



## COORDINATED EMPLOYER/BUSINESS SERVICES PLAN

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**EFFECTIVE DATE:** August 1, 2012

**REFERENCE:** State Policy #1014 and Local One Stop Guidance 10-08

**PURPOSE:** To provide a plan to deliver a menu of consistent and coordinated services to businesses through the WorkSource Center. The plan outlines the roles and responsibilities of each Center partner in the delivery of basic business services and describes how those services are delivered in a coordinated manner.

### I. ROLES, RESPONSIBILITIES AND PRIMARY DELIVERABLES:

WorkSource Central Basin is a partnership including Employment Security Department (ESD), SkillSource, Division of Vocational Rehabilitation (DVR), Job Corps, Opportunities Industrialization Center (OIC), Big Bend Community College, and Grant County Integrated Services.

Basic Business Services are delivered to local employers through the coordinated efforts of the Center's Business Services Team and other WorkSource partner staff. Business services beyond basic are delivered in accordance with the procedures of each partner program delivering those services.

The WorkSource Central Basin Services Team consists of the ESD Administrator, ESD Business Services Supervisor, ESD Local Veteran Employment Representative, ESD Outreach Specialist, MSFW Outreach Staff, Grant County Employment Support Team, Big Bend Community College Career Placement Coordinator, SkillSource, OIC and Job Corps. This team has primary responsibility for proactively serving business customers. This team meets on the second Tuesday of each month to discuss strategies for serving business and coordinate services for current business customers.

Other WorkSource staff serve business customers in a reactive mode through Job Order Control, and when receiving requests for information from business customers calling into the center. The role of the team is to market all WorkSource partner services to business owners and operators throughout Grant and Adams Counties.

The Center has an additional group which specializes in outreach to businesses. These team members visit business locations to encourage business to use the Center's services, hire OJT prospects, work with Employers on Job Development, and help businesses with questions on tax incentive programs for hiring.

In addition to prior knowledge, training and experience, WorkSource Central Basin staff continues to meet with other business services staff in WDA8, continues to work on improving processes and sharing best practices, and will attend any training opportunities offered through ESD or partners to enhance their skills.

**Attachment A: (Roles and Responsibilities)** lists each of the Basic Business Services and the corresponding efforts of each partner to deliver those services. The service may be delivered by a variety of partners to maximize the reach of the service or due to a specific expertise of a partner. In all cases, maximum effort is expended to coordinate and communicate the delivery of services throughout the Center.

### II. SKIES, JOB ORDERS & RECORDING BASIC BUSINESS SERVICES:

ESD staff is the primary partner to record job orders in SKIES. All WA job orders are recorded in SKIES as per WorkSource Service Delivery System Policy 1006 Rev 1, Job Order Policy.

ESD Central Basin has also instituted measures to ensure the quality of job orders and referrals to WA job orders. Reports have been created and used by the Employment Services Supervisor to measure individual staff performance.

ESD business services staff record all services provided to business representatives and organizations in SKIES by the end of the week in which the service was provided. Reports have been created to monitor compliance with this expectation and are routinely reviewed by the Employment Services Supervisor and the WorkSource Administrator. These expectations are included in business services staff Performance Expectations and are part of the annual employee Performance Evaluation process.

