

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

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Type: PacMtn–WorkSource System Procedure

Date Established: 3/8/19

Date Last Revised: N/A

Date Posted to Website: September 27, 2019

Status: Final

Supersedes: N/A

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### Procedures

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- It is the responsibility of PacMtn WDC to assure that site agreements are in place for each center, affiliate and connection site.
- It is the responsibility of WorkSource System Manager to work with sites to assure they meet the expectations for representation and service delivery outlined in this policy, including the establishment and use of cross training and direct linkage referrals. Expectations are established around the following areas:
  - Program staff who are physically present at the American Job Center;
  - Off-site required partners *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 Memorandum of Understanding (MOU). 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 a “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 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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## References

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N/A

**DATE APPROVED: 3/8/19**

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PacMtn is an equal opportunity  
employer/program.

Auxiliary aids and services are available upon request to individuals with disabilities. WA Relay  
Services 711

**Appendix A: Required and Additional Partners**

**TABLE 1: ORGANIZED BY FEDERALLY REQUIRED PARTNERS**

| <b>Required Partners</b>  | <b>Organizations Representing Partners in PacMtn Region</b>   |
|---|---|
| WIOA Title I Adult Services   | <ul style="list-style-type: none"> <li>• Career Path Services (CPS) – Job Seeker Services</li> <li>• Thurston Chamber of Commerce – Business Services</li> </ul>  |
| WIOA Title I Dislocated Worker Services   | <ul style="list-style-type: none"> <li>• Career Path Services (CPS) – Job Seeker Services</li> <li>• Thurston Chamber of Commerce – Business Services</li> </ul>  |
| WIOA Title I Youth Services   | <ul style="list-style-type: none"> <li>• ResCare</li> </ul>   |
| WIOA Title II Adult Education and Family Literacy Services                      | <ul style="list-style-type: none"> <li>• Grays Harbor College</li> <li>• Centralia College</li> <li>• Olympic College</li> <li>• South Puget Sound Community College</li> <li>• Sound Learning</li> </ul> |
| WIOA Title III Wagner Peyser Services   | <ul style="list-style-type: none"> <li>• Employment Security</li> </ul>   |
| WIOA Title IV Rehabilitation Act Services                                       | <ul style="list-style-type: none"> <li>• Division of Vocational Rehabilitation, DSHS</li> <li>• Department of Services for the Blind</li> </ul>   |
| Jobs for Veterans Services  | <ul style="list-style-type: none"> <li>• Employment Security</li> </ul>   |
| Trade Act Adjustment Assistance Activities                                      | <ul style="list-style-type: none"> <li>• Employment Security</li> </ul>   |
| Unemployment Compensation Programs  | <ul style="list-style-type: none"> <li>• Employment Security</li> </ul>   |
| Title V Older Americans Act Senior Community Service Employment Program (SCSEP) | <ul style="list-style-type: none"> <li>• Goodwill Industries, Tacoma</li> </ul>   |
| TANF WorkFirst Services   | <ul style="list-style-type: none"> <li>• Employment Security</li> </ul>   |
| WIOA Title I: Migrant Seasonal Farm Worker                                      | <ul style="list-style-type: none"> <li>• N/A – Provided via ESD Central Office</li> </ul>   |
| Carl Perkins Act Vocational and Technical Education Services                    | <ul style="list-style-type: none"> <li>• Grays Harbor College</li> <li>• Centralia College</li> <li>• Olympic College</li> <li>• South Puget Sound CC</li> </ul>  |
| WIOA Title I: Youth Build   | <ul style="list-style-type: none"> <li>• Community Youth Services</li> </ul>  |
| WIOA Title 1: Job Corp  | <ul style="list-style-type: none"> <li>• Dynamic Educational Systems</li> </ul>   |
| WIOA Title I: Indian and Native American Programs                               | <ul style="list-style-type: none"> <li>• N/A – this is an optional partner not participating at this time</li> </ul>  |
| Community Services Block Grant Employment and Training Services                 | <ul style="list-style-type: none"> <li>• N/A – not available in the region</li> </ul>   |
| Housing and Urban Development Employment and Training Services                  | <ul style="list-style-type: none"> <li>• N/A – not available in the region</li> </ul>   |
| Second Chance Act Reentry Employment Opportunities                              | <ul style="list-style-type: none"> <li>• N/A – not available in the region</li> </ul>   |
| <b>Additional Non-required Partners</b>   | <b>Organizations Representing Non-required Partners in PacMtn Region</b>  |
| Services for Injured Workers  | <ul style="list-style-type: none"> <li>• Department of Labor and Industries</li> </ul>  |
| TANF Community Jobs:  | <ul style="list-style-type: none"> <li>• PacMtn Workforce Development Council</li> </ul>  |
| TANF Cash Benefits  | <ul style="list-style-type: none"> <li>• Community Services Office, DSHS</li> </ul>   |
| Connection Sites  | <ul style="list-style-type: none"> <li>• North Mason Resource Center</li> <li>• Timberland Regional Library</li> </ul>  |

