. If you need assistance, please contact Corinne Daffern at [corinne@pacmtn.org](mailto:corinne@pacmtn.org)

**Organization Name:**

**Date:**

**Contact Person/Title (*please provide one point of contact*):**

**Phone:**

**Email:**

**Address of proposed site:**

**Website:**

**Hours and days of Operation (*Note: at a minimum, a center or affiliated site must be accessible to the general public during regular business days and hours*)**

**Current level of certification:**

Center       Affiliate Site       Connection Site       Not currently certified

**Level of certification for which the site is applying:**

Center       Affiliate

## Center & Affiliate Application for Certification

### A. Please work with site leadership and staff to answer the questions as indicated below:

I. Rank on a scale of 1 to 5, where the site believes it is in its path toward meeting, or exceeding, the stated standard.

- 5 = achieved the standard and excelling
- 4 = significantly meeting standard with some work yet to do
- 3 = have some of the elements in place, some of the time
- 2 = making progress but long way to go
- 1 = no progress yet

II. After ranking the site on each standard below, please answer the questions. Provide **clear evidence** and **examples** of current status and future plans with strategies and timelines to reach these standards. Please keep **your response to the following 8 criteria to a maximum of 7 pages**.

**1. Functional and Programmatic Integration** - It is critical for WorkSource and its partners to think and act as an integrated system. WorkSource partners ensure that client services are aligned to common goals and the customer experience is seamless – regardless of funding streams. Each customer is mutually regarded as a shared customer, with all staff and programs operating at the site having a vested stake in that customer’s success. Integration of programs is incorporated into planning, intake, assessment, registration, and service processes, information sharing, resource decisions, actions, results, and analyses.

**Check the box where you think the site is with regard to Functional and Programmatic integration.**

5                       4                       3                       2                       1

- A. Describe how your site uses functional teams and integrated career services delivery to deliver career services to all customers. Please attach a diagram of customer flow (including resource room capabilities), services available, assessment and referrals – this attachment will not count toward the 7-page limit.
- B. Describe how MIS is used to facilitate shared customer management across partner programs.

**2. Service Provision, including Services, Universal Access, and Outreach to populations with barriers** – Improved availability, a welcoming atmosphere, inclusive settings, and high quality customer service benefit all customers. WorkSource extends services and outreach not just to individuals who walk in the door, but also to those who have become disengaged in the labor force. Integrated, quality services are provided to all customers within the center and via technology through online or phone access. Principles of universal design are considered which designs inclusive space and materials to be available to individuals regardless of their range of abilities, mobility, age, language, learning style, intelligence, or educational level.

**Check the box where you think the site is with regard to Service Provision to all customers, including Services, Access, and Outreach to populations with barriers.**

5                       4                       3                       2                       1

- A. Provide evidence that basic ADA requirements have been met, including processes to provide reasonable accommodations for individuals with disabilities (an ADA assessment does not to be included with the application – centers and affiliated sites will undergo ADA review and certification as part of the certification process).
- B. Describe how site the provides quality services to all customers, including the 14 populations with barriers to employment described in WIOA.
  1. How are the needs of populations with barriers met through staff-assisted and other means?
  2. How are partners engaged to meet the needs of special populations?
  3. How does your site use wireless internet and other technologies to facilitate access for customers with barriers?
- C. Describe your outreach to populations with barriers to employment in the community, and your site’s relationship with partners to effectively serve populations with barriers.
- D. Describe specific initiatives or strategies to provide universal access for each of the following:
  1. Physical: Architectural or building
  2. Information: all paper, printed or posted materials
  3. Digital: software, web-based programs and alternatives to print
  4. Communication: verbal, non-verbal access for services, phone and other

**3. Performance and Accountability** - Results and outcomes for the public investment in WorkSource are essential to the WorkSource system’s relevance. The effectiveness of WorkSource for employers and job seekers is evident in system performance and service delivery decisions are based on data. On an ongoing basis, customer data from one-stop partners and regional economic data is collected, analyzed, and shared with all workforce system staff and community stakeholders. Plans for improvement, enhancement, or adjustment are established and acted upon.

