



COORDINATED BUSINESS SERVICES PLAN

EFFECTIVE DATE: August 1, 2012

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

PURPOSE: To provide a plan to deliver a minimum 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 Okanogan is a partnership including Employment Security Department (ESD), SkillSource/ Title I-B, Division of Vocational Rehabilitation (DVR), Wenatchee Valley College and Freedom Consulting.

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 or program delivering those services.

ESD provides Title 1-B services through contract with SkillSource for Dislocated Worker, Adult and Youth programs, and contracts with the Division of Vocational Rehabilitation (DVR) to provide OJT services to participants and employers. Other WorkSource Okanogan partners providing business services are DVR and WVC. ESD is the only partner to use SKIES to record services to employers.

ESD staff is responsible for business services provided to employers through various programs including the Migrant and Seasonal Farmworkers Program, Veterans Program, WorkFirst, WIA Training Programs for Youth, Adult and Dislocated Workers, DVR ESD OJT Project, and the UI Reemployment Program. ESD staff conduct outreach to businesses in order to assess their needs, build partnerships with the business community, assist them with their recruitment needs, and to educate business owners and operators about WorkSource services.

WorkSource Okanogan provides all services contained in Appendix A to business customers. When WorkSource Okanogan does not provide a service directly, staff makes the appropriate referral to other partners that deliver that particular service.

DVR provides services to employers including placement and assistive technology in the form of accommodations as needed for DVR customers.

WVC provides services to employers in the form of incumbent worker training, skills upgrades, and other training.

Business Services Team

The WorkSource Okanogan Business Services Team consists of the WorkSource Administrator, the WorkSource Business Services Outreach Specialist, the ESD DVR OJT Project Specialist, and the ESD Training Unit Counselor. This team comprises the WorkSource staff responsible for proactively serving business customers.

Other WorkSource Okanogan 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 LVER (Local Veterans Employment Representative) also provides limited business outreach in order to develop job opportunities for Veterans.

The role of the Business Service Team is to market all WorkSource partner services to business owners and operators throughout Okanogan County. The business services team meets weekly to share their contacts and plans for the following week. The team makes sure to review employer contacts recorded in SKIES by other staff prior to contacting employers in order to limit redundancy and to promote a positive impression of WS staff professionalism when contacting employers. Business Services Team member activities are shared at regular Leadership Team, WIA Team and Employment Services Team meetings so that all staff is aware of the team's activities, as well as new job opportunities for our customers.

The Business Services Team members work closely with all center partners as well as other stakeholders in order to identify customers eligible for OJT, or other programs, as well as identify employers willing to train eligible customers in the workplace.

Attachment A: (Roles, Responsibilities and Deliverables) lists each of the Basic Business Services and the corresponding efforts of each partner to deliver those services. In some cases, the service is delivered solely by the Business Services Team. In other cases 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 record all job orders and business services in SKIES.

All WA job orders are recorded in SKIES as per WorkSource Service Delivery System Policy 1006 Rev 1, Job Order Policy.

WorkSource Okanogan also has instituted quality measures for the quality of job orders and job referrals to WA job orders. Reports have been created and used by the Employment Services Supervisor and Lead Worker to measure individual staff performance.

All business services staff is required to 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. 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.

IV. 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

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 provided to employers in the targeted industries.

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

(This list includes State Strategic Clusters for the Area and the WDC Regional Clusters from the Coordinating Workforce and Economic Development around Strategic Industry Clusters: A Progress Report on Substitute House Bill 1323)

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

V. 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 Okanogan will use the North Central WDA Demand Occupations List for Okanogan County located at:

Okanogan County: <https://fortress.wa.gov/esd/wilma/wdclists/WDAArea.aspx?area=000038>