### III. COORDINATED SERVICE PROCESS (ES AND SKILLSOURCE)

| Service   | Employment Security (ES)   | SkillSource (SS)   |
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| <b>On the Job Training (OJT)</b>                | ES staff conducts a needs assessment of employer. ES offers basic OJT information if employer need is determined. ES refers business to SS for comprehensive OJT information.  | If an OJT contract is signed with an employer, SS staff record training activity in SKIES. SS contacts ES business service staff to report OJT placements monthly and ES records in SKIES.   |
| <b>Job Postings</b>                             | ES receives a detailed description of the OJT order or employer information from SkillSource staff; ES then follows up and posts job.  | SS staff conducts a needs assessment of employer. SS offers job posting information if employer need is determined. SS refers business to ES for job posting via e-mail.   |
| <b>Employer Outreach to New Employers</b>       | ES business services staff contact SkillSource business services staff when informed of new business in town. A coordinated meeting is scheduled to listen to business needs and provide WorkSource One-Stop information and specific employer/business services.  | SS business services staff contact ES business services staff when informed of new business in town. A coordinated meeting is scheduled to listen to business needs and provide WorkSource One-Stop information and specific employer/business services.   |
| <b>Employer Outreach to Existing Employers</b>  | ES and SS business services staff meet monthly, or as needs arise, to determine targeted businesses to contact, shares information and provide update status on job posting lists.   | SS and ES business services staff meet monthly, or as needs arise, to determine targeted businesses to contact, to share information and to provide updated status on job posting lists.   |
| <b>Assessments for Employer Job Candidates.</b> | ES business staff schedule employer business assessments for job candidates following the One-Stop Assessments procedure as established by WorkSource Central Basin and/or specific assessment schedule. Coordination and communication are planned and discussed at monthly Business Service Team meetings. | SS business staff schedule employer business assessments for job candidates following the One-Stop Assessments procedure as established by WorkSource Central Basin and/or specific assessment schedule. Coordination and communication are planned and discussed at monthly Business Service Team meetings. |

### IV. JOBS LISTED IN SKIES MATCH THE SKILLS OF JOB SEEKERS:

**Measure:** 25% of WA job openings will match the top 5 desired 3-digit O\*Net occupations. ESD will analyze SKIES on a semi-annual basis and send a report to the WDC indicating the top 5 occupations for the 6 month period and the percent of job openings that match those occupations.

## V. INDUSTRY SECTORS IMPORTANT TO THE REGION:

### **Measure:**

WDC will establish a list of industry sectors important to the region. This list will be posted annually on the North Central WorkSource website [www.tourworksource.com/ncw1stop](http://www.tourworksource.com/ncw1stop)

The Business Service Team will consider these industry sectors as part of their overall business service outreach strategy and will report to the WDC twice annually the Basic Business Services delivered to firms in such industries.

The report will contain the number of unique businesses served and the total number of business services that were provided to businesses in the targeted industry sectors.

Reports detailing the WDC list of Industry Sectors Important to the Region will be reviewed yearly to ensure current employer and industry needs are met by the Business Service Team. This list includes State Strategic Clusters for the area and the WDC Regional Clusters from the document Coordinating Workforce and Economic Development Around Strategic Industry Clusters: A Progress Report on Substitute House Bill 1323.

### **WDC List of Industry Sectors Important to the Region (2011-2012):**

- Health Care
- Agriculture
- Food Processing
- Chemical and Metal Manufacturing
- Electric Utilities
- Trade

## VI. SERVING EMPLOYERS WITH OCCUPATIONS IN DEMAND:

**Measure:** At least 50% of WA job openings listed in SKIES should reflect the identified demand occupations published in the WDC Demand Occupations List. ESD will send a report to the WDC on a semi-annual basis listing the job orders for the 6 month period by sub area, by SOC code. WorkSource Central Basin will use the North Central WDA Demand Occupations List for Grant and Adams Counties located at: <https://fortress.wa.gov/esd/wilma/wdclists/WDAArea.aspx?area=000028>

## VI. DISPUTE RESOLUTION:

If dispute resolution is necessary, partners will follow section XIV Local MOU Dispute Resolution of the Memorandum of Understanding, WorkSource Central Basin 2011-2014.

In part, the MOU states that, "If an impasse in negotiations occurs between any of the partners (except the WDC), the following steps will occur:

- 1) The parties will document the negotiations and efforts that have taken place to resolve the issues;
- 2) The WDC Executive Director will meet with the parties involved in the dispute in order to attempt to resolve the issue
- 3) The WDC Executive Director will issue a written recommendation for resolving the issue.

