

Regional Business Services Plan for WDA III

I. PURPOSE OF PLAN

Northwest Workforce Council is committed to building a skilled workforce that supports regional business competitiveness. There is an increased demand for skilled workers in the global knowledge economy and an ever-widening skill and academic achievement gap among today's youth. This Regional Business Services Plan sets the stage for innovation and quality in service delivery and community engagement for the delivery of services that respond to these issues.

Northwest Workforce Council's (NWC) Regional Business Services Plan for Workforce Development Area 3 (Whatcom, Skagit, Island and San Juan counties) provides an operating framework for those service delivery organizations providing services through the WorkSource Northwest system of one stop career centers to effectively work with regional employers. It is the foundation for quickly and effectively adapting operations in anticipation of economic and regulatory impact while providing a highly qualified workforce to meet the needs of our dynamic marketplace and fuel the economic growth of our region. This maximizes efficiencies and aids a comprehensive approach to business customers under the WorkSource brand. This plan is in alignment with the Northwest Workforce Council's Strategic Workforce Plan and Employment Security Department's Coordinated Business Services Policy #1014, Revision 1.

The Regional Business Services Plan also establishes a coordinated and responsive system of outreach and services to employers, ensuring basic business services are available; that staff are knowledgeable of services and able to make appropriate referrals if needed; and the SKIES system is used by partners to create and manage job orders, record employer contacts and document services provided to employers. Further, it provides the plan be updated as needed to reflect the pool of local job seekers, economic and/or labor market changes, system priorities, and operational changes.

This regional business services plan focuses on a model based on leveraged resources and aligned services which deliver easy access and responds to business demand. The Regional Business Services Plan is not a new program but a way of doing business within existing programs within the one-stop (WorkSource) center environment.

The main objectives of this plan are:

- Align separately funded workforce development programs to provide comprehensive solutions to business customers
- Focus, align, and improve the effectiveness of the region's business services delivery
- Increase the value of services available and business customers' satisfaction with those services
- Build collaborative opportunities with partners to achieve goals
- Create an effective single point of contact process
- Enhance business' use of WorkSource services to address their workforce needs

All workforce development activities are, in some sense, services to businesses. Every time a job seeker is helped to find a job, an employer is helped to find an employee. The added value

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for employers is the system's ability to understand and respond to the unique challenges and needs of their businesses' workforce.

II. THE COUNCIL AND ITS MANDATE

The Workforce Investment Act (WIA) provides flexibility in addressing local priorities and customer needs within the workforce development system. Through this plan the Council has chosen to focus where three key components of economic vitality intersect: economic and community development, education, and talent development. This definition drives us toward:

- New ways of doing business with employers
- Strategies that encourage partnerships across boundaries and link workforce and economic development
- A foundation for local training investments

The Workforce Council oversees the interface between the local employer community and the system of talent development, which when aligned, contributes to community and economic development. Workforce development has been acknowledged as the single most important component of economic development. Absent a skilled workforce, business cannot grow and prosper. The business services offered by the Northwest workforce system are evolving to become more responsive to a range of employer needs. Assisting a specific business in finding a particular worker with the right talents remains an essential service. However, the system also focuses on addressing skill gaps and training the workforce of the future. The Council and its economic development counterparts have increased the level of collaboration and identified shared goals in support of key industry sectors. The communication link between economic development agencies and the Council continues to be strengthened and provides vital information necessary to make adjustments to service strategies that yield results. These entities work in partnership to ensure the range of system tools is available to support recruitment, growth and retention strategies.

A regional, demand-driven approach aligns with the Northwest Workforce Council's Strategic Workforce Plan with a focus on strategic investments in high-growth, high-wage industries. In addition, the plan is aligned with Washington's Workforce Compact; the state's strategic plan for workforce development, "*High Skills, High Wages*"; Northwest Workforce Council's WorkSource Certification criteria; ESD's Coordinated Business Services Policy #1014, Revision 1, and ESD Workforce Information Notice 0032.

NWC STRATEGIC GOALS FOR MEETING EMPLOYER NEEDS

The Council's vision is to create a robust, sustainable, regional economy. Its mission is the preparation of a skilled, successful workforce aligned to the needs of business and industry.

