



## PACMTN WORKSOURCE SYSTEM ON-SITE REPRESENTATION AND CUSTOMER REFERRAL POLICY

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### Purpose

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To clarify the expectations of the PacMtn Workforce Development Council (WDC) for required partners to be represented at WorkSource/American Job Center sites and provide access to their services under the Workforce Innovation and Opportunity Act (WIOA) and federal and state policy.

### Definitions:

- **Required Partner** – those federally funded programs that must make their services accessible through the WorkSource/American Job Center (AJC) one-stop system as required by WIOA. A complete list of required partners is included in Appendix A.
- **Mandated Partner** – WIOA Titles I through IV and TANF (WorkFirst) as defined in state policy #5612 One-Stop Evaluation and Certification.
- **Career Services** – services defined by WIOA and provided by the one-stop system to help job seekers become employed and maintain work. There are three types of “career services”: basic career services, individualized career services, and follow-up services. Career services may be provided in any order; there is no sequence requirement for these services. A full list of career services appears in Appendix B.
- **Direct linkage** - providing a direct connection within a reasonable time, by phone or through a real-time Web-based communication, to a program staff member who is not located at the site who can provide program information or services, including career services, to the customer. Solely providing a phone number, Web site, information, pamphlets, or materials does not constitute direct linkage (TEGL 16-16).
- **Infrastructure Funding Agreement (IFA)** – the component of the Memorandum of Agreement (MOU) that shows how the required partners fund the WorkSource/American Job Center system in the workforce region.
- **Memorandum of Understanding (MOU)** – the operating agreement among the required partners, WDC and Chief Elected Officials, including the IFA.

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## Background

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Access to a full array of high-quality workforce services is at the heart of WIOA and the primary rationale for creating a one-stop system. Federal law and policy define a comprehensive one-stop center [AJC] as “a physical location where job seekers and employer customers can access the programs, services, and activities of all required one-stop partners, along with any additional partners as determined by the Local WDB” (WIOA section 121(b)(1)(B), TEGL 16-16).

WIOA specifies that at least one WIOA title I staff must be physically present at a comprehensive AJC. WIOA requires title III Wagner-Peyser Act to be “co-located in comprehensive and/or affiliate American Job Centers” and requires staff from at least one additional partner be physically present more than 50% of the time the site is open. Local veterans’ employment, disabled veterans’ outreach, or unemployment compensation programs do not count as the partner for purposes of this requirement.

TEGL 16-16 clarifies that “providing career services does not mean that each required partner must provide these services directly on-site at a comprehensive American Job Center.” It does specify that career services must be provided directly on-site through access to one-stop partner programs and activities, which, as described in 20 CFR 678.305(d), 34 CFR 361.305(d), and 34 CFR 463.305(d), may be delivered in three ways:

- Having program staff physically present at the American Job Center;
- Having staff from a different physically present partner *appropriately trained* to provide information to customers about the programs, services, and activities available through all partner programs; or
- Providing direct linkage through technology to a program staff member who can provide meaningful information or services.

Each WDC, with the required partners and one-stop operator(s), is required to establish how access to partner programs will be provided and to document this in the local Memoranda of Understanding (MOUs). The frequency of program staff’s physical presence in an affiliated site is to be determined through local MOU negotiations, within the parameters of at 20 CFR 678.310-78.320, 34 CFR 361.310-361.320, and 34 CFR 463.310-463.320.

[Washington WorkSource Policy #5612](#) requires that comprehensive one-stop centers provide basic and individualized career services, training services and business services, and have “***representation of five mandated partners (WIOA Titles I-IV, TANF) on site.***” The policy also specifies that affiliate sites must provide basic career services and representation of at least one required partner. However, state policy does not define “representation.” WIOA allows each WDC to set higher standards of representation than those required by state policy or federal law. Connection Sites are a unique Washington approach to delivering services, and as such are not addressed by WIOA. State policy only specifies that these sites must provide basic career services.

Ideally, customers should be able to access all the services they need in “one-stop” – without travelling for appointments, etc. While the obvious way to achieve this level of access is for staff from all required partners to provide services on-site, this is be unrealistic, expensive and potentially duplicative. This policy clarifies the expectations for required and other partners to participate in WorkSource/American Job Centers, Affiliates, and Connection Sites in the PacMtn Region.

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## Policy

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It is the policy of the WDC to provide the maximum access to services to current and potential customers of the WorkSource/AJC system in the PacMtn Region. The expectations set forth in this policy represent a floor (base level expectations) not a ceiling (ideal state). WorkSource/AJC sites and required and other partners are expected to meet the expectations set forth in this policy and to work to exceed them in order to assure maximum access to services for all customers.

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## Policy Guidelines

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- **WorkSource/AJC Center(s):**
  - All of the required partners identified in state policy must provide access to the career services on-site at the center. This may be accomplished by providing services
    - in-person: one-on-one, in small groups, in workshops/classes,
    - through cross training of on-site staff, or
    - by direct linkage, including video conferencing or video trainings, etc.
  - All of the state mandatory partners will be represented on site as follows:
    - At least 1 staff funded with WIOA title I resources must be physically on-site at the center during operating hours and available to provide services to customers.
    - Title II services will be represented on site in person, via cross training of on-site staff from other programs and/or by direct linkage, as appropriate based on the services funded under WIOA and state funds.
    - At least 1 WIOA title III staff must be physically on-site at the center during operating hours and available to provide services to customers.
    - Titles IV will have at least one staff on-site during hours of operation.
    - TANF/Workforce will have at least one staff on-site during hours of operation.
  - The specifics of how each partner will provide access to its career services will be spelled out in center site agreement component of the IFA.
  - The site agreement will specify which of the career services provided by each partner will be offered on-site, via cross training or by direct linkage to meet the needs of the customers accessing the center.
  - The center(s) and required partners will work together to increase access to services from all required partners over time.
- **Affiliate(s):**
  - At least 1 WIOA title III staff must be physically on-site at an affiliate during operating hours and available to provide services to customers.
  - At least 1 title I partner must be physically on-site at an affiliate site 50% or more of the time.
  - All other partners will be on-site at the affiliate as appropriate based on their services require by customers.
  - Basic career services must be provided to customer on-site.
  - Affiliate site agreements should spell out who is on-site and which services are provided on-site, via cross trained staff or by direct linkage.
- **Connection Site(s):**
  - Must provide access to basic career services on-site, via cross trained staff, or by direct linkage, as documented in a site agreement.
  - WIOA required partners representation is not required on-site.

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- **Commitment to Access:** PacMtn has a longer-term goal of increasing the use of technology to assure that customers have access to the full array of services regardless of which site they choose to access. The use of technology should not replace the minimum expectations set forth in in this policy, and should meet the standards for direct linkage, as applicable.

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## References

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N/A

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