## VII. TRAINING:

WorkSource staff and Partners will be trained on the WorkSource Coordinated Business Services Plan by the One Stop Operator and/or by respective supervisors using the following:

- Copy of Coordinated Business Services Local One Stop Guidance 10-08 and State Policy #1014
- Copy of Coordinated Business Services Plan

Staff trainings will be documented with meeting agenda and minutes indicating staff members present at training. In addition to prior knowledge, training and experience, WorkSource Central Basin staff continues to work on improving processes and sharing best practices, and will attend any training opportunities offered through ESD, partners or other organizations to enhance their skills.

## Roles, Responsibilities and Primary Deliverables of Central Basin WorkSource Partners:

| BASIC BUSINESS SERVICE   | DELIVERY   |
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| <p><b>1. LABOR MARKET INFORMATION:</b><br/>Access to:</p> <ul style="list-style-type: none"> <li>• Occupational descriptions</li> <li>• Job and industry growth patterns</li> <li>• Economic trends and forecasts</li> <li>• Wage and benefit information</li> <li>• Skill standards</li> <li>• Labor force information</li> <li>• Population and demographic information</li> </ul> | <p><b>Business Services Team:</b></p> <ul style="list-style-type: none"> <li>• Team meets monthly to coordinate business service activities and share information.</li> <li>• Minutes of monthly meetings are provided and distributed among all participating partners to ensure consistent communication.</li> <li>• Business Service Team is responsible for the transfer and sharing of information relevant to business development in the local community. May refer to websites, partner staff or local economist as necessary.</li> </ul>  |
|  | <p><b>Employment Security:</b></p> <ul style="list-style-type: none"> <li>• Access to local and state labor market information</li> <li>• Information and reports from the Local Area Labor Market Economist</li> </ul>  |
|  | <p><b>SkillSource:</b></p> <ul style="list-style-type: none"> <li>• Access to local and state labor market information</li> <li>• Occupational descriptions</li> </ul>   |
|  | <p><b>Department of Voc Rehab:</b></p> <ul style="list-style-type: none"> <li>• Occupational descriptions</li> </ul>   |
|  | <p><b>OIC:</b></p> <ul style="list-style-type: none"> <li>• Wage and benefit information</li> </ul>  |
|  | <p><b>Big Bend Community College:</b></p> <ul style="list-style-type: none"> <li>• Assist in the development of skill standards for incoming businesses to help determine training needs.</li> </ul>   |
|  | <p><b>Job Corps:</b></p> <ul style="list-style-type: none"> <li>• Job and industry growth patterns</li> </ul>  |
|  | <p><b>Grant County Integrated Services:</b></p> <ul style="list-style-type: none"> <li>• Occupational descriptions</li> </ul>  |
| <p><b>Coordination:</b></p>  | <p>WorkSource Central Basin Business Service team members may meet with and discuss employer's needs for demographic or labor market information including trends or growth patterns. Specific or data heavy inquiries may be referred to local area economist.</p> <p>Grant County Economic Development Council is often involved in the transfer of economic information obtained from local economist or labor market websites to employers.</p> <p>Partners will attend Job Corps semi-annual Industry Advisory Council and Economic Development Council events to discuss market growth patterns and local job activity in our region based on labor market information and current job orders posted on go2worksource.com.</p> |