**Check the box where you think the site is with regard to Performance and Accountability.**

5                       4                       3                       2                       1

- A. Describe how you measure, analyze, review, and improve performance through the use of data and information. In your answer, please address each of the following:
  - How is data shared with staff and stakeholders?
  - What methods are in place for staff and stakeholder to provide feedback regarding site data?
  - What metrics are used to show improvement and success?
  - How do you incorporate staff feedback to improve performance?
  - What changes have resulted from your site’s use of data/how has data been used to improve services?
  - How are staff informed that feedback was reviewed and of any action taken a result of feedback?

**4. Customer Satisfaction** - Performance and value are ultimately judged by customers – businesses and job seekers. Customer-centered design relies upon satisfying customer needs, identifying shortcomings and responding accordingly on a timely and ongoing basis. Tools to obtain feedback are appropriate for each customer’s use take into consideration factors including literacy levels, use of technology, disability, and language.

**Check the box where you think the site is with regard to Customer Satisfaction.**

5                       4                       3                       2                       1

- A. Describe how voice of the customer feedback (both job seeker and business) is gathered and used for continuous quality improvement at your site?
- B. How are the voices of populations with barriers brought to the table when designing services and facilities?
- C. How do you inform staff and customers of how their feedback was reviewed and any action taken as a result of their feedback?
- D. What metrics are used to show improvement and success?

**5. Staff Competence and Staff Training Participation** - Professional development is a key feature in order to ensure that staff are aware of the implications of recent evidence-based research and can implement the latest policies and procedures established at the local, state and federal levels. Also of vital importance is the use of labor market information by staff to better inform customers' career and training decision-making. The investment in staff development is substantial, ongoing, and focused on cross-training with partner programs, overall skill development, and use of labor market information. Every member of the one-stop staff has the ability and authority to meet customer needs, either directly or, where appropriate, by helping the customer make the right connections to the expertise he or she seeks. Participation in one-stop-sponsored training is required.

**Check the box where you think the site is with regard to Staff Proficiency and Staff Training Participation.**

5                       4                       3                       2                       1

- A. How are staff and leadership trained and cross-trained on an ongoing basis to stay current on programs and services?
- B. How is staff training tracked to ensure all staff participate?
- C. How do you actively engage staff of all programs – Adult, Dislocated Worker, Youth, Wagner-Peyser, TANF, ABE, DVR, Perkins, etc. – in design of services, action planning and analysis of indicators and trends?
- D. How are all staff informed of progress towards site performance and goals?

**6. Partnership** – The one-stop system is built upon a foundation of partners linked together to deliver a comprehensive array of services and reach the shared outcomes of employment, education, skills gains, and earnings. All core and required one-stop partners are present at the site and invested in the development and implementation of service delivery to connect customers to resources.

**Check the box where you think the site is with regard to Partnership.**

5                       4                       3                       2                       1

- A. Describe how the partnerships function at the site and the roles of each core partner from Title I – Adult, Dislocated Worker, and Youth, Title II - Adult Basic Education, Title III - Wagner-Peyser, Title IV - Vocational Rehab., and TANF.
- B. Describe how the partnerships function at the site with other required partners from postsecondary Career and Technical Education (Perkins Act), CSBG, HUD, Job Corps, National Farmworker Jobs Program, Re-entry programs, SCSEP, TAA, UI, VETS, and YouthBuild.
- C. Describe how the site is linked to other partners beyond the site to ensure alignment with community and regional strategies. Please give examples of results for customers achieved through these partnerships.
- D. Describe how the site's leadership works together to set the vision and goals for the site and implement service strategies to achieve shared objectives.