In its strategic plan, the Council established goals targeted to ensure the WorkSource Northwest system meets the needs of business in our communities and that it serves as an engine for economic development in the region.

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Strategic Goals

A. LEAD THE REGION'S ONE-STOP CAREER CENTER SYSTEM WHICH:

- Aligns education, employment and training services
- Reinforces retraining and retention of the current workforce
- Provides valued services and dependable results for business and the workforce
- Embeds the principles of continuous quality improvement

B. STRENGTHEN THE REGIONAL WORKFORCE DEVELOPMENT SYSTEM WHICH:

- Expands ways in which business is engaged
- Tailors its services and products responsive to business
- Leverages resources and aligns strategies of key partners
- Partners strategically to strengthen regional competitiveness and job creation
- Elevates support of workforce development issues, policies, and initiatives

C. CHAMPION A SYSTEMIC APPROACH TO LIFELONG LEARNING WHICH:

- Is responsive to business and industry needs
- Enables workers to identify opportunities and pathways for career success
- Offers workers opportunities to upgrade their skills in response to changing workforce needs and challenges
- Promotes competency-based education and training programs

D. STRATEGICALLY PARTNER WITH REGIONAL ECONOMIC DEVELOPMENT:

- Identify opportunities to align, education, workforce and economic development
- Leverage resources to achieve common goals

The strategic plan reflects a deep commitment by the Council to the economic vitality of the community and a confidence in the ability to redesign and re-energize the workforce development system to meet evolving talent demands in local and global economies.

III. THE COUNCIL'S VISION FOR BUSINESS SERVICES:

- To provide services on a universal basis and in a customer-focused, market-driven approach
- To enhance the workforce development system's capacity for responsiveness to a rapidly changing marketplace
- To promote a healthy business climate to attract and retain businesses

Guiding Principles

- Recognition of the business as a primary customer, stakeholder and investor.
- Alignment of service delivery strategy to respond to business customer demand.

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- Prioritizing the delivery of select services to business most able to fuel regional economic and community growth, targeting sectors with high wage, high skill occupations.
- Deployment of a highly competent staff able to deliver quality products and services.
- A robust labor exchange system which provides job seekers access to jobs and business access to an available, skilled workforce.

Single Point of Contact Approach

To facilitate the ease of access to services for our business customers, a “single point of contact” marketing approach to service delivery will be adopted. There are many “entryways” into the system from a range of official and unofficial referral agencies covering the full spectrum of governmental, community, religious, and civic organizations, as well as the internet. The concept of single point of contact permits the business to identify a preferred contact within the workforce system and for all other business service provider organizations to honor and respect that business’ choice(s). The point of contact will provide the service directly (if within their purview to do so) or will arrange for another provider who is best able to provide the service needed to contact that business. The business’ preferred point of contact shall facilitate the relationship with the new service provider to build the business’ confidence and trust with a wider range of service providers within the system. The point of contact staff member will provide follow-up services to ensure the customer’s satisfaction.

IV. DEMAND-DRIVEN BUSINESS SERVICES

Regardless of the condition of the economy, the job market is determined by business demand. Business services are established to serve the demand side of the workforce talent equation by strengthening the relationship and the quality of interactions with employers, generating access to more and better jobs. Services which develop businesses contribute to the development of the workforce; services to develop the workforce contribute to the development of business.

Key Industry Initiatives

The Council’s core business is to improve the ability of the workforce to meet the demands of business and industry. The local workforce development system provides an array of business services, with resource investment in targeted industry sectors. The Council aligns WIA training and service delivery with high demand occupations and skill clusters in growth industries. The criteria to determine the targeted sectors is based on analysis of labor market information, consisting of historical and anticipated job growth, average job openings, and median wages, as well as the importance of the business and industry to the region’s economy. Further analysis of employers in targeted segments may include categorization into accounts with specific plans designed for maintaining active accounts, reengaging accounts dormant for one to two years and initiating new relationships with accounts dormant for over two years or that have never used WorkSource.

Industry Panels

Industry panels are public-private partnerships of leadership from business, labor, workforce development, economic development and education working together to improve the skills of

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workers in industries vital to our region. Through industry panels and other initiatives, the Council convenes leadership across jurisdictional boundaries to address workforce issues including employment practices such as; recruitment, hiring, training and retention. The Council, through its one stop operator, enables one-stop centers to develop a coordinated approach in engaging key businesses and service delivery leaders to update service offerings and ensure they remain consistent with business needs, market cycles, and economic development priorities.