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| <p><b>2. JOB LISTINGS:</b></p> <ul style="list-style-type: none"> <li>Employers list job openings according to their business needs</li> </ul> | <p><b>Business Services Team:</b></p> <ul style="list-style-type: none"> <li>Business Service Team does not specifically list jobs but all partners refer interested employers to Employment Security representatives for job posting. All partners have access to this information and the ability to view listings either through SKIES system or through the go2worksource.com website.</li> </ul> <p><b>Employment Security:</b></p> <ul style="list-style-type: none"> <li>Job Listings: Employers request assistance for service determined by needs and service required. Three levels of service: <ul style="list-style-type: none"> <li>Full serve with posting and screening for WA jobs</li> <li>Medium serve – WA job orders with minimal screening</li> <li>Self-serve – coaching employers for self-posting</li> </ul> </li> </ul> <p><b>SkillSource:</b></p> <ul style="list-style-type: none"> <li>Refer employers to Employment Security to list job openings according to their business needs.</li> <li>Provide one-on-one client referrals to employers according to business request and need.</li> </ul> <p><b>Department of Voc Rehab:</b></p> <ul style="list-style-type: none"> <li>Refer employers to Employment Security to list job openings according to their business needs</li> </ul> <p><b>OIC:</b></p> <ul style="list-style-type: none"> <li>Refer employers to Employment Security to list job openings according to their business needs.</li> </ul> <p><b>Big Bend Community College:</b></p> <ul style="list-style-type: none"> <li>Refer employers to Employment Security to list job openings according to their business needs</li> <li>Provide one-on-one client referrals to employers according to business request and need.</li> </ul> <p><b>Grant County Integrated Services:</b></p> <ul style="list-style-type: none"> <li>Refer employers to Employment Security to list job openings according to their business needs</li> </ul> |
| <p><b>Coordination:</b></p>  | <p>Partners will refer employers to ESD to post job orders. Partners will provide information given from employers to post job orders. Partners will share job postings and specific employer needs via technology (system notes, email, etc., in person or via telephone). Partners may also provide follow-up services to specific businesses to ensure customer needs are met by all members of the Business Service Team.</p>   |

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| <p><b>3. APPLICANT REFERRAL:</b></p> <ul style="list-style-type: none"> <li>Referral of qualified job seekers to employers based on businesses requirements.</li> </ul> | <p><b>Business Services Team:</b></p> <ul style="list-style-type: none"> <li>Team uses partner relationships to provide applicant referrals to job listings.</li> </ul> <p><b>Employment Security:</b></p> <ul style="list-style-type: none"> <li>Referral of qualified applicants to employers based on qualifications and screening requirements.</li> <li>Refer qualified job seekers interested in job training to Center partners offering job training opportunities to help meet business requirements.</li> </ul> <p><b>SkillSource:</b></p> <ul style="list-style-type: none"> <li>Refer qualified job seekers to employers seeking On the Job Training to meet business requirements</li> <li>Assist in the referral of job seekers to employers through use of SKIES system</li> <li>Refer job seekers to Employment Security for additional screening or applicant preparation</li> </ul> <p><b>Department of Voc Rehab:</b></p> <ul style="list-style-type: none"> <li>Refer job seekers to Employment Security</li> </ul> <p><b>OIC:</b></p> <ul style="list-style-type: none"> <li>Refer job seekers directly to employers and /or to Employment Security</li> </ul> <p><b>Big Bend Community College:</b></p> <ul style="list-style-type: none"> <li>Refer job seekers to Employment Security</li> </ul> <p><b>Grant County Integrated Services:</b></p> <ul style="list-style-type: none"> <li>Refer job seekers to Employment Security</li> </ul> |
| <p><b>Coordination:</b></p>   | <p>Partners will refer applicants to specific agencies to help fit training needs of applicant and business. Programs including On-the-Job training may require special screening by referring agency and qualification criteria must be met for some program enrollment. Partners refer potential candidates to ESD for screening. Screening methods including CASAS, WorkKeys, Career Scope or Prove-It will be used to determine applicant work readiness, basic literacy levels or occupational skill aptitudes.</p>  |
| <p><b>4. BUSINESS ASSESSMENT:</b><br/>The assessment of business needs and the delivery of services, options and solutions</p>  | <p><b>Employment Security:</b></p> <ul style="list-style-type: none"> <li>Registration information for Master Business License</li> <li>Retention, employment laws and regulations, Fair labor practices</li> <li>Recruitment, hiring services, and tax incentives</li> <li>Unemployment insurance information</li> <li>Referrals to appropriate agency staff and/or business resources</li> </ul> <p><b>SkillSource:</b></p> <ul style="list-style-type: none"> <li>Access to business assistance information and referral.</li> <li>Provide assistance with the development of employee training plans and job descriptions.</li> <li>Assess employees to assist employers in making educated hiring decisions.</li> <li>Provide employer and employee counseling and support via On-the-Job training.</li> </ul> <p><b>Department of Voc Rehab:</b> Access to business assistance information and referral.</p> <p><b>OIC:</b> Access to business assistance information and referral</p> <p><b>Grant County Integrated Services:</b> Access to business assistance information and referral.</p>  |