**7. Employer Engagement** – Business is one of our primary customers and one-stop partners work collaboratively to deliver value-added services and eliminate duplication. Business services staff from all one-stop partners have a comprehensive understanding of labor market conditions, economic development activities, skill needs of the workforce and are connected to regional and local business partnership activities and sector strategies. Employers’ human capital needs are communicated to and acted upon by the workforce system. Business services are coordinated to the maximum extent possible to limit duplication and streamline the employer experience.

**Check the box where you think the site is with regard to Employer Engagement.**

5                       4                       3                       2                       1

- A. Describe how partners work to deliver seamless business services.
  - 1. How do business services staff use and share labor market information?
  - 2. What strategies are used to involve employers in identifying skill gaps and developing solutions to meet their workforce needs?
- B. Describe how regional and local sector strategies are used to target services and resources to focus workforce efforts on investments and improve outcomes.
  - 1. Describe how career pathways and training modalities such as industry-recognized credentials, apprenticeship, on-the-job training, and other work-based learning opportunities aligned with employers’ needs and marketed to support talent development?

**8. Site-specific Continuous Quality Improvement (CQI) goal** - Please identify at least one site CQI goal, why it was selected and your site’s plan to attain the goal e.g. decrease wait time.

**B. CHECKLISTS**

**System Requirements Checklist:** Use the checklist below to indicate your willingness to comply with the following system requirements

<input type="checkbox"/>	Compliance with WorkSource System Policies
<input type="checkbox"/>	WorkSource brand used appropriately
<input type="checkbox"/>	Wagner-Peyser is not the only partner on site
<input type="checkbox"/>	<b>WorkSource System integration</b> , which includes participating in quarterly “all-partners” meetings, required staff training, ongoing communications as part of a group email, and sharing success stories, as well as providing space for workshops (if meeting rooms are available on site) and meetings with job seekers. Agreeing to these conditions enables Connection Sites to fully take advantage of the breadth and depth of services, expertise, and resources offered at WorkSource Center(s) and Affiliates.
<input type="checkbox"/>	<b>Referral agreements</b> , providing referrals by direct linkage if there are no staff onsite from other programs or cross trained to provide referrals. A “direct linkage” means providing direct connection through technology to a comprehensive WorkSource Center, within a reasonable time, by telephone or through a real-time web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage” cannot exclusively be providing a phone number or computer website or providing information, pamphlets, or materials.
<input type="checkbox"/>	<b>Memorandum of Understanding (MOU) and Cost Sharing Agreements</b> , which explains the roles and responsibilities of WorkSource Sites and partners, and includes a system budget that shows how costs will be shared across sites. The current MOU is available at PacMtn’s <a href="#">website</a> .
<input type="checkbox"/>	<b>Data sharing and confidentiality agreements</b> , which will allow for the sharing of customer information with the WorkSource System and PacMtn in order to support integrated service delivery, system planning and federally required accountability.

**Site capacity checklist.** Please use the table below to indicate your current capacity to comply with system expectations for Centers and Affiliate Sites to serve as portal site for electronic access. Feel free to add pages if more space is needed to answer these questions.

How many PCs/laptops/tablets/smart devices dedicated for customers to access on-line employment services?	
Can these devices be set up to provide quick access to WorkSourceWA.com and other on-line employment services/resources?	
What are the hours when these devices are available?	
How long can a job seekers use one of these devices?	
Does the site have the capability for customers/staff to Skype/video conference with WorkSource staff?	
Does the site have staff who can help job seekers access on-line resources?	
Does the site have space where a WorkSource or partner staff could be available to meet with job seekers on an itinerant basis?	
Does the site have a meeting room(s) where WorkSource staff could deliver workshops?	
Does the site have free wifi available for customers?	

