MENU OF JOB SEEKER SERVICES PROCEDURE

EFFECTIVE DATE: December 15, 2011

REFERENCE: State Policy #1015 and Local One Stop Guidance 10-05

PURPOSE: To ensure that a minimum set of comprehensive, quality services that accommodates the needs of diverse populations is available to jobseeker customers of SkillSource. All appropriate staff will be knowledgeable about internal and external services, and be able to direct customers to the most appropriate service.

PROCEDURE:

- Customers attending SkillSource Orientation (held twice weekly) or inquiring about SkillSource services (at walk in) are provided a SkillSource menu of services, a list of WorkSource partner services and a Community Resource Guide. Customers will view the North Central One Stop Partner Video at Orientation which is also available for viewing on a resource computer at other times. The video gives a comprehensive overview of all services available throughout the local one stop system.
- Staff will direct customers to the most appropriate in-house or partner service for helping them achieve their goals of employment, training, job retention or increased earnings.

TRAINING:

SkillSource staff will be trained on the SkillSource Menu of Job Seeker Services procedure by the Center Manager and/or by respective supervisors using the following:

- Copy of Menu of Job Seeker Services LOG 10-05 and State Policy #1015
- Copy of SkillSource Menu of Services, WorkSource Partner Services, Community Resource Guide and Area One Stop Video.

SkillSource Center Manager and/or supervisor(s) will document staff trainings with meeting agenda and minutes indicating staff members present at training.
WORKSHOPS

Assessment for Career Employment (ACE)  12 hours
Assess: interests, personality and abilities.
Research: employment and training options.

Career Planning  8 hours
Understand the labor market. Develop a plan and learn the steps necessary to achieve your career goals.

Job Search Toolbox  16 hours
A hands-on workshop to develop an effective resume and practical interviewing skills.

Piloting Your PC (Personal Computer)  8 hours
A computer basics workshop to get you off the ground and piloting your PC with confidence.

*All workshops are complimentary. Other services may be contingent upon the availability of funding and may require program eligibility requirements.

Do you have what you need to succeed?

Whether you need to “skill up” for a job, or you need skilled workers to meet your business goals, SkillSource has a solution.

SkillSource is a non-profit training organization funded by the federal Workforce Investment Act and overseen by the North Central Washington Workforce Development Council. We help workers develop the skills to prosper, and businesses develop the skilled workforce to profit.

Throughout North Central Washington, SkillSource partners with WorkSource, community colleges, local businesses and other community based organizations to provide skills training and personnel services. Business offices and Learning Centers are located in Wenatchee, Moses Lake, Othello and Omak.

Additional Information

WORKERS:
SkillSource Orientation (approx. 1 hr)
Every Thursday
Adults (age 22+)  1:30 PM
Youth (age 16-21)  3:00 PM

BUSINESSES:
Call 509.663.3091 or Email: info@skillsource.org

SkillSource is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to persons with disabilities.

TDD 1-800-999-8694

Call for schedule and availability

Other Services:
• Resource Computers
• Community Resource Referrals & Supportive Services
• Unemployment Insurance Information

SKILLED WORKERS AREN’T BORN...
... THEY’RE TRAINED

MENU OF SERVICES
Remember the old dilemma about needing experience to get the job, but not having the job to gain the experience? Work Experience is designed to help trainees gain the experience they need to demonstrate work readiness skills. Trainees are placed with businesses where they can help with the workload while SkillSource pays their wages.

**SkillSource Learning Centers** provide education and life skills training to enable youth and adults to become confident, productive and employable.

Basic skills instruction is self-paced, open-entry/open-exit and customized for each students’ needs.

**Individual and group instruction focuses on:**
- Learning style assessment
- Basic skills upgrade
- Credit catch-up
- GED preparation
- Keyboarding and basic computer skills
- Career development
- Life management classes

Successful completion creates opportunities for learners to return to high school, pursue post-secondary education or enter a specific career.

**Digital Media and IC³**

Self-paced learning leading to introductory certifications. Instructor available for questions and discussion.