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| <b>Coordination:</b>  | An employer new to the area meets with partners to discuss hiring options (job postings, OJTs and WOTCs). The Business Service Team works with employers in all phases of business development to assist with staffing and training needs. Monthly partner meetings assist in coordinating employer solutions and sharing best practices.   |
| <b>5. ACCESS TO EMPLOYEE TRAINING &amp; RE-TRAINING</b> <ul style="list-style-type: none"> <li>• Skills enhancement</li> <li>• Skill assessment</li> <li>• Basic skills</li> <li>• English as a second language</li> <li>• On-the-job training</li> <li>• Apprenticeships</li> <li>• Customized or other employer based training</li> <li>• Employer Training incentives</li> <li>• Community and technical colleges</li> </ul> | <p><b>Employment Security:</b></p> <ul style="list-style-type: none"> <li>• Access to Employee Training and Re-Training</li> </ul> <p><b>SkillSource:</b></p> <ul style="list-style-type: none"> <li>• Offer job seekers and employers information about a variety of employee training options.</li> <li>• Skills enhancement and skill assessment are offered to job seekers in pre-employment workshops.</li> <li>• Offer employee training: On-the-Job and Customized employer based training.</li> <li>• Provide pre-employment and skills assessments to employers for hiring decisions (fee may apply)</li> <li>• Offer employee training including basic skill development and computer skills upgrade.</li> </ul> <p><b>Department of Voc Rehab:</b></p> <ul style="list-style-type: none"> <li>• Specialized Skills Assessment</li> <li>• On-the-job training</li> </ul> <p><b>OIC:</b></p> <ul style="list-style-type: none"> <li>• Specialized Skills Assessment</li> <li>• On-the-Job Training</li> <li>• English as a second language</li> </ul> <p><b>Big Bend Community College:</b></p> <ul style="list-style-type: none"> <li>• Basic Skills - ESL (English as a Second Language)</li> <li>• Skills enhancement</li> <li>• Vocational Education</li> </ul> <p><b>Job Corps:</b></p> <ul style="list-style-type: none"> <li>• Work Based Learning/Career Technical Skills Training</li> <li>• Skills enhancement</li> </ul> <p><b>Grant County Integrated Services:</b></p> <ul style="list-style-type: none"> <li>• Soft skills group training</li> <li>• Specialized Skills Assessment</li> <li>• Job Coaching/Supported Employment</li> </ul> |
| <b>Coordination:</b>  | Individuals are given available training options offered by different programs according to the specific customer needs. Referrals are provided to customers in person, verbally or via electronic methods including email. Coordinated outreach provides employers with tax options and employer matches that best fit both employer and job seeker. Employers are contacted by Business Service Team members to discuss the training and hiring assistance available through the local One-Stop Center. One-on-one or group presentations are provided to businesses and industry groups outlining training and assessment service available through Center partners including pre-employment testing, assessments and customized training options.   |