**Appendix A: Required and Additional Partners**

**TABLE 2: ORGANIZED BY ORGANIZATIONS REPRESENTING THE REQUIRED PARTNERS**

| <b>Organizations Representing Partners in PacMtn Region</b> | <b>Partners Represented by Each Organization</b>   |
|---|--|
| Career Path Services (CPS)                                  | <ul style="list-style-type: none"> <li>• WIOA Title I Adult Services for job seekers</li> <li>• WIOA Dislocated Worker Services for job seekers</li> </ul>   |
| Thurston Chamber of Commerce                                | <ul style="list-style-type: none"> <li>• WIOA Title I Adult Services for businesses</li> <li>• WIOA Dislocated Worker Services for businesses</li> </ul>   |
| ResCare   | <ul style="list-style-type: none"> <li>• WIOA Title I Youth services</li> </ul>  |
| Grays Harbor College  | <ul style="list-style-type: none"> <li>• WIOA Title II Adult Education and Family Literacy Services</li> <li>• Carl Perkins Act Vocational and Technical Education Services</li> </ul>   |
| Centralia College   | <ul style="list-style-type: none"> <li>• WIOA Title II Adult Education and Family Literacy Services</li> <li>• Carl Perkins Act Vocational and Technical Education Services</li> </ul>   |
| Olympic College   | <ul style="list-style-type: none"> <li>• WIOA Title II Adult Education and Family Literacy Services</li> <li>• Carl Perkins Act Vocational and Technical Education Services</li> </ul>   |
| South Puget Sound Community College                         | <ul style="list-style-type: none"> <li>• WIOA Title II Adult Education and Family Literacy Services</li> <li>• Carl Perkins Act Vocational and Technical Education Services</li> </ul>   |
| Sound Learning  | <ul style="list-style-type: none"> <li>• WIOA Title II Adult Education and Family Literacy Services</li> </ul>   |
| Employment Security   | <ul style="list-style-type: none"> <li>• WIOA Title III Wagner Peyser Services</li> <li>• Jobs for Veterans Services</li> <li>• Trade Act Adjustment Assistance Activities</li> <li>• Unemployment Compensation Programs</li> <li>• TANF WorkFirst Services</li> </ul>   |
| Division of Vocational Rehabilitation, DSHS                 | <ul style="list-style-type: none"> <li>• WIOA Title IV Rehabilitation Act Services</li> </ul>  |
| Department of Services for the Blind                        | <ul style="list-style-type: none"> <li>• WIOA Title IV Rehabilitation Act Services</li> </ul>  |
| Goodwill Industries, Tacoma                                 | <ul style="list-style-type: none"> <li>• Title V Older Americans Act Senior Community Service Employment Program (SCSEP)</li> </ul>  |
| Community Youth Services                                    | <ul style="list-style-type: none"> <li>• WIOA Title I: Youth Build</li> </ul>  |
| Dynamic Educational Systems                                 | <ul style="list-style-type: none"> <li>• WIOA Title 1: Job Corp</li> </ul>   |
| <b>Required Partners not Available in the Region</b>        | <ul style="list-style-type: none"> <li>• WIOA Title I: Migrant Seasonal Farm Worker</li> <li>• WIOA Title I: Indian and Native American Programs</li> <li>• Community Services Block Grant Employment and Training Services</li> <li>• Housing and Urban Development Employment and Training Services</li> <li>• Second Chance Act Reentry Employment Opportunities</li> </ul> |
| <b>Additional Partners</b>                                  | <p>Department of Labor and Industries<br/> PacMtn Workforce Development Council<br/> Community Services Office, DSHS<br/> North Mason Resource Center<br/> Timberland Regional Library</p>   |