**Digital Media**
- Computer Basics
- The Internet and the World Wide Web
- Productivity Programs
- Computer Security and Privacy
- Digital Lifestyles

**IC³ (Internet and Computing Core Certification)**
- Computing Fundamentals
- Key Applications
- Living Online

**Microsoft Certifications**
- MOS (2003 standards)
- MCAS (2007 standards)

**Vocational Scholarships**

SkillSource offers scholarships for vocational programs at community and technical colleges to eligible individuals who need education and training in order to secure full time employment. Funds may be applied to tuition, books and fees for approved vocational programs.

**Sample programs include:**
- Computer Technology
- Accounting Technician
- Business Information Technology
- Registered Nurse
- Medical Assistant
- Automotive Technician
- Commercial Technician
- Heating & Cooling Technician

**A well-developed mind, a passion to learn and the ability to put knowledge to work are the new keys to the future.**
Partner Services in Wenatchee

- **SkillSource**
  233 N Chelan St. Wenatchee, WA 98801 (509) 663-3091
  Basic skills instruction, career planning, skills assessment, computer skills, on-the-job and/or formal occupational training, support services

- **Employment Security**
  215 Bridge St. Wenatchee, WA 98801 (509) 665-6605
  Job listings, job referrals, employer recruitment assistance, Unemployment insurance information and access, job search workshops (skills and abilities, job search strategies, labor market, perfecting application, résumé/cover letters, interviewing. Targeted services for Veterans, Offenders, Work First

- **Division of Vocational Rehabilitation**
  630 N Chelan St. Ste B6 Wenatchee, WA 98801 (509) 662-0439
  Assist individuals with disabilities to obtain and keep employment – assessment counseling and guidance, vocational education, on-the-job training, internships, and job placement

- **Wenatchee Valley College**
  1300 Fifth St. Wenatchee, WA 98801 (509) 682-6800
  Liberal Arts and Sciences (Transfer Programs), Professional/Technical Programs (Workforce Education), Basic Skills and College Transitional Programs and Community and Professional Development (Continuing Education)

- **Opportunities Industrial Center – OIC of WA**
  11 Spokane St. Wenatchee, WA 98801 (509) 888-6012
  Migrant and seasonal farm workers and dependents – work experience, on-the job and formal occupational training, basic skills, assessment, support services, Spanish/ESL-GED classes.

- **Department of Social and Health Services (DSHS)**
  805 S Mission St. Wenatchee, WA 98801 (509) 667-6000
  Help with food, cash assistance, medical help, mental health, treatment for addictions, adoption, child care, child support, foster parenting and medical insurance for kids

- **Service Alternatives**
  23 S Wenatchee Ave. Ste 125 Wenatchee, WA 98801 (509) 630-7493
  Employment services, residential services, wraparound/kinship services, foster care, school-based services, independent living support, consultation and training
NORTHWEST JUSTICE PROJECT
MOBILE MEALS
• CVCH - Children's mental health care at 504 Orondo WEN 662-4296; Adult mental health 317 E Johnson CHELAN 682-6000-

LITERACY COUNCIL
KC HELP
IMMIGRATION PROJECT
HOUSING AUTHORITY
HOSPITALITY HOUSE
• CHELAN HOME HEALTH & HOSPICE - Skilled nursing, Social Worker, Nutrition at 115 S. Emerson, CHELAN 682-8235. - - - - - -
HOME HEALTH CARE
HEALTH LIBRARY
Health Care Needs, Food Handlers Permits, test drinking water 200 Valley Mall Parkway EAST WEN 886-6400. Closed Fridays

DEVELOPMENTAL DISABILITIES
• CHILDREN & FAMILY SERVICES-Child Protective Services, Foster/Adoptive license 667-6100. Report abuse 1-800-557-9671
CRIME VICTIM
CONSUMER CREDIT COUNSELING:
COMMUNITY VOICE MAIL
COMMUNITY CHOICE & SHIBA Helpline
COMMUNITY ACTION COUNCIL
COLUMBIA LEGAL SERVICES
CHORE SERVICES
CHILDREN'S HOME SOCIETY
CHELAN-DOUGLAS VOLUNTEER ATTORNEY SERVICES
Child Care info & training, Lending Library at 640 S Mission WEN 662-6761. See also Chore Services, KC Help, Relatives.