Closing Skill Gaps

As business and industry continue to evolve their workplaces, the skills of workers need also to continually evolve to ensure profit and productivity. Strategies to address skill gaps begin in the K-12 system with pipeline activities to attract young people to careers and industries with promising futures. The preparation of young people with the necessary academic and experiential backgrounds to succeed in these occupations also begins in K-12. Skill Gap analysis continues with engagement of key industry leadership to identify existing, emerging, and anticipated worker skill gaps. Influences on skill gaps can include anything from changes in technology, contracts, work methods, or even an aging workforce.

Labor Exchange

Labor exchange is defined for this policy as: assisting employers in filling jobs; assisting job seekers in finding employment; and facilitating the match between the employer and job seeker. Each organization in the system performs this function, often within its own procedural or policy guidelines. Coordination begins with customer (business/employer/job seeker) introduction to an automated labor exchange system, including such items as a centralized job listing system, WorkSource brand products, and a shared client history system.

Engaging Established Employer Organizations and Business Coalitions

Alliances with local Chambers of Commerce, Economic Development Associations, Small Business Development Centers, and Port Authorities are an important market-based connection for workforce development. The Council works with the WWU Center for Economic and Business Research to more fully understand the nature of industry sectors and clusters in the region. Additionally, WorkSource partners regularly support economic development agencies in recruitment and retention activities through the provision of labor market information, worker training, and targeted industry pre-employment programs.

V. BUSINESS SERVICES WITHIN THE WORKSOURCE ONE-STOP CAREER CENTERS

The Council oversees the operation of one-stop career centers (WorkSource) which serve as convenient access points to the workforce development system. The Council is responsible for developing and implementing policies and procedures that align partners' activities and resources into a seamless delivery system for high quality, customer-driven services.

Northwest Workforce Management Team

The Council's One Stop Operator is the designated entity responsible for alignment of business services at the WorkSource one-stop centers and management of the Regional Business Services

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Plan. The Council's One Stop Operator is also responsible for operational oversight of an aligned team of workforce system managers, known as the Northwest Workforce Management Team. This team plays an important role as a vital link between the business community and system partners. Service delivery issues shall be coordinated through the Management Team. Members of the team are conversant in local, regional, and national workforce trends, key industry sectors, labor availability, labor market knowledge, and economic development initiatives.

The Management Team may deploy an array of strategies and delivery methods for identifying business needs. These may include:

1. Maintaining frequent contact with key employers to meet emerging and changing needs
2. Building long-term relationships with employers in key sectors
3. Serving as a champion and liaison for businesses within their respective organizations
4. Promoting the entirety of the system's business services to local businesses when they fit that business customer's need
5. Gathering business customers' feedback for improving service and sharing the information with staff that can make appropriate changes and communicate the changes/improvements made to businesses.

The Management Team works closely with the appropriate partners to develop comprehensive solutions and service delivery to meet business needs. Such solutions may include refining or developing methods and processes to streamline regulations and procedures, reporting and information systems in order to deliver better services in the most cost-effective and efficient manner. It will create and champion collaboration amongst partners and will work with colleagues and partner staff to enhance the system's responsiveness in identifying business needs and linking job seekers to employment opportunities.

Services provided to business through the WorkSource Northwest system will adhere to the guidelines outlined in this plan.

Levels of Business Services to Meet Specific Needs of Businesses

With limited resources, it is important to prioritize the delivery of services to business most able to fuel economic and community growth. The focus of the Regional Business Services Plan is to nurture businesses in targeted sectors with wage and career advancement opportunities.

A three-tier service delivery model: Basic, Intensive and Enhanced services empowers partners to offer the widest possible array of services that best meet the business customers' needs. By sharing a common information system (SKIES), partners are able to provide a variety of universally accessible, high quality, customer services.

Basic Services:

Basic services include determining businesses' needs for services, listing job openings, referring qualified applicants to employers, Rapid Response (layoff aversion and assistance), providing labor market information, and providing information on a variety of training options.

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Intensive Services:

These services are more staff intensive, and as such, not generally made available to every employer, but to selected employers or in specific circumstances.

