



## INTEGRATED FRONT END SERVICES PROCEDURE

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### EFFECTIVE DATE:

**REFERENCE:** State Policy #1010 and Local One Stop Guidance 10-07

**PURPOSE:** To ensure that the minimum set of standards are implemented to provide consistent front-end services at SkillSource Wenatchee.

### PROCEDURE:

- **Front-end Assessment:** Customers attending SkillSource Orientation (held twice weekly) and/or initial Assessment (ACE) workshop will be provided a front-end assessment that identifies the customer's needs and 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.
  - At Orientation, customers are provided a SkillSource Orientation Survey and Workshop Sign Up to help staff in guiding them with their next step.
  - At the ACE workshop, customers are provided a SkillSource application which provides the data elements needed to complete a SKIES registration and additional information in guiding them with their next step.
- **SKIES Registration:** A SKIES registration is entered following the workshop using the SkillSource application containing the necessary data elements needed.
- **Veterans' Priority of Service:** All customers receive information about Veterans priority service at first point of entry (Orientation).
  - All customers receive and are invited to complete a workshop registration form at Orientation for one of several core information workshops. The customer is asked to indicate whether they are a Veteran or spouse of an eligible Veteran. If the customer indicates "yes" to this question, they are registered before all other customers waiting enrollment into core workshops.
  - Veterans seeking training services are advanced to the top of any pool or wait list for the issuance of ITA's, OJT, or CET.
- **Menu of Job Seeker services:** 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.
- **Navigation of SkillSource Office:** A sign is placed in the lobby or outside the classroom or building to provide a clear way for customers to locate workshop rooms. A sign is posted in the lobby that clearly marks the resource computers available for customer use. Another sign is posted at the front reception desk indicating the copy machine, fax machine and telephone may be accessed with assistance from the front desk staff.

- **Measure Implementation:** Staff will input ACE workshop enrollment as a SKIES seeker activity and track workshop attendance in the local database (CMS). The CMS workshop attendance will measure the number of new or returning customers receiving staff-assisted front-end services.
- **Targets:** In Program Year 2011-12, 608 new and returning customers will receive a front-end assessment. This will be measured by the number of individuals who attend ACE in the program year added to the number of carry-in participants from the prior year.

## **TRAINING:**

SkillSource staff will be trained on the SkillSource Integrated Front-end Services procedure by the Center Manager and/or by respective supervisors using the following:

- Copy of State Policy #1010 and Local One Stop Guidance 10-07
- Copy of SkillSource Orientation Survey, Workshop Sign Up Sheet, SkillSource Application
- Copy of SkillSource Menu of Services, Community Resource Guide, and WorkSource Partner Services
- Copy of Veteran's Service Priority Policy

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