• ALCOHOLICS ANONYMOUS & ALANON - Call or stop by the ALANO CLUB for locations & times 663-4567. 530 S Wen Ave.
• OPEN ADOPTION - Provide free pregnancy options counseling and adoption planning for birthmother. Call 509-949-2567.

EMERGENCIES — 24 HOUR ASSISTANCE
AMERICAN CANCER SOCIETY - For info on local cancer & patient services call 1-800-227-2345. Also - - - - - - - - - - - -

NEW LIFE - No fee adoptions for Christian families, crisis pregnancy counseling. 11 N Chelan Ave WEN 888-2768

Mustard Seed Center - Ages 1 mo+, Sliding Fee 1007 Malaga WEN 663-3919. See Child Care BULLET column>>

Early Childhood Education for birth to five. Call 663-5179 for ECEAP programs in Wen, Cashmere, Peshastin, -
Pregnancy Options, Free Tests, Advice 300 Okanogan Suite 1C WEN 662-0652 Mon thru Thurs 10 to 4. - - - -

Nursing, Physical, Occupational & Speech Therapy, Maternal Child Health 1020 N Wen Ave 665-6049. - -

Help & info on how to file a claim. In Chelan County call 667-6600 & Douglas County 884-3536. - -

Help with selecting health insurance, Medicare/Medicaid benefits & more 782-5030

DOMESTIC & SEXUAL VIOLENCE & CRIME VICTIMS: 663-7446 or TDD 1-800-833-6338

FOOD PRINTS-FOOD BANK SERVICES: 303 W 4th Ave CHELAN 682-8231. Call 663-8235 for food bank.

NURSING HOME SERVICES: 115 S. Emerson CHELAN 682-8235.

Jail Services: 663-8235

LEGAL AID - Medicaid, Energy Assistance, Home Repair, Weatherization, Housing, Self-Sufficiency, -

REHABILITATION AGENCY - 1101 W 4th Ave CHELAN 662-1818

Compassionate Friends - Support groups for those who have lost a child, meet monthly. Call 663-3919.

CONSUMER CREDIT COUNSELING: - Budget, Credit, Housing, Bankruptcy counseling 8:30-5 at 230 Methow 1-800-273-6897.

Help & info on how to file a claim. In Chelan County call 667-6600 & Douglas County 884-3536.

CRIME VICTIM & TRAUMA CENTER
- Supporting families after a child dies, newsletters, meeting info, grief resource library 665-9987

- Help with selecting health insurance, Medicare/Medicaid benefits & more 782-5030

DEPARTMENT OF EARLY LEARNING - Child Care Licensing 665-5289. Located in DSHS office at 805 South Mission WEN.

STATE DEPARTMENT OF SOCIAL & HEALTH SERVICES (DSHS) - Offers the following services at 805 South Mission WENATCHEE:

- CHILDREN & FAMILY SERVICES-Child Protective Services, Foster/Adoptive license 667-6100. Report abuse 1-800-557-9671

- COMMUNITY SERVICES-Financial Help, Medicaid, Basic Food Program/ Food Stamp, Child Care 667-6000 or 1-877 501-2233

- DEVELOPMENTAL DISABILITIES - Provide services to all ages of Developmental Disabilities call 667-6164. - -

- DIVISION OF CHILD SUPPORT - Help in securing child support at 515 Grant Rd EAST WEN 886-6800 or 1-800-535-1113. -

- VOCATIONAL REHABILITATION - Vocational Counseling, retraining disabled & handicapped at 603 N Chelan B6 662-0439.

- DEPARTMENT OF Early Childhood 0-3, Adult Employment 23’S Wen Av #203 888-2377

- EARLY INTERVENTION PROGRAM - Help for families with developmental concerns of their children aged birth to 3. 664-3781

- ENTRAT COMMUNITY SERVICES: - Help with Food, Clothing, Employment, DSHS Food Stamps, and other needs. 784-7117.

