

## WorkSource Application Background and Instructions

### Introduction

The Pacific Mountain Workforce Development Council (PacMtn WDC) invites organizations in Grays Harbor, Lewis, Mason, Pacific and Thurston counties to become WorkSource Sites as part of the American Job Center Network. As the communities and economies in the five-county region are changing, PacMtn WDC wants to make sure that employment related services are provided how, when, and where people and businesses want them. To achieve those goals, PacMtn WDC wants to expand the network of WorkSource sites and services available throughout the region.

Becoming a WorkSource site is an opportunity to partner with PacMtn WDC to tap into a wealth of resources to better meet the employment needs of your customers. PacMtn can help your organization meet its goals while your organization can help PacMtn reach more communities, job seekers and businesses. Becoming a WorkSource site allows your organization to:

- Expand access to employment related services for local businesses and job seekers. This includes Workforce Innovation and Opportunity Act funded staff and/or employment resources and services on behalf of customers.
- Access up-to-date technology, workforce expertise and labor market information.
- Help customers with employment related issues, increasing customer satisfaction.
- Share costs and increase efficiencies – you don't have to create it all yourself.
- Access professional development, cross-training, shared expertise and increased capacity.
- Increase competitive advantage for grants and other funding opportunities.
- Be recognized as a leader and innovator in the community.

PacMtn is seeking applications from organizations that have demonstrated:

- Qualities of innovation and entrepreneurship.
- A commitment to collaboration and partnership.
- Successful implementation of high quality services to their communities.
- Understanding of the workforce challenges and the needs of job seekers and businesses.
- A willingness to share resources as part of a larger network dedicated to the economic success of all citizens, businesses, and communities in the five counties.
- A willingness to expand services and help people access on-line and in-person resources.
- Commitment to our values of integrity, honesty, excellence, and mutual respect.

If your organization could benefit from joining the network and wants to become a point of access for employment related services, we encourage you to apply to become a certified WorkSource site. PacMtn WDC is available to provide technical assistance if you need help interpreting the criteria for certification, completing the application, etc. during and after the application process.

### Levels of Certification

- **Full Certification** is for sites that meet the criteria described below. Fully certified sites have the opportunity to display the WorkSource and American Job Center logos and access the resources of

the American Job Center network. Full certification is not an indication that a site does not need to identify and meet continuous improvement goals – all members of the network are committed to continuously identifying and improving services.

- **Provisional Certification** is for sites that do not meet all of the criteria at the time the application is due. Provisional certification allows a site to display the WorkSource and American Job Center logos and access the resources of the American Job Center network it is in the process of working to meet full certification criteria. Sites that are provisionally certified have the opportunity to develop a plan and timeline to meet the criteria for full certification, and to access PacMtn’s expertise and help, as needed. Once all criteria have been met, PacMtn WDC will fully certify the site.

The WorkSource and American Job Center logos are like a seal of approval and provide a brand to help customers know where to go for employment related services. Like a franchise, the brand must stand for a commitment to quality customer services, access to specific employment related products, and continuous improvement based on customer needs. The application and certification process allows PacMtn to assure some brand consistency, while working with community organizations to expand access and opportunity.

### **The American Job Center Network**

WorkSource sites are the portals to the national American Job Center network and its broad array of career services and resources. These services and resources are designed to help individuals acquire the skills necessary to gain meaningful employment and businesses access the talent pipeline that meets their human capital needs and fuels economic growth. The partners that provide programs and services through the WorkSource system in the PacMtn region collaborate to support a seamless customer-focused service delivery network. The region is unique in terms of its economy and geography, but each community is actively working to create an economy that provides opportunities for people to make a living. WorkSource provides effective services for job seeker to become employed and retain work and for our businesses to find the talent they need to remain competitive and grow.

Under the federal Workforce Innovation and Opportunity Act (WIOA), workforce partners share common performance goals and collaborate in developing and implementing a WorkSource delivery system where services are designed with the customer in the center, resources are leveraged for maximum efficiency, and continuous improvement is the hallmark.

### **Guiding Principles**

Attainment of certification provides assurance to the public that WorkSource has achieved a high standard and consistently maintains and improves upon that standard. The WorkSource system is based on the following principles:

- **Integrated** – Think and act as an integrated system of partners that share common goals with services delivered by various organizations with the best capabilities for a seamless customer experience.
- **Accountable** – Committed to high quality customer services with regular program performance review based on shared data and actions that enhance outcomes.
- **Universal Access** – Meet the needs of customers by ensuring universal access to programs, services, and activities for all eligible individuals.
- **Continuous Improvement** – Create a delivery system that utilizes feedback from employers and job seekers to challenge the status quo and innovates to drive measurable improvements
- **Partnership** – Align goals, resources, and initiatives with economic development, business, labor and education partners.