1. Screening (requires active engagement in screening, beyond just referrals)
2. Mass recruitment
3. Job fairs/hiring event
4. Access to facilities and office space

Enhanced Services:

These services, when available, are always staff intensive; which may require certain eligibility criteria, and/or direct fee payment to access.

1. Applicant pre-employment assessment
2. Customized labor market information
3. Worker retraining assistance
4. Facilitation of Industry Panels
5. Customized training for new hires
6. Incumbent worker skills upgrade training
7. Promotion of career opportunities within industry to targeted populations
8. On-the-Job Training
9. Seminars or workshops targeted to meet business needs
10. Connecting private employers to K-12 systems (example Career Camps, Youth Job Fairs)
11. Partnership with economic development agencies, joint outreach efforts to new and existing businesses
12. Fee for service options related to services not provided by public labor exchange such as pre-employment screening, drug testing, background check

Wagner-Peyser Services

Wagner-Peyser (W-P) resources support labor exchange activities including, but not limited to the following:

- Employers are assisted in filling jobs;
- Job seekers are assisted in finding employment;
- The match between employers and job seekers is facilitated;
- Participation in a system for clearing labor between the states occurs

Outreach strategies and priorities for W-P Labor Exchange services are developed in coordination with Northwest Workforce Council in concert with local labor market data and intelligence.

Opportunities are available for businesses through www.go2worksource.com and www.esd.wa.gov websites. These sites increase universal accessibility and expand service.

Industry-Focused On-the-Job and Customized Training

Delivering skill based, industry-valued training has become a focal point in workforce development. With knowledge and skill requirements changing at breakneck speed, employers, employees, educators and students alike struggle to stay abreast of escalating skill demands in

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the workplace. Through resource leveraging with public and private investments, the Council targets its WIA and grant training resources to increase the number of workers in high demand occupations within targeted sectors.

Identification of specific industry trends and skill requirements

Workplace trends and skill requirements are identified and training organized to address emergent needs.

Setting high standards for education and training providers

Only those training providers who produce results and meet high standards are approved by the Council as preferred providers.

Use of workforce and occupational skill standards

The integration of Workforce Skill Standards (soft skills) into curricula and training throughout the Northwest system provides a common understanding of the skills, attributes, and characteristics generally required by employers. Occupational skill standards, professional competencies, and industry recognized certifications provide the system an opportunity to benchmark worker training against industry standards.

As funding permits, the WorkSource system will solicit requests from business in targeted industries for customized and on-the-job training activities that can be offered to up-skill current workers and address a lack of available skilled workers.

Talent Pipeline Strategies

Increasing the size and quality of the available labor pool is critical to meeting the current and future workforce needs of business. This is accomplished through a myriad of strategies which include; career fairs, industry familiarization tours, K-12 speaker series, career camps, youth employment, coordination with school to work and tech-prep programs, and other such strategies as may be funded and contemporary.

Hiring Events

The One-Stop Operator will develop with partners an annual schedule and plan for the region's job fairs. Job fairs provide excellent exposure to businesses with job openings and cast a wide net in attracting potential applicants. Hiring events and job fairs may include but are not limited to:

- Single employer on site
- General public events
- Target demographic events
- Target skill events
- Target industry sectors

Specialized job fairs may be scheduled on an as-needed basis to meet individual business needs (e.g. large recruitments, layoffs, etc.)