VI. DISPUTE RESOLUTION:

If dispute resolution is necessary, partners will follow section XIV Local MOU Dispute Resolution of the Memorandum of Understanding, WorkSource Okanogan 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 Okanogan 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 Okanogan WorkSource Partners:	
BASIC BUSINESS SERVICE	DELIVERY
1. Labor Market Information: Access to: <ul style="list-style-type: none"> Occupational descriptions Job and industry growth patterns Economic trends and forecasts Wage and benefit information Skill standards Labor force information Population and demographic information 	Employment Security (W-P, Workfirst, Vets, TAA, etc): Business Outreach staff provides labor market information to chamber groups throughout the Okanogan County and to local civic groups such as Rotary clubs. Labor Market information is also at job fairs, informational fairs, at presentations to public service organizations such as Colville Tribal programs, Career Path Services, Support Center, etc. Other ESD staff offer LMI to employers calling into the Center to request information, or while they are placing job orders. Staff will also assist businesses with any recruitment information such as job and occupational descriptions, wage and benefit ranges and worker availability. Staff will also inform businesses of WorkSource Websites that will allow easy access to employers that would like to look at data independently. Staff will also refer employers to local resources such as Economic Alliance.
	Employment Security (Title I-B): ESD Title 1-B staff work with employers to provide occupational job descriptions for OJT and WEX clients. Title 1-B Staff will share information with local business community members through marketing efforts, community coalitions and boards i.e. Chamber of Commerce, Economic Alliance, Rotary, etc. and provides labor force information and population and demographic information to the committees which include business owners and leaders. Staff talk with business owners about skill standards needed for jobs they may have open in the case of OJT or WEX clients. Staff will also assist businesses with any recruitment information such as job and occupational descriptions, wage and benefit ranges and worker availability. Title 1-B Staff will also inform businesses of WorkSource Websites that will allow easy access to employers that would like to look at data independently. Title 1-B Staff will also refer employers to local resources such as Economic Alliance.
	Department of Voc Rehab: Occupational descriptions
	Wenatchee Valley College: Skill standards
Coordination:	These services are coordinated through weekly meetings of the Business Services Team, WIA Programs Team, Employment Services Teams, and ad hoc meetings as needed with DVR and WVC.

<p>2. Job listings:</p> <ul style="list-style-type: none"> Employers list job openings according to their business needs 	<p>Employment Security (W-P, Workfirst, Vets, TAA, etc): Employers are able to place their job openings with ESD in three different ways: they can use WorkSource as the screening agency by posting a WA position. Also employers can self-post their job opening by creating an account in go2worksource website and self post their announcement as a WS position. Employers who post on USA Jobs or Job Central also can have their job opening advertised on the go2worksource website with a WS position.</p> <p>Employment Security (Title I-B): ESD Title 1-B Staff will initially refer the employer to the Business Services Department to take the information and list the opening. If there is not a staff member readily available, Title 1-B staff will utilize the informational form on hand to gather the required information for the employer. The information will be directed to the Business Services staff to complete the job order. Title I-B staff also market job listing services to employers they come in contact with at local committees, or as part of an OJT or WEX contract.</p> <p>Department of Voc Rehab: DVR shares employer openings and placements with ESD and ESD creates the job orders.</p> <p>Wenatchee Valley College: N/A</p>
<p>Coordination:</p>	<p>Partners share employment opportunities with ESD staff and ESD staff creates job orders.</p>
<p>3. Applicant Referral:</p> <ul style="list-style-type: none"> Referral of qualified job seekers to employers based on businesses requirements. 	<p>Employment Security (W-P, Workfirst, Vets, TAA, etc): Employment Specialists at the Center provide desk-side services to screen all interested applicants on a WA position to ensure that the potential candidate meets all the job requirements. Only fully qualified applicants are referred to the employer. WorkSource Staff provide employers with qualified referrals by reviewing the employer's job order at the time of posting and understanding the requirements listed by the employer. ESD Staff will make appropriate referrals by utilizing SKIES, the customer information system. Each client's qualifications are checked and cross referenced to the employer's existing job order to ensure that only fully qualified applicants are given the employers' information</p> <p>Employment Security (Title I-B): ESD Title I-B staff refers clients to employers with introductory letters explaining On-the-Job Training (OJT) and employer benefits. They also call employers for clients who may need training and introduce OJT to determine if they may be interested in utilizing it to train a new hire. If employers select OJT, Title 1-B staff will write a job order and refer 1-B participants to the opening. If no 1-B program participant is available to refer, the 1-B staff will contact a Wagner-Peyser staff to enter the job order.</p> <p>1-B staff also conduct assessments for OJT, WEX and job search clients to determine their best job fit</p>