- **Regional Strategy** - Work with counterparts to address broader workforce needs of the regional economy and leverage resources to provide a higher quality and level of services.

**Types of WorkSource Sites**

PacMtn WDC provides certification for three types of WorkSource sites. At least one site in the five-county area must be a Center. The minimum requirement for each type of site is listed below. Sites may do more than meet the minimum requirements.

Requirements	Connection Site	Affiliate Site	Center
• Physically and programmatically accessible to general public and targeted populations	✓	✓	✓
• Provide services at least during regular business hours (8-5 M-F)		✓	✓
• Provide services at least during regular, advertised hours	✓		
• Have representation of <b>two</b> or more mandated partners on site during business hours		✓	
• Have representation of <b>five</b> mandated partners (WIOA Titles I-IV, TANF) on site during business hours			✓
• Have working relationships with other WorkSource sites and provide appropriate referrals to services	✓	✓	✓
• Provide Basic Career Services (see below)	✓	✓	✓
• Provide Individualized Career Services (see below)		✓	✓
• Provide Training Services (see below)		✓	✓
• Provide Business Services (see below)		✓	✓
• Provide electronic access to additional services	✓	✓	✓
• Engage customers in the design and review of services	✓	✓	✓
• Gather, share and use data to assure customers are meeting their goals and for continuous improvement planning	✓	✓	✓
• Enter into the system wide PacMtn Memorandum of Understanding and cost sharing agreement (see below)	✓	✓	✓
• Display the WorkSource and American Job Center Network logos	✓	✓	✓

**Services**

WIOA requires all certified WorkSource sites to provide access to the Career and other services described below.

- All types of sites must provide some level access to **basic career services** which include the following:
  - Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;
  - Outreach, intake (including worker profiling), and orientation to 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, as well as aptitudes, abilities (including skills gaps), and supportive services needs;
- Labor exchange services, including—
  - Job search and placement assistance, and, when needed by an individual, career counseling, including—
  - Provision of information on in-demand industry sectors and occupations (as defined in sec. 3(23) of WIOA); and
  - Provision of information on nontraditional employment; and
- Appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the one-stop delivery system;
- Provision of referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and, when appropriate, other workforce development programs;
  - Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including—
    - Job vacancy listings in labor market areas;
    - Information on job skills necessary to obtain the vacant jobs listed; and
    - Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs;
  - Provision of performance information and program cost information on eligible providers of education, training, and workforce services by program and type of providers;
  - Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area’s one-stop delivery system;
  - Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including: child care; child support; medical or child health assistance available through the State’s Medicaid program and Children’s Health Insurance Program; benefits under SNAP; assistance through the earned income tax credit; and assistance under a State program for TANF, and other supportive services and transportation provided through that program;
  - Provision of information and “meaningful assistance” to individuals seeking assistance in filing a claim for unemployment compensation. “Meaningful assistance” means:
    - Providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants; or
    - Providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.
    - The costs associated in providing this assistance may be paid for by the State’s unemployment insurance program, or the WIOA adult or dislocated worker programs, or some combination thereof.
    - Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

- **Individualized career services** must be made available if determined to be appropriate in order for an individual to obtain or retain employment. WorkSource centers and affiliates must be able to provide access to following individualized career services:
  - Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include—
    - Diagnostic testing and use of other assessment tools; and
    - In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
  - Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, the eligible training providers (as described in § 680.180 of this chapter);
    - Group counseling;
    - Individual counseling;
    - Career planning;
    - Short-term pre-vocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training;
    - Internships and work experiences that are linked to careers (as described in § 680.170 of this chapter);
    - Workforce preparation activities;
    - Financial literacy services as described in sec. 129(b)(2)(D) of WIOA and § 681.500 of this chapter;
    - Out-of-area job search assistance and relocation assistance; and
    - English language acquisition and integrated education and training programs.
  - Follow-up services must be provided, as appropriate, including: counseling regarding the workplace, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.
  - In addition to the requirements in paragraph (a)(2) of this section, TANF agencies must identify employment services and related support being provided by the TANF program (within the local area) that qualify as career services and ensure access to them via the local one-stop delivery system.
- **Training and supportive services.** Comprehensive and affiliate WorkSource sites must be able to provide access to training and supportive services. Connection sites must have arrangements in place with comprehensive or affiliate sites to refer individuals for training and supportive services.

