America’s Job Center
WorkSource Network

Serving the Next Generation of Workers and Businesses
Query?

How might we design a network of service delivery portals that better responds to and reflects the needs of the PacMtn workforce system?
Transformation...

• solicit and respond to the needs of diverse job seekers, career builders, and employers
• focus on outcomes and customer satisfaction
• decentralize locations to efficiently expand the reach and type of services
• emphasize and maximize technology
• strengthen and create partnerships
• integrate and align resources, programs, and staff for maximum customer benefit.
Map of Possibility

Designing a PACMTN AJC WorkSource Network
Where and how many of each WS type would you place on this map?

WorkSource Connection Site
WorkSource Affiliate Site
WorkSource Comprehensive Center

Possible Affiliate or Connection Location: Chamber of Commerce, EDC, Goodwill, Morningside, the ARC, DSHS, Timberland Regional Libraries, Community Colleges, and other community based organizations.

WorkSource Connection
- Accessible to the general public
- Portal site for electronic access
- Provider of basic career services
- Additional related employment and training resources
- Established working relationship as part of an integrated system of WorkSource sites

WorkSource Affiliate
- Accessible to the general public and physically or programmatic access to individuals with disabilities
- Portal site for electronic access
- Provider of basic career services
- Representation of one or more mandated partners
- Additional related employment and training resources
- Established working relationship as part of an integrated system of WorkSource sites

WorkSource Comprehensive Center
- Accessible to the general public during regular business days, as well as physically and programmatic access to individuals with disabilities
- Portal site for electronic access
- Provider of basic & individualized career services, training services & Enhanced related employment & training resources
- Provider of business services
- Representation of five mandated partners (WIOA Titles I-IV, TANF)
- Additional related employment and training resources
Services

Designing PACMTN AJC Network Services

- **Accessibility**: In-Person, Internet, Transportation, and Meets Needs of Specialized Population
- **Basic Career Services**: Outreach/Intake/Orientation, Skills Assessment, Labor Market Data, Job Search & Placement Assistance, Workshops, RESEA/UI, Triage/Eligibility Orientation
- **Portal for Electronic Access**: Timberland Regional Library Online Courses/Lynda.com/Gale.com, Career Bridge, WorksourceWA.com
- **Additional Training & Employment Services**: Mentoring Networks, Access to Self-Directed Learning, Entrepreneurial Training
- **Community Outreach & Engagement**: Seniors, Courts, Tribal, Rural & Remote, SWAT, Requested Services
- **Referral**: WIOA Core & Regional Partners, Community Based Organizations, Local/State/Federal Agencies, WIOA Additional Partners
- **Individual Career Services**: Individual Employment Plans and Counseling, Barrier Identification/Mitigation, Internship/WEX, Digital Literacy, Financial Literacy, Comprehensive Evaluation, Career/Vocational Planning, Follow-up Services
- **Business Services**: Sector Partnerships, Employer Needs Assessment, Marketing, Applicant Referral, Consultation Services, Recruitment Events, Establish/Develop Employer Relations
- **Training & Education Services**: Apprenticeship, Pre-Apprenticeship, 2 Year Degree, 4 Year Degree, Post Secondary Certificate, OJT, Skill Upgrade, Incumbent Worker Training
Next Steps

- Learn the **elements of Connection, Affiliate and Comprehensive Centers**
- **Extend current WorkSource** status through December 2017
- **Solicit community and partner feedback** on the Vision of service delivery
- **Establish phased plan** to identify formal customer feedback system, describe how needs will be met locally, establish a communications and outreach plan, encourage sponsorship by trusted community partners, inspire partnership and application for certification in the Network

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
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<tbody>
<tr>
<td><strong>December 2</strong></td>
<td>Exec-Finance Committee reviews the Vision and extends current certification status through December 31, 2017</td>
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<tr>
<td><strong>December 15</strong></td>
<td>WDC Board reviews the Vision and authorizes proceeding with necessary actions</td>
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<tr>
<td><strong>January 2017</strong></td>
<td>WDC Board Retreat further discusses the Vision</td>
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<tr>
<td><strong>February-Oct</strong></td>
<td>Community and Partner discussions</td>
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<td><strong>August</strong></td>
<td>Open solicitation of applications</td>
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<td><strong>Sept-October</strong></td>
<td>Review, Recommendations and Board Certification</td>
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<tr>
<td><strong>Nov-Dec</strong></td>
<td>Enhanced communications regarding service access</td>
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<tr>
<td><strong>January 2018</strong></td>
<td>Enact new service delivery system</td>
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