## Appendix B: Career Services

### Basic Career Services

- Eligibility determination for adult, dislocated worker, or youth program services and co-enrollment among these;
- Outreach (including identification through the state’s Worker Profiling and Reemployment Services system of Unemployment Insurance (UI) claimants likely to exhaust benefits), intake, and orientation to one-stop services. Individuals must have the opportunity to initiate an application for TANF assistance and non-assistance benefits and services through a paper application form or links to the application Web site;
- Initial skill assessment including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs;
- Labor exchange, including job search, placement, and career counseling as needed, including provision of
  - information on in-demand industry sectors and occupations;
  - information on nontraditional employment;
  - information from career profiles and interest inventories, and
- Referrals to and coordination with programs and services inside and outside WorkSource;
- Local, regional, national labor market data including—
  - Job vacancy listings in labor market areas;
  - Information on job skills necessary to obtain the vacant jobs listed;
  - Information relating to local occupations in-demand; and the earnings, skill requirements, and opportunities for advancement for occupations in demand;
- Performance and program cost for eligible training providers by program/provider type;
- Local one-stop performance accountability information explained in clear, simple terms;
- Availability of and referral to supportive services/assistance including: child care; child support; Medicaid and Children’s Health Insurance Program; SNAP; earned income tax credit; housing counseling and HUD services; TANF, and supportive and transportation services provided through that program;
- Eligibility for non-WIOA financial aid for training and education; and
- Information/assistance regarding filing claims under UI programs, although *only merit staff may answer questions, provide advice, or make decisions that could affect claimants’ UI eligibility, although other one-stop staff may assist in claims taking by routine acceptance of information.*
  - If an individual in a one-stop center is referred to a telephone for UI claims assistance, it must be a phone line dedicated to serving one-stop customers in a timely manner. Individuals must not simply be referred to a general information/dial-in line with the state UI agency contact center where the individual is placed into a phone queue along with all other claimants in the State. If the assistance is provided remotely using technology, it must be a technology that enables trained staff to provide the assistance.
  - The costs associated in providing meaningful assistance may be paid for by the State’s UI program, the WIOA Adult or Dislocated Worker programs, the Wagner-Peyser Act ES, or some combination of these programs.
  - For purposes of the VR program, basic career services may encompass some of the activities authorized under 34 CFR 361.48(b), which must be provided under an individualized plan for employment for an eligible individual with a disability (e.g., assessments for determining VR needs).

## Appendix B: Career Services

### Individualized Career Services

- Comprehensive and specialized assessments of the skill 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 individual employment plans to identify the employment goals, achievement objectives, and the combination of services for the participant to achieve his or her employment goals, including the list of, and information about, eligible training providers;
- Group and/or individual counseling and mentoring;
- Career planning (e.g. case management);
- Short-term pre-vocational services (learning skills, communication skills, interviewing skills, etc. may include pre-apprenticeship);
- Internships/work experiences (including transitional jobs) linked to careers;
- Workforce preparation activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, or training, or employment;
- Financial literacy services including:
  - Supporting the ability of participants to create household budgets, initiate savings plans, and make informed financial decisions about education, retirement, home ownership, wealth building, or other savings goals;
  - Supporting the ability to manage spending, credit, and debt, including credit card debt, effectively;
- Out-of-area job search assistance and relocation assistance; and
- English language acquisition and integrated education and training programs.

For purposes of the VR program and similar to basic career services, individualized career services may encompass some of the activities authorized under 34 CFR 361.48(b), which must be provided under an individualized plan for employment for an eligible individual with a disability (e.g., vocational rehabilitation counseling and guidance, vocational and other training services, and rehabilitation technology).

### Follow-up Career Services

- Services Follow-up services must be provided as appropriate for participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment.
- Counseling about the work place is an appropriate type of follow-up service.
- Follow-up services do not extend the date of exit in performance reporting.