- EYE CARE SERVICES - Call 888-1055.

- STATE SERVICES FOR BLIND 1-800-552-7103 - LIBRARY FOR BLIND 1-800-542-0866 - COUNCIL FOR BLIND 1-800-255-1147

- FAMILY PLANNING - Birth control, pregnancy/STD tests, Pap smears, education, Midwifery Services 900 Ferry WEN 662-2013


- HAVEN OF HOPE - Housing for women & children, boys 12 & under at 202 S Franklin WEN 664-6866. Teria@hhmwn.org -

- HOSPITALITY HOUSE - 24 hour emergency care. 600 Orondo WEN 662-3660 & 317 E Johnson CHELAN 682-6000

- East Wen & Oroko; Also EPIC provides Migrant Seasonal Head Start & ECEAP in East Wen 884-2435 & Bridgeport 686-5555

- HEARING LOSS CTR: Serve deaf/heard with hearing with Communication Access Advocacy, Training & Interpreters 800-214-3323

- HEALTH: COLUMBIA VALLEY COMMUNITY HEALTH - Primary Medical Care, Walk-in Clinic. Insurance and income-based -

- Two Clinics 600 Orondo WEN 662-6000 & 317 E Johnson CHELAN 682-6000; See also MENTAL, WIC, DENTAL -

- UPPER VALLEY FREE CLINIC - For low-income in Leavenworth. Monday 6:30-8pm no apmt. Cascade Med 817 Commercial

- DENTAL-CVCH Full children's service, adult emergency care. 600 Orondo WEN 662-3660 & 317 E Johnson CHELAN 682-6000

- CHELAN HOME HEALTH & HOSPICE - Skilled nursing, Social Worker, Nutrition at 115 S. Emerson, CHELAN 682-8235. -

- HOSPITALITY HOUSE - Shelters for single man. Meals served at 7:00 AM, Noon, & 6:00 PM at 1450 S Wen Ave WEN 663-4289.

- HOUSING AUTHORITY - Housing for seniors/disabled/low income/farmworkers, Section 8 Rent 1555 S Methow WEN 663-7421.

- IMMIGRATION PROJECT - Multiple services for helping to apply & appeal immigration status. Granger office 1-888-756-3641.

- KC HELP - Medical equipment available free on loan. Open Tues & Thurs 9AM - 3PM. Call 662-6761 Ext 4399. 625 Elliot WEN LEAVENWORTH supper/soup kitchen - Free meal every Tuesday 5:30 PM - 7:30 PM at Nazarene Church 111 Ski Hill Drive.

- LIFE CHOICES - Pregnancy Options, Free Tests, Advice 300 Okanogan Suite 1C WEN 662-0652 Mon thru Thurs 10 to 4. -

- LITERACY COUNCIL-Adult Basic Literacy & ESL Tutoring. Need Volunteers. Community Center 508 S Chelan Bldg B 682-6966

-MENTAL HEALTH: - Recovery Initiatives: Crisis Line 663-7105. Both Adults & Children on Medicaid can receive mental -

- health care services at 701 N Miller WEN call 662-7105. See also CATHOLIC FAMILY, also CHILDREN'S HOME SOCIETY.

- CHILD, CH - Adult mental health 317 E Johnson CHELAN 682-8235


- MENTAL HEALTH OMBuds - Advocate for client’s mental health treatment choices & rights 886-0700 X215 1-800-346-4529

- MISSION VISTA - Adult Developmental Disability Residential & Vocational Services at 630 N Chelan Suite A1 WEN 663-1069

- MOBILE MEALS-All ages Home Delivered Meals/Special Diets for ill/disabled/homememade in WEN & EAST only 665-6254

- NORTHWEST JUSTICE PROJECT - Legal assistance based on income 664-5101 or 1-888-201-1021 300 Okanogan #3A WEN.
PARENT EDUCATION: Parent-Child Preschool 1102 5th WEN 662-9453 — See also CHILDREN’S HOME & TOGETHER & WSU PARENT TO PARENT - Support program for families of children with special needs. rolltw@charter.net 509-929-7727.