	<p>and lead them in that direction. In the case of OJT contracts, WEX and Youth programs, several assessments are given to determine skill levels and interest in a particular career. Those results are shared with businesses to make sure a qualified candidate is hired.</p> <p>Department of Voc Rehab: Refer job seekers to Employment Security.</p> <p>Wenatchee Valley College: Refer job seekers to Employment Security</p>
Coordination:	Partners using SKIES can review job orders directly and make referrals in SKIES. Other partners review job lists or listings on go2worksource.com and refer interested customers to ESD staff for referral.
4. Business Assessment: <ul style="list-style-type: none"> The assessment of business needs and the delivery of services, options and solutions 	<p>Employment Security (W-P, Workfirst, Vets, TAA, etc): Business Service Staff regularly conducts assessment of business needs to local employers by either doing on-site visits or by talking to employers on-the phone or by answering questions via email. When options and solutions are available they are shared with the employer.</p> <p>Employment Security (Title I-B): This is primarily accomplished through interaction with employers engaged in an OJT or WEX program. ESD Title 1-B staff work extensively with employers to make sure the right match is made. If a business has a need, Title I-B cannot meet, they share that need with other WorkSource staff and programs to see how the right mix of services and solutions can be delivered.</p> <p>Department of Voc Rehab: Access to business assistance information and referral.</p> <p>Wenatchee Valley College: Access to business assistance information and referral.</p>
Coordination:	Business Services Team staff contact employers during outreach individually or in groups and assess their needs. This information is shared with other partners and ESD staff. Partners that are aware of businesses needs share that information with ESD in order to follow up and address needs

<p>5. Access to Employee Training & Re-Training</p> <ul style="list-style-type: none"> • Skills enhancement • Skill assessment • Basic skills • English as a second language • On-the-job training • Apprenticeships • Customized or other employer based training • Employer Training incentives • Community and technical colleges 	<p>Employment Security (W-P, Workfirst, Vets, TAA, etc): Information about Employee Training and re-training is provided by ESD staff during orientations, Job Hunter Workshops, at desk side services with individual clients and in the resource room through the go2worksource website. Business Service staff also provides information about employee training and re-training to individual employers at place of business, to employer groups such as chamber meetings, staff meetings, etc. Opportunity for training and re-training is also provided several times a year via radio.</p> <p>Employment Security (Title I-B): ESD staff working within the Title 1B program regularly market training and re-training services to employers by making in person contact, phone contact and advertising throughout local media. Employers may often be looking for “new” employee opportunities or perhaps updating the skills or current employees. ESD staff will coordinate these services by the following examples:</p> <ul style="list-style-type: none"> • Skills Assessment – Basic Skill Assessments will be administered utilizing on site tools such as Career Scope and CASAS delivered by the ESD staff. • Basic Skill Enhancement – ESD will make referrals to Key Train, The Omak Learning Center and the local Community College. • Basic Skills – For employers requiring GED/High School Diploma for potential or existing staff, ESD staff will refer customers to The Omak Learning Center located in the one-stop center as well as the local Community College for testing. • On-the-job training/Apprenticeships/Employer based training – These services are coordinated and directed by ESD staff to ensure appropriate placements to the employers. Additional training needs or customized trainings will be coordinated with ESD staff and the training provider to provide specific customized training. <p>Community and Technical Colleges – ESD Staff will provide referrals to colleges and technical schools to provide training to upgrade skills or other skill enhancements based on employers needs.</p> <p>Department of Voc Rehab: Specialized Skills Assessment</p> <p>Wenatchee Valley College: Basic Skills Skills enhancement English as a second language</p>
<p>Coordination:</p>	<p>These services are coordinated through weekly meetings of the Business Services Team, WIA Programs Team, Employment Services Teams, and ad hoc meetings as needed with DVR and WVC. ESD provides training directly through computer classes, adult basic education, OJT, and other employer training incentives. WVC provides training directly through a variety of courses, ESL, Adult Basic Education, Skills Enhancement, etc.</p>