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| <p><b>6. BUSINESS ASSISTANCE INFORMATION &amp; REFERRAL</b></p> <ul style="list-style-type: none"> <li>• Business registration (master business application)</li> <li>• Business retention, creation or expansion</li> <li>• Employment laws and regulations</li> <li>• Fair labor practices</li> <li>• Interpretive services for recruitment and hiring</li> <li>• Employee retention</li> <li>• Unemployment Insurance information</li> <li>• Tax information</li> <li>• Tax incentives and tax credit information (e.g. Work Opportunity Tax Credit)</li> <li>• Referral to local business resources</li> </ul> | <p><b>Business Services Team:</b></p> <ul style="list-style-type: none"> <li>• Team serves as a clearinghouse of information to provide services and resources to employers.</li> </ul> <p><b>Employment Security:</b></p> <ul style="list-style-type: none"> <li>• Interpretive services for recruitment and hiring</li> <li>• Employment laws and regulations</li> <li>• Registration information for Master Business License</li> <li>• Retention, employment laws and regulations, Fair labor practices</li> <li>• Recruitment, hiring services, and tax incentives</li> <li>• Unemployment insurance information</li> <li>• Referrals to appropriate agency staff and/or business resources</li> <li>• Tax incentives and tax credit information (e.g. Work Opportunity Tax Credit)</li> </ul> <p><b>SkillSource:</b></p> <ul style="list-style-type: none"> <li>• Access to business assistance information and referral</li> <li>• Assistance with job description development</li> <li>• Counseling and employer/employee support and guidance provided through On-the-Job training</li> </ul> <p><b>OIC:</b></p> <ul style="list-style-type: none"> <li>• Interpretive services for recruitment and hiring</li> </ul> <p><b>Grant County Integrated Services:</b></p> <ul style="list-style-type: none"> <li>• Referrals to appropriate agency staff and/or business resources</li> </ul> |
| <p><b>Coordination:</b></p>  | <p>Partnership meetings and the formation of Business Services team allows WorkSource Central Basin staff to coordinate effective services to businesses. Information about training service, tax credits, unemployment insurance and other employer areas of interest are freely shared by partners and disseminated to business partners. The Business Service team meets monthly to share information and report on new findings, procedures, opportunities and issues that may impact the local business community.</p>  |
| <p><b>7. COMPREHENSIVE WEB SITE:</b><br/> <a href="http://www.Go2WorkSource.com">www.Go2WorkSource.com</a></p>   | <p>All partners promote the WorkSource website through a variety of ways including: brochures and other printed material, business cards, public service announcements, center orientation videos and other regular communication with the community.</p>  |



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| <p><b>8. BUSINESS RESTRUCTURING OR CLOSURES INFORMATION AND REFERRAL:</b></p> <ul style="list-style-type: none"> <li>• Services to avoid layoffs (shared work options)</li> <li>• Services to avoid closures</li> <li>• Major layoffs and plant closures</li> <li>• Worker Adjustment Re-Training Notification Act (WARN) requirements</li> <li>• Re-employment services</li> </ul> | <p><b>Employment Security:</b></p> <ul style="list-style-type: none"> <li>• Shared Work coaching in lieu of layoffs</li> <li>• Unemployment Insurance information to business and potentially unemployed workforce</li> </ul> <p><b>SkillSource:</b></p> <ul style="list-style-type: none"> <li>• Provides training and reemployment options to laid-off or potentially laid off workers.</li> </ul> <p><b>Big Bend Community College:</b></p> <ul style="list-style-type: none"> <li>• Provides information on retraining options available at the local community college</li> </ul>   |
| <p><b>Coordination:</b></p>   | <p>WorkSource Central Basin has a coordinated Rapid Response Team consisting of Employment Security, SkillSource and Big Bend Community College and others. This team provides assistance to employers and potentially unemployed workers in the local community. Companies that have a planned business closure or significant loss of workforce may be governed by the Worker Adjustment Re-Training Notification Act (WARN). All partners assisting in Rapid Response coordinate with employer to schedule a meeting with the employer/workers to provide options for the business/workers and answer any questions that might be related to unemployment or reemployment/training.</p> |
| <p><b>9. ACCESS TO FACILITIES:</b></p> <ul style="list-style-type: none"> <li>• Professional recruitment and interviewing environment</li> <li>• Computers, internet connections and staff assistance.</li> </ul>   | <p><b>One-Stop Operator:</b></p> <ul style="list-style-type: none"> <li>• Employers are provided access to building space for interviewing and other hiring events, free of charge. One Stop Operator manages the facility schedule.</li> </ul>  |
| <p><b>Coordination:</b></p>   | <p>WorkSource Central Basin facility usage is scheduled via a universal calendar accessible by partners in the Center. Employers may contact WorkSource Central Basin Operator to schedule their event or gain more information. Information Technology staff are available for assistance with technology needs and/or other needs as necessary.</p>  |