



INVITATION TO APPLY FOR WORKSOURCE CONNECTION SITE 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

Organization Name:

Date:

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

Phone:

Email:

Address of proposed site:

Website:

Hours and days of Operation (*At a minimum, a connection site must be accessible to job seekers on a regular well-advertised schedule*)

Current level of certification:

- WorkSource Center WorkSource Affiliate Site WorkSource Connection Site Not currently certified

CONNECTION SITE APPLICATION

A. Check all of the criteria that your proposed connection site meets. If your proposed site does not meet a criterion, please explain how you will assure that the site meets the criterion if selected for certification.

- Accessibility.** The proposed connection site is physically and programmatically accessible to the general public and targeted population served by the site, such as individuals with disabilities, limited English Proficiency. etc. Programmatic accessibility may include the use of appropriate assistive technologies, open wifi to allow individuals to use their own assistive technology, translators/interpreters, bi-lingual staff, language lines, etc.
- Portal site for electronic access.** At a minimum, the site provides access to PC's or other internet connected devices, with video conferencing capabilities for job seekers to find easy access to WorkSourceWA.com, Skype, on-line video trainings or other on-line resources that may be required by PacMtn WDC.
- Provider of basic career services:** please use the checklist in Section C of this application to identify which **Basic Career Services** are provided at the site.
- Additional related employment and training resources:** please use the checklist in Section C of this application to identify any **Individualized Career and/or Business Services** provided at the site.
- Collection and use of customer satisfaction data.** A warm, welcoming, respectful and helpful customer experience is at the heart of a WorkSource Connection site. By checking this box, the site agrees to participate in PacMtn's efforts to assure a high level of customer satisfaction with WorkSource services.

Please describe how your site currently collects and uses customer satisfaction data to continuously improve services. Please share your most recent customer satisfaction data as an attachment to this application, and any plans you have for continuous improvement.

- Working relationship as part of an integrated system of WorkSource sites:** It is critical for WorkSource and its partners to think and act as an integrated system. By checking the boxes, the site agrees to enter into the following processes and agreements by 12/31/17:
 - System integration**, which includes participating in quarterly "all-partners" meetings, staff training, ongoing communications as part of a group email, and sharing success stories, as well as providing space for workshops (if room is 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.
 - Referral agreement**, 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.
 - Memorandum of Understanding (MOU) and Cost Sharing Agreements**, 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 [website](#).
 - Data sharing and confidentiality agreements**, which will allow for the sharing of customer information with the WorkSource System and PacMtn WDC in order to support integrated service delivery, system planning and federally required accountability.

B. Site capacity. Please use the table below to indicate your current capacity to comply with system expectations for Connection 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 a staff person who can help job seekers access on-line resources?	
Does the site have space where a WorkSource 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?	

While Connection Sites are not required to have additional partners on site, having partners available to assist with the provision of resources and services enhances the ability of a site to serve customers with a variety of challenges. For any partner that is available at your site full time, please check the “Full time” box. For any partner that is available part time, please indicate how many hours per week they spend at your site in the “Part time” column. Please add as many lines as necessary.

Partner	Full time	Part time

C. Career services checklist. Connection sites are required to provide the Basic Career Services listed below. In the column named “Delivery”, type “on-site” next to Basic Career Services currently available on-site for job seeking customers, regardless of which partner offers these services. If services are provided by direct linkage, please put the letters DL in the On-Site column. Please leave blank any services that are not available on-site or via direct linkage at the time you complete the application. By applying to become a connection site, you agree to work with PacMtn WDC to assure that access to all of these services.

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 for those with limited English Proficiency	
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)	

While it is not necessary for a Connection site to provide Individualized Career or Business Services, applicants that provide these services should indicate this in the table below. Please type "on-site" for services that are provided on-site, or type "DL" for services provided via direct linkage. Any services that are not delivered should be left blank. This will help PacMtn WDC understand the capacity available at your proposed Connection Site.

Individualized Career Services (OPTIONAL)	Delivery
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)	
Business Services (OPTIONAL)	Delivery
Establish and develop relationships and networks with large and small employers and their intermediaries	
Develop, convene, or implement industry or sector partnerships	
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)	