<p>6. Business Assistance Information & Referral</p> <ul style="list-style-type: none"> • Business registration (master business application) • Business retention, creation or expansion • Employment laws and regulations • Fair labor practices • Interpretive services for recruitment and hiring • Employee retention • Unemployment Insurance information • Tax information • Tax incentives and tax credit information (e.g. Work Opportunity Tax Credit) • Referral to local business resources 	<p>Employment Security (W-P, Workfirst, Vets, TAA, etc): All ESD staff are trained (in various degree according to their job duties and responsibilities) to provide business assistance information to employers. They provide this information via phone or email when an individual employer connects with the Center. Outreach staff also provides this information at job fairs, informational fairs or while doing presentation to employer groups, etc. Staff, are familiar with the agencies and are well educated on the services they provide. These agencies include but are not limited to: The Department of Labor and Industries, DSHS, ESD – UI Division, Social Security Administration, and The Department of Veterans Affairs. Staff, are also familiar with other local community resources. Staff has a list of Community Resources that can be given to the employer. The list provides current contact information.</p> <p>Employment Security (Title I-B): Due to Title 1-B Staff having developed relationships with employers through marketing efforts and through On-the-Job Training/WEX partnerships, employers find that this is a straightforward access to additional assistance and informational needs. Title 1-B Staff assists employers with connecting to other resources by providing pertinent contact information such as the contact name and phone number. Title 1-B Staff, are familiar with the agencies and are well educated on the services they provide. These agencies include but are not limited to: The Department of Labor and Industries, DSHS, ESD – UI Division, Social Security Administration, and The Department of Veterans Affairs. Title 1-B Staff, are also familiar with other local community resources. Title 1-B Staff has a list of Community Resources that can be given to the employer. The list provides current contact information. Staff also helps with employee retention by following up for one year after program exit to ensure the employee stays on the job and meets the employer’s needs.</p> <p>Department of Voc Rehab: Tax incentives and tax credit information (e.g. Work Opportunity Tax Credit)</p> <p>Wenatchee Valley College: Referral to local business resources</p>
<p>Coordination:</p>	<p>These services are coordinated through weekly meetings of the Business Services Team, WIA Programs Team, Employment Services Teams, and ad hoc meetings as needed with DVR and WVC.</p>
<p>7. Comprehensive Web site: www.Go2WorkSource.com</p>	<p>All partners promote the WorkSource website through a variety of ways including: brochures and other printed material, on business cards, daily communication.</p>

<p>8. Business Restructuring or Closures Information and Referral:</p> <ul style="list-style-type: none"> • Services to avoid layoffs (shared work options) • Services to avoid closures • Major layoffs and plant closures • Worker Adjustment Re-Training Notification Act (WARN) requirements • Re-employment services 	<p>Rapid Response Team:</p> <p>The Rapid Response team is in touch with affected employers immediately regarding closure. Staff ascertains employee needs and put together an appropriate mix of WorkSource staff to go to the business and explain services. The team includes ESD workers from Title 1-B, ES Services and Business Outreach. Staff also contacts Wenatchee Valley College to send a representative to talk about re-training options.</p> <p>Staff explains re-employment services and training options through Title 1-B. Staff brings a list of services and other WorkSource materials to give employees a clear picture of what WorkSource offers and how they can benefit from the WorkSource array of services. For larger layoffs, representatives from the UI unit in Spokane have been on-site to speed the process of applying for benefits. Staff can also contact and have used Trade Act personnel when there is a qualifying Trade Act layoff and ESD will send staff from Olympia to meet with affected workers and explain program benefits.</p>
<p>Coordination:</p>	<p>ESD staff at WorkSource Okanogan takes the lead in organizing the Rapid Response Team and following up with affected employers and employees. ESD staff enters services for employers and employees into SKIES.</p>
<p>9. Access to Facilities:</p> <ul style="list-style-type: none"> • Professional recruitment and interviewing environment • Computers, internet connections and staff assistance. 	<p>ESD makes the facility available to employers for hiring events and interviewing. Computers and staff assistance are available, although due to IT restrictions and the lack of Wi-Fi, internet is not available to business customers.</p>