**Required Program/Partner Checklist**

In the column labelled “On-Site”, indicate programs/partners that are currently located on-site in your facility by entering the average number of hours per week they are on-site. In the column named “Off-Site Basic Career Services Made Available via Direct Linkage”, make a check mark for the programs/partners that are off-site but their basic career services are made available to customers through “direct linkage”. A “direct linkage” means providing direct connection through technology to a comprehensive WorkSource Center, within a reasonable time, by telephone or through a real-time web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage” cannot exclusively be providing a phone number or computer website or providing information, pamphlets, or materials.

***Please note: Affiliates must have at least two of the required partners on-site. Centers must have representation from at least the WIOA programs and TANF on-site.***

REQUIRED PROGRAMS	PARTNER PROVIDING PROGRAM	ON-SITE (AVERAGE HOURS/WEEK)	OFF-SITE (SERVICES MADE AVAILABLE via DIRECT LINKAGE)
WIOA Title I Adult			
WIOA Title I Dislocated Worker			
WIOA Title I Youth			
WIOA Title III Wagner-Peyser	Employment Security Department		
WIOA Title II Adult Education and Family Literacy			
WIOA Title IV Rehabilitation Act	Division of Vocational Rehabilitation		
WIOA Title IV Rehabilitation Act	Department of Services for the Blind		
TANF - Cash Benefits	Department of Human and Social Services		

<b>REQUIRED PROGRAMS</b>	<b>PARTNER PROVIDING PROGRAM</b>	<b>ON-SITE (AVERAGE HOURS/WEEK)</b>	<b>OFF-SITE (SERVICES MADE AVAILABLE via DIRECT LINKAGE)</b>
TANF – WorkFirst	Employment Security Department		
TANF – Community Jobs	PacMtn		
Older Americans Act/Senior Community Service Employment Program (SCSEP)			
Career and Technical Education Programs (postsecondary) Carl D. Perkins Act			
Trade Adjustment Assistance	Employment Security Department		
Veterans Employment Services	Employment Security Department		
Community Services Block Grant			
Housing & Urban Development Employment & Training			
Unemployment Compensation	Employment Security Department		
Department of Justice Second Chance Act	N/A		

**ADDITIONAL PARTNERS (not mandated)**

<b>ADDITIONAL PROGRAMS/PARTNERS</b>	<b>PARTNER PROVIDING PROGRAM</b>	<b>ON-SITE (AVERAGE HOURS/WEEK)</b>	<b>OFF-SITE (SERVICES MADE AVAILABLE via DIRECT LINKAGE)</b>
Ticket to Work and Self Sufficiency			
Small Business Administration			
SNAP Employment (Basic Food Employment and Training (BFET))			
Food and Nutrition (7 USC 2015(o))			
Vocational Rehabilitation Pilot Projects			
AmeriCorps			
Public Libraries			
Associate Development Organizations/Economic Development			
Local Government (City/County)			
Washington State Department of Labor and Industries			
Worker Retraining			
<i>(please add partners as appropriate)</i>			

## Career Services Checklist

In the column title “Delivery” type “on-site”, for basic, individualized career, and business services that are currently available on-site for Workforce customers. Type “DL” for those that are available by Direct Linkage. Leave blank for any services that are not offered on-site or by direct linkage