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VI. ORGANIZATION ROLES AND RESPONSIBILITIES

ORGANIZATION	PRIMARY BUSINESS FUNCTION	PRIMARY SERVICES DELIVERED	
NORTHWEST WORKFORCE COUNCIL	BUSINESS RESTRUCTURING OR CLOSURE	RAPID RESPONSE COORDINATION	
	JOB SEEKER MATCH	PROGRAM PARTICIPANT PLACEMENTS	
	LEADERSHIP AND OVERSIGHT	CONVENE INDUSTRY PARTNERS	
		CONVENE REGIONAL MANAGEMENT TEAM	
		KEY INDUSTRY SECTOR STRATEGIC INVESTMENTS	
		OVERSEE AND REPORT PERFORMANCE	
		OVERSIGHT OF REGIONAL BUSINESS SERVICES PLAN AND OPERATIONAL ACTIVITIES	
	MARKETING STANDARDS AND MEDIA	MANAGE BRAND STANDARDS AND CENTRAL MEDIA COORDINATION	
	ONE STOP OPERATOR	ACCESS TO FACILITIES	
	OUTREACH	ORGANIZATIONAL MEMBERSHIPS AND SPEAKING ENGAGEMENTS	
	RESOURCE PROCUREMENT	COMPETITIVE GRANTS & LEVERAGING	
	SELECT ENHANCED BUSINESS SERVICES	CAREER OPPORTUNITY PROMOTION (PIPELINE)	
		CUSTOMIZED TRAINING (FEE)	
		INCUMBENT SKILL UPGRADE (FEE)	
		PRE-EMPLOYMENT ASSESSMENT (FEE)	
	SKILL DEVELOPMENT	INCUMBENT WORKER TRAINING (FUNDING DEPENDENT)	
		COMPUTER LITERACY (NW CLIC)	
		INSTITUTIONAL SKILLS TRAINING	
ON-THE JOB TRAINING PROGRAM			
INTERNSHIP PROGRAMS			
EMPLOYMENT SECURITY DEPARTMENT	BUSINESS ASSISTANCE	INFORMATION AND REFERRAL	
	BUSINESS RESTRUCTURING	SHARED WORK PROGRAM	
	COMPREHENSIVE WEBSITE	GO2WORKSOURCE.COM	
	WAGNER-PEYSER LABOR EXCHANGE SERVICES	APPLICANT SCREENING & REFERRALS	
		JOB LISTINGS	
SKILL DEVELOPMENT	ON THE JOB TRAINING PROGRAM (VETERANS, TAA, WORKFIRST)		

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DIVISION OF VOCATIONAL REHABILITATION	SKILL DEVELOPMENT	PROGRAM PARTICIPANT INSTITUTIONAL SKILLS TRAINING/OCCUPATIONAL SKILLS TRAINING ON-THE-JOB TRAINING PROGRAM
	OUTREACH AND JOB SEEKER MATCH	ASSISTIVE TECHNOLOGY RECOMMENDATIONS AND ADA COACHING JOB DEVELOPMENT FOR PROGRAM PARTICIPANTS JOB SUPPORT AND COACHING
COMMUNITY AND TECHNICAL COLLEGES	SKILL DEVELOPMENT	POST-SECONDARY PROFESSIONAL AND TECHNICAL EDUCATION PROGRAMS CUSTOMIZED EMPLOYER DEMAND-DRIVEN TRAINING CONTINUING EDUCATION CENTER OF EXCELLENCE
	BUSINESS ASSISTANCE	INFORMATION AND REFERRAL CENTER OF EXCELLENCE
	OUTREACH	ORGANIZATIONAL MEMBERSHIPS AND FIELD VISITATIONS EMPLOYER/PROGRAM ADVISORY COMMITTEES
	LABOR EXCHANGE SERVICES	APPLICANT RECRUITMENT & REFERRAL HIRING EVENTS/CAREER FAIRS/ON-CAMPUS EMPLOYER RECRUITMENT JOB LISTINGS
OIC OF WASHINGTON	<i>CONTENT</i>	
	<i>PENDING</i>	
	<i>FROM</i>	
	<i>OIC</i>	

VII. QUALITY MANAGEMENT AND CONTINUOUS IMPROVEMENT

The Council's WorkSource Certification application, based upon the Malcolm Baldrige National Quality Award standards, communicates the Council's expectations for both quality and performance in the WorkSource Northwest system. The Council's core values (Framework for Doing Business) for the WorkSource system provide the vision for a high performance system and the seven Baldrige standards define quality for the system. The Council will develop and apply "systemic" performance criteria in keeping with its overall strategic plan and regularly seek feedback from its customers.

With the one-stop centers, the Council focuses on the entire workforce development system and how its various component parts work together rather than the intimate workings of each separate part. The principles of quality management, customer satisfaction and continuous

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improvement are based on the Council's understanding that education and employment training efforts function more effectively when they are operated and viewed as an aligned system, rather than as a collection of free standing entities.