RED CROSS - Training programs include Workplace First Aid/ CPR/ AED, Babysitter, Life Guard, HIV/AIDS, Bloodborne Pathogen, Pandemics, Disaster Relief Services, Military Emergency Communications. Call for other services. 12 Orondo WEN 663-3907.

RELATIVES AS PARENTS/KINSHIP CAREGIVERS - Information, referral & limited funding to help raise the children 662-6761.

RUNAWAY SWITCHBOARD & HOTLINE - Runaways & parents can leave messages & get advice 1-800-RUNAWAY.

SAFE SCHARF RVW Homeless Services - Shelter, Legal Help, Therapy. 710 N Chelan WEN. See also Child/Family Advocacy Center, Crime Victim Ctr, Support Groups.

SAVING LIVES - Shows Mon-Fri 1-3 & hot meal at 4. RENT/utilities & other services at 1205 S Chelan WEN. 662-8864.


• AGING & ADULT CARE-Info/Assistance, Family Caregivers, Chore / Personal Care, Legal Help 50 Simon East Wen 884-0700.

• OHIO'S HOME - Home delivered Meals, Nursing Home Services, Assisted Living, Adult Day Care, Home Health Aides 508 S Alder WEN.

• AARP SENIOR EMPLOYMENT PROGRAM - Low-income 55+ Temporary Job Assignments & Career Training 662-3531 Exp 22.

• RETIRED SENIOR VOLUNTEER PROGRAM- RVSP - Volunteer & Senior Services 662-3461. Office at 208 N Chelan WEN.

• WEN ADULT RESPITE DAY CARE - Aged & frail adults full-time care Mon-Thur 10AM-3PM 1408 Washington WEN 662-3654.

• VET - Individual & group professional counseling for eligible vets & their significant others. No charge. Wen. Call 667-8825.

• VETERANS Upper Valley Mend - Transportation: LINK BUSES 662-1155 or TTY 664-7287. Also LINKPLUS for seniors / disabled 662-3569 or TTY 664-7287.


• WENACHTECH - Center forASC - Help with VA benefits & disability claims Mon-Fri after 10AM at 11th & Baker 884-3617.

• VETERANS UP - Direct Services, information, assistance, medical treatment. 888-272-3900.

• VETERANS UP - Housing, support, aids, counseling, housing, care. 888-777-2783.

• VETERANS UP - Treatment - mental/physical illness, trauma, alcoholism, addiction. 1-800-272-3900.

• VETERANS UP - Women of War, children of war, military support. 888-777-2783.

• VETERANS UP - Services to veterans, families, caregivers. 888-777-2783.

• WIC PROGRAM - Children & pregnant women, nutrition counseling. 888-9933.

• WIC PROGRAM - Children: 504 Orondo WENATCHEE 664-3771; also in CHELAN 317 E Johnson 682-2120. See also HEALTH DISTRICT.

• WIC PROGRAM - Nutrition education, food safety, cooking classes. 504 Orondo WENATCHEE 664-3771; also in CHELAN 317 E Johnson 682-2120.

• WIC PROGRAM - Parent Education - Celebrate Recovery, 24 hr Crisis Line 888-HELP, 663-7446.

• WIC PROGRAM - Post Traumatic Stress - 504 Orondo WENATCHEE 664-3771; also in CHELAN 317 E Johnson 682-2120. See also HEALTH DISTRICT.

• WIC PROGRAM - Services for children, families, caregivers. 504 Orondo WENATCHEE 664-3771; also in CHELAN 317 E Johnson 682-2120. See also HEALTH DISTRICT.

• WIC PROGRAM - Support groups, parenting, household items. 504 Orondo WENATCHEE 664-3771; also in CHELAN 317 E Johnson 682-2120. See also HEALTH DISTRICT.

• WIC PROGRAM - Support groups, counseling. 504 Orondo WENATCHEE 664-3771; also in CHELAN 317 E Johnson 682-2120. See also HEALTH DISTRICT.

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