



Facility Use Protocol

STATEMENT OF NEED:

WorkSource facilities represent an attractive option for businesses and business organizations seeking professional, well-equipped training or meeting space. This need is in addition to requests regularly received for facility use for the purpose of providing core service activities.

One-stop center operating costs continue to escalate, a cost born by all Partners through regional Resource Sharing Agreements. Short term rental of training rooms and computer learning centers represent an untapped revenue generating opportunity.

Use of WorkSource facilities is a highly valued customer service. A strategy in a three WDA business customer satisfaction pilot urged Centers to find a "balance of priority" between job seeker and business use of WorkSource facilities.

WorkSource training rooms and computer learning centers are underutilized. Rooms sit vacant for varying periods each day. Early morning, evening and weekend availability represent additional untapped capacity and potential revenue.

Operational protocols assure the best use of facilities as well as underscore a customer-focused priority used in determining facility space assignments. Consideration was given to the occasional competing demands for space to arrive at a process which utilizes full capacity while ensuring the satisfaction of all customers and users.

WorkSource Northwest Career Center facilities are scheduled with the following priorities in mind:

- Customer service delivery has highest priority
- Partnership meetings and events have second priority
- First requested-first served may not apply if there is a higher priority request submitted following yours
- Every attempt will be made to accommodate each request

Requests from customers to use the facility are forwarded to the designated representative of the one stop operator, who determines the requesting party's intended purpose and its alignment with the mission of the Center. When a conflicting request is received, the scheduler attempts to work a solution with the

parties to ensure all requests for space are accommodated. If the customer's use is aligned, the designated representative then makes the necessary arrangements for billing and use.

A standard Rental Agreement is used to communicate responsibilities of the customer and denote those specific areas of the facility to which access is afforded.

An access key is provided to the designated party which is decommissioned or returned upon the conclusion of the event/use.

COMMUNICATION:

Facility schedules are available for review on WorkSourceNorthWest.com at any time and a daily events schedule (with room assignments) is posted and circulated in the building.

While facility schedule information is available to staff, the presumption is room assignments are not changed. Course-specific materials are available in designated rooms. When the Center is asked to provide facility service to multiple customers simultaneously, there will be occasions where flexibility is necessary to ensure customer satisfaction.

Should a facilities conflict occur, the facilities scheduler, after consultation with the Center Manager and effected program supervisor(s), will issue a **Room Change Advisory** at least three working days in advance (whenever possible) of the room change. Recipients include; Center Manager, affected program supervisor(s) and staff. This advisory provides group facilitators advance warning and enough time to make any necessary preparations.

All staff can reference processes related to scheduling activities in the "Policies and Protocols" section of WorkSourceNorthWest.com.

STAFFING:

Any arrangement presenting a need for the staffing resources of a partner organization shall be negotiated in advance to ensure the staffing terms are agreeable to all affected parties.

Customer use of the Centers, that are unrelated to a program service delivery of one of the Partner programs, meet with the one stop operator's designated representative in advance to tour the facility, discuss protocols, underscore security procedures, execute the Rental Agreement, and issue an access key. After hours events may require additional negotiated staffing, including private security.

PERFORMANCE DATA:

Facilities use by business customers or organizations is accurately captured and recorded in SKIES. A "survey contact" person is identified and included in the SKIES entry to facilitate customer satisfaction surveys.

For those events in which multiple businesses are served in a single event, data is captured for each business. Staff enters the SKIES record(s) on the next business day.

Each business customer using the facility shall be provided opportunity to complete a comment card.

MARKETING

WorkSource-Northwest facilities are marketed to businesses, training organizations, and others with needs complementary to our mission. WorkSource has approved facilities marketing materials that highlight the availability of facilities for core services and other customer uses. Additionally, WorkSourceNorthWest.com advertises short term rental opportunities in its business services pages.

Business customers' use of WorkSource facilities is an opportunity to share who we are and the valuable set of services available from our one stop system. For each new user's instance of facility use we shall provide marketing materials or request time for a brief introductory welcome announcement which includes the value of WorkSource to business.