One-stop centers will realize their potential with a unified vision, clear goals, and measurable benchmarks that relate to the *entire system* of training, employment and business activities that operate through each center. Continuing to develop and implement system goals and performance standards is an ongoing responsibility of the Council. Various quality improvements driven by feedback from customers, performance accountability and other factors will be adopted to drive improvements in individual programs. The Council's "continuous quality improvement management" approach to its strategic goals and plans, along with standards and evaluation criteria that apply to all component programs and funding streams, retains a focus on *overall* service quality and *overall* customer satisfaction.

The vehicle the Council deploys to regularly review the performance of the system is through its standing Quality Assurance Committee. The Quality Assurance Committee is responsible for the oversight of performance, which is accomplished via the quarterly WorkSource System Performance Report. The report includes federal common measures, WIA training investment, key industry sector activity and outcomes, one-stop customer flow, customer demographics, customer satisfaction, and key economic indicators, as well as progress in attaining locally established targets. The Council's Quality Assurance Committee may provide recommendations or instruction to enhance performance.

Job Orders and Applicant Referrals

Job order and applicant referral requirements, as articulated in [WorkSource Information Notice \(WIN\) 0032](#), are applied 100% of the time by *all* staff conducting such activities in WorkSource. Employment Security Department administrators shall ensure through regularly scheduled quality management practices that all procedures, forms, and standards identified in WIN 0032 are effectively deployed in WorkSource Northwest.

SKIES system

The SKIES system is used to align and inform service delivery. All business services provided through the WorkSource Centers are required to be entered into SKIES in order to best track performance, document job orders and record services to business. On-going efforts will be made to obtain the participation of all partner service delivery staff in entering data elements and information into SKIES.

WorkSource Washington Brand Standards

The Council actively oversees the use of the WorkSource brand as a valued system asset throughout its four county service area. A "marketing designee" is specified for the region to assist all partners in;

- (1) Ordering and use of WorkSource branded products,
- (2) Responding to media inquiries, outreach and contact, and
- (3) Upholding both the state's and Council's policies.



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APPENDIX A – WORKFORCE INFORMATION NOTICE – 0032

Policy-related
 Fiscal
 Performance
 Q&A
 Other

Number: WIN - 0032
 Date: January 11, 2013
 Expiration Date: N/A

TO: Workforce Development System Partners
FROM: Amy L. Smith, Deputy Assistant Commissioner
SUBJECT: Job Order and Referral Requirements and Tools

Purpose:

To ensure the WorkSource system provides consistent, high quality job order and referral services to effectively match job seekers with employers.

Action Required:

WDCs and their contractors, as well as Employment Security Area Directors, should distribute this guidance broadly throughout the system to ensure that WorkSource System staff are familiar with the content and requirements.

The Job Order and Referral Requirements (Attachment A) must be provided to staff and partners who provide job order or referral services. The WA Job Order Template for SKIES (Attachment B) must be provided to staff and partners responsible for posting WA job orders.

Content:

It is critical that staff and partners ensure all job order and referral functions meet federal and state laws and requirements outlined in Attachment A – Job Order and Referral Requirements. This attachment should be referred to on a regular basis as it contains a comprehensive overview of relevant laws, requirements and other procedural guidance surrounding job orders. These requirements apply to **any** WorkSource program posting job orders or making job referrals, including but not limited to Wagner-Peyser and WIA Title IB.

The WA Job Order Template for SKIES must be utilized for staff-assisted job orders. The template, instructions and content standards are included in Attachment B – WA Job Order Template, Instructions and Content Standards.

In order to maintain quality and consistency, WDCs may require staff to use the Quality Job

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Order and Referral Checklists (Attachment C) and the Job Order Form (Attachment D).

Definitions:

JobCentral - The national job listing clearinghouse that is the successor to America's Job Bank and a part of the national labor exchange system.

Job Order - An acceptable job order is one where the employer (a) currently has a work location in the U. S.; (b) proposes to employ a worker who is legally entitled to work in the U.S.; and (c) has an employer-employee relationship as indicated by the fact that the employer hires, fires, pays, supervises, and otherwise controls the work of the employee.

WA Job Order - Staff-assisted job order that is created in SKIES by WorkSource staff. These jobs also appear on Go2WorkSource.com, so long as they are not fully referred, and the "Internet" box on the SKIES job order screen has been checked (this is usually the case for all but agriculture jobs). These job orders are uploaded to JobCentral nightly.

