

Policy: **WorkSource Initiative Integrated Front End Services**

Policy Number: **1010 - 3**

Effective Date: **July 1, 2010**

**SUBJECT: INTEGRATED FRONT END SERVICES**

**PURPOSE:** To provide guidance and standards for delivering a minimum, consistent level of front-end services through WorkSource centers and, as applicable, their affiliated site(s).

**REFERENCES:**

System Policy #1010 and all references incorporated therein.

**LOCALLY IMPOSED**

**REQUIREMENTS:** None

**BACKGROUND:** N/A

**POLICY:** All WorkSource Centers and their affiliated site(s) will have a common set of customer services available that assist customers in conducting their job search and skill improvement process. These services include, but are not limited to a front-end assessment (a.k.a. triage) and the provision of information about the services available at and through the local WorkSource system. At a minimum, each site in the workforce area will:

1. Provide new and returning WorkSource customers with a front-end assessment (a.k.a. triage) that:
  - a. Identifies whether the customer is entitled to veterans' priority of service, as either a veteran or eligible spouse by following NWC Policy #1009-2.
  - b. Identifies the customer's current needs; and
  - c. Determines the most appropriate next step to help the customer reach his or her immediate objectives on the path to achieving his or her employment goal.

This assessment may be conducted by using one of two approaches, or in combination:

- Ask a series of questions designed to determine a and b above:
  1. What brings you here today?
  2. Have you been here or to any WorkSource Center before?
  3. If so, what services have you received?
  4. How can we help you?

And/or

- Providing access to an on-line interest inventory, when appropriate.

2. Complete a short SKIES registration.

3. Maintain the Calendar of Monthly Services, Tour of Services, and Menu of Jobseeker Services on-line at [www.worksourcenorthwest.com](http://www.worksourcenorthwest.com).
4. Encourage jobseekers to complete the comment card. Question #6 on the comment card, *'I was able to find what I needed easily'* will provide customer specific customer feedback with regard to the ease of navigation of the WorkSource Center: The NWC will require the one stop operator to report on this feedback in the WorkSource System Quarterly Performance Dashboard Report.
5. Core Services will be easily accessible. The core service component provides tools to assist the job seeker in conducting an effective job search.
6. Adherence to the Dispute Resolution process as described in the MOU will be maintained for all partners.

This policy may be found at [www.nwboard.org](http://www.nwboard.org).