Basic Career Services	Delivery
Eligibility determination for adult, dislocated worker, or youth program services, including co-enrolling among these programs	
Outreach, intake, and orientation to the information and other services available through the one-stop delivery system. For the TANF program, States must provide individuals with the opportunity to initiate an application for TANF assistance and non-assistance benefits and services which could be implemented through the provision of paper application forms or links to the application Web site	
Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs	
Labor exchange services, including job search and placement assistance, career counseling, provision of information on in-demand industry sectors and occupations, provision of information on nontraditional employment	
Appropriate recruitment and other business services on behalf of employers, including small employers, which may include providing information and referral to specialized business services not traditionally offered through the one-stop delivery system	
Referrals to and coordination of activities with other programs and services, including program and services inside and outside WorkSource	
Workforce and labor market employment statistics information, including accurate information relating to local, regional, national labor market areas, including job vacancy listings in labor market areas; information on job skills necessary to obtain the jobs; and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for such occupations	
Performance and program cost information on eligible training providers and eligible providers of youth workforce investment activities, providers of adult education, providers of career and technical education activities at the postsecondary level, and career and technical education activities available to school dropouts, and providers of vocational rehabilitation <i>(NOTE: This information will be provided to the site. The site’s responsibility is to make this information available to the public)</i>	
Information in formats that are usable by and understandable to one-stop customers, regarding how the local area is performing on the local performance accountability measures and any additional performance information with respect to the one-stop delivery system in the local area <i>(NOTE: This information will be provided to the site. The site’s responsibility is to make this information available to the public)</i>	
Information in formats that are usable by and understandable to one-stop customers, relating to the availability of supportive services or assistance including: child care; child support; medical or child health assistance benefits under SNAP; earned income tax credit; TANF; other and supportive and transportation services provided through funds made available in the local area <i>(NOTE: This information will be provided to the site. The site’s responsibility is to update this information with any site-specific additions, and to make this information available to the public)</i>	
Assistance in establishing eligibility for financial aid assistance for training and education programs not provided under WIOA	
Translation services	
Provision of information and assistance regarding filing claims under UI programs <i>(NOTE: UI information may only be provided by appropriate Employment Security Department staff. The site is responsible for knowing how to refer job seekers to the correct source for this information.)</i>	
UI Mod 1: Orientation to WorkSource Services	



UI Mod 2: Skills & Abilities Analysis	
UI Mod 3: Job Search Strategies	
UI Mod 4: Perfecting Applications	
UI Mod 5: Effective Resumes & Cover Letters	
UI Mod 6: Interviewing Techniques	
(Other Services)	
(Other Services)	
(Other Services)	
<b>Individualized Career Services</b>	<b>Delivery</b>
Comprehensive and specialized evaluation to identify barriers to employment and employment goals	
Development of individual employment plan (IEP)	
Group counseling and/or mentoring	
Individual counseling and/or mentoring	
Career/vocational planning	
Short-term pre-employment/pre-vocational services	
Internships/work experiences	
Workforce preparation activities	
Financial literacy services	
Out-of-area job search and relocation assistance	
English language acquisition and integrated education and training programs	
Follow-up services	
(Other Services)	
(Other Services)	
(Other Services)	
<b>Business Services</b>	<b>Delivery</b>
Establish and develop relationships and networks with large and small employers and their intermediaries	
Develop, convene, or implement industry or sector partnerships	
<b>Other Business Services (not mandatory)</b>	
Customized screening and referral of qualified participants in training services to employers	
Customized services to employers, employer associations, or other such organizations, on employment-related issues	
Customized recruitment events and related services for employers including targeted job fairs	
HR consultation services, e.g., writing/reviewing job descriptions and employee handbooks; Developing performance evaluation and personnel policies; Creating orientation sessions for new workers; Honing job interview techniques for efficiency and compliance; Analyzing employee turnover; or Explaining labor laws to help employers comply with wage/hour and safety/health regulations	

Customized labor market information for specific employers, sectors, industries or clusters	
Customized assistance or referral for assistance in the development of a registered apprenticeship program	
Listing of Job Orders	
Applicant Referral	
Employer Needs Assessment	
Unemployment Insurance Access	
Access to Facilities	
Translation Services	
Developing and delivering innovative workforce investment services and strategies for area employers, e.g., career pathways, skills upgrading, skill standard development and certification for recognized postsecondary credential or other employer use, apprenticeship, and other effective initiatives for meeting the workforce investment needs of area employers and workers	
Assistance in managing reductions in force in coordination with rapid response activities and with strategies for the aversion of layoffs, and the delivery of employment and training activities to address risk factors	
Marketing of business services offered to appropriate area employers, including small and mid-sized employers	
Assisting employers with accessing local, state, and federal tax credits	
(Other Services)	
(Other Services)	
(Other Services)	