WS Job Order - Self-service job listing that is created online in Go2WorkSource.com by an employer or WorkSource staff. These job listings also appear in SKIES, but they are not sent to JobCentral.

WX Job Order - Job listing that comes from JobCentral, where employers have contracted with Direct Employers Association to post their job listings. These jobs are imported nightly from JobCentral.com into Go2WorkSource.com. They do not appear in SKIES.

References:

- WorkSource Policy 1014 Rev 1, Coordinated Business Services.
- State of Washington Integrated Workforce Plan: June 1, 2012.
- Partnering for Performance: Washington's Workforce Compact.
- 20 CFR 652, Establishment and Functioning of State Employment Services.
- 20 CFR 655, Temporary Employment of Foreign Workers in the United States.
- 20 CFR 661.305(8), What is the role of the Local Workforce Investment Board?
- TEGL 31-11, Update on Complying with Nondiscrimination Provisions: Criminal Record. Restrictions and Disparate Impact Based on Race and National Origin.
- Americans with Disabilities Act (ADA).
- [Business as Partner and Customer under WIA: A Study of Innovative Practices \(2004\)](#).

Supersedes:

WorkSource Policy 1006 Rev 1, Job Order Policy.

Website:

http://www.wa.gov/esd/1stop/policies/state_guidance.htm

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Direct Inquiries To:

For Procedural Questions:

[Note-contact person is no longer accurate]

Ken Kelnhofer

Employment and Career Development
Division

Employment Security Department

PO Box 9046

Olympia, WA 98507

(360) 407-1317

For Policy Questions:

WorkSource Standards & Integration Division

Employment Security Department

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WSIDpolicy@esd.wa.gov

Attachments:

[Attachment A – Job Order and Referral Requirements](#): A comprehensive overview of discriminatory and potentially discriminatory language to avoid in job orders, information on Bona Fide Occupational Qualifications and Affirmative Action Requests, and supplemental information that may be helpful for staff posting job orders or making referrals.

[Attachment B – WA Job Order Template, Instructions for Use, and Content Standards](#): This template serves as an outline that is copied and pasted into the SKIES job order description text box for WA job orders. It provides a consistent look and feel for WA job orders and includes quality content and format standards.

[Attachment C – Quality Standards for WA Job Orders Checklist and Quality Standards for WA Job Referrals Checklist](#): Developed by ESD/ECDD for staff use to ensure job orders and referrals meet minimum quality standards.

[Attachment D – Job Order Form](#): Developed by ESD/ECDD primarily for WS job orders, but this form is also a helpful guide for staff assisting employers with WA postings.

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APPENDIX B - STAFF TRAINING AND DEVELOPMENT GUIDELINES

Staff performing a function associated within the scope of this policy's parameters must receive training and/or demonstrate professional competence in the following:

QUALITY STANDARD	COMPETENCY MEASURE
1. WorkSource basic business services are provided within the one stop center.	1.1 Staff know and understand basic business services
	1.2 Staff know when and to whom to refer a business customer to provide one of the basic business services
	1.3 Staff understand each service provided in the one stop is a business service, whether provided to a worker or directly to a business customer.
2. Job order and applicant referral requirements, as articulated in WorkSource Information Notice (WIN) 0032 , are applied 100% of the time by <i>any</i> staff conducting such activities in WorkSource Northwest career centers.	2.1 Staff know how to locate WIN 0032.
	2.2 Staff know and understand the requirements and standards of quality for job orders and referral.
3. All job orders, employer contacts, and services provided a business are documented in SKIES.	2.1 Staff are provided training specific to the recording of business customer data in SKIES
	2.2 Staff know how to appropriately locate an employer record
	2.3 Staff know how to record each type of business service in SKIES
4. Roles and responsibilities of each partner organization are clearly articulated.	3.1 Staff know the role of the Council for system oversight and of each system partner as it relates to providing service to business
	3.2 Staff articulate their organization's role and how it interfaces with the others' in a well aligned service delivery system.
	3.3 Staff can identify the primary leads for business services in the system and in their closest WorkSource center.
5. WorkSource Northwest business services are guided by the Council's Regional Business Services Plan.	4.1 Staff know what the Business Services Plan contains and the necessity for approaching business services strategically
	4.2 Staff can locate the Council's Business Services Plan online