Additional requirements are outlined in the application. PacMtn WDC may assist sites in meeting the above requirements. PacMtn WDC is required to use WIOA Title I funds to provide staff and/or resources to sites in order to help assure that job seekers and businesses have access to required services.

#### **Memorandum of Understanding and Cost Sharing Agreement**

A Memorandum of Understanding (MOU) is an agreement among the PacMtn WDC, the Chief Local Elected Official for the region and the partners delivering services at WorkSource sites describing how

they will work together to assure outcomes for job seekers and businesses. The current MOU is available at the PacMtn WDC [website](#).

Once sites have been certified, a system budget will be developed to take into account all of the resources that partners invest to serve job seekers and businesses. A cost sharing agreement will be developed. The purpose of the cost sharing agreement is to assure that each partner contributes its fair share based how their customers use and benefit from services. Existing investments into services and sites are figured into the calculation – sites should not anticipate significant new costs to become part of the system as a result of cost sharing.

### **The Application and Certification Process**

- Review the FAQs and download the application and additional material at <http://www.pacmtn.org/creating-next-generation-worksource-american-job-centers/>
- Attend the in-person and on-line technical assistance conference on July 20, 2017 from 9:30 A.M. to 12:00 P.M. located at Thurston County WorkSource, 1570 Irving Street SW, Tumwater, WA 98512, prior to completing the application. The materials developed for and the answers to questions arising from the conference will be posted on the PacMtn website.
- Forward your questions to [questions@pacmtn.org](mailto:questions@pacmtn.org) by 5:00 p.m. on 8/17/17. FAQs will be updated with the answers to new questions each Friday through 8/18/17.
- Identify a single point of contact for the application process.
- Identify the type of site for which you are applying (Center, Affiliate, or Connection) and complete either the appropriate application.
- Determine whether any additional partners are needed in order to meet the criteria and work with those partners to clarify roles, responsibilities and expectations.
- Contact Corinne Daffern at [corinne@pacmtn.org](mailto:corinne@pacmtn.org) if your site needs assistance from PacMtn WDC to complete the application process.
- Complete and submit the application to [contracts@pacmtn.org](mailto:contracts@pacmtn.org) by 5:00 p.m. PST on 9/1/17.
- Enter into a Memorandum of Understanding and Cost Sharing Plan with PacMtn WDC and other WorkSource Partners by 12/31/17.

PacMtn WDC may ask for additional information regarding applications or may schedule a visit to an applicant site prior to making a decision on site certification. Any site visits will be scheduled the week of 9/25/17. PacMtn WDC will complete the site certification process by Mid-October, and will let sites know if whether they have been fully certified, or if additional planning is needed to achieve certification. Once the site certification process is completed, PacMtn will work with sites to enter into a Memorandum of Understanding, WorkSource System Budget and Cost Sharing Agreement (described elsewhere in these FAQs).

PacMtn WDC may continue to accept requests for certification of Connection Sites on an on-going basis, throughout the year.

### **FAQs and Technical Assistance**

PacMtn WDC will provide three types of technical assistance to organizations interested in applying to become certified as WorkSource sites:

- **Technical Assistance Conference:** PacMtn will host a technical assistance conference on August 20, 2017 from 9:30 A.M. to 12:00 P.M. at 1570 Irving Street SW, Tumwater, WA 98512, in person and via video conferencing to answer questions and provide more information about the process. Materials developed for the conference will be posted to the PacMtn website and the answers to

additional questions arising from that conference will be added to this FAQ document for those who are unable to attend.

- **Frequently Asked Questions (FAQs).** Applicants may submit questions about the certification process to [questions@pacmtn.org](mailto:questions@pacmtn.org) up until 5:00 p.m. on 8/17/17. Answers to new questions will be posted in an updated FAQ each Friday through 8/18/17. Applicants are encouraged to check the FAQs each Monday for new information.
- **Technical Assistance.** Applicants may contact Corinne Daffern at [corinne@pacmtn.org](mailto:corinne@pacmtn.org) in order to request technical assistance to help them identify and connect with partners, discuss how to address gaps in their ability to meet criteria, or what level of certification to pursue.