



## **MENU OF JOB SEEKER SERVICES PROCEDURE**

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**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.

## Call for schedule and availability



### Other Services:

- Resource Computers
- Community Resource Referrals & Supportive Services
- Unemployment Insurance Information

## 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](mailto: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



509.663.3091 ◀

1.800.999.8694 ◀

Fax 509.663.5649 ◀

[www.skillsource.org](http://www.skillsource.org) ◀

233 N. Chelan Avenue ◀

PO Box 2360 ◀

Wenatchee, WA 98807-2360 ◀



## SKILLED WORKERS AREN'T BORN...

## ... THEY'RE TRAINED



## MENU OF SERVICES

# BUILDING A STRONG FOUNDATION

## Basic Skills



**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.

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



# CLASSROOM TRAINING

## Digital Media and IC<sup>3</sup>

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

### IC<sup>3</sup> (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 Truck Driver
- Heating & Cooling Technician

# WORK-BASED TRAINING

## On-the-Job Training:

Know-how must be put to work in the context of a real job. For many workers, a job is the best teacher. Businesses can reduce their turnover expenses by hiring and training SkillSource graduates.

Benefits include:

- Up to 50% reimbursement of trainee's gross wage while in training (up to 6 months) to offset the cost of training.
- Reimbursement of up to 50% of cost of related formal training, such as workshops and seminars.
- Assistance with tools & equipment not normally provided by employer.
- Trainee assistance with work clothes, child care and transportation to ease the cost of transitioning into a new job.

Businesses benefit from a custom-trained worker and workers benefit from being able to "earn while they learn".



## Work Experience

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.



### *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



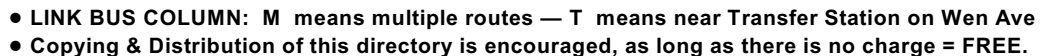


CHELAN - DOUGLAS

# SOCIAL SERVICE DIRECTORY

November 30, 2011 Updates/LINKS <http://webpages.charter.net/starjim>

	24 HOUR	FOOD MEALS	HOUSING	EDUCATION	LEGAL AID	CHILD CARE	LINKS
<b>EMERGENCIES — 24 HOUR ASSISTANCE</b>							
• POLICE, FIRE, AMBULANCE call 911							
• POISON CENTER 1-800-222-1222 or 911							
• DOMESTIC & SEXUAL VIOLENCE & CRIME VICTIMS: 663-7446 or TDD 1-800-833-6338							
• CRISIS LINE: 662-7105							
• ALCOHOL / DRUG PROBLEMS: 662-9673							
• CHILD ABUSE / PROTECTIVE SERVICES: 1-800-557-9671							
• ADULT ABUSE 1-866-363-4276							
<b>ADOPTION: NEW LIFE</b> - No fee adoptions for Christian families, crisis pregnancy counseling. 11 N Chelan Ave WEN 888-2768	-	-	-	-	-	-	M
• OPEN ADOPTION - Provide free pregnancy options counseling and adoption planning for birthmother. Call 509-949-2567.	-	-	-	-	-	-	8
<b>ALCOHOL / DRUGS: THE CENTER FOR ALCOHOL &amp; DRUG TREATMENT</b> - 24 hr help line 662-9673, Family Counseling, Detox Intervention, Assessments, In/out-patient treatment, Adult/Youth Services, some Sliding Fee offered 327 Okanogan WEN.	-	-	-	-	-	-	31
• THE SANCTUARY - 503 E Highland Ave at CHELAN Hospital 1-800-233-0045 - Inpatient drug/alcohol treatment & detox. --	-	-	-	-	-	-	T
• ALCOHOLICS ANONYMOUS & ALANON - Call or stop by the ALANO CLUB for locations & times 663-4567. 530 S Wen Ave.	-	-	-	-	-	-	8
<b>CANCER: AMERICAN CANCER SOCIETY</b> - For info on local cancer & patient services call 1-800-227-2345. Also -----	-	-	-	-	-	-	M
• CANCER CARE OF NCW - Cancer info resource center, housing for out-of-town patients 1708 Castlerock WEN 663-6964. -	-	-	-	-	-	-	8
• WELLNESS PLACE- Medical education/support resources for individuals/families 208 N Chelan 888-9933. Support Groups	-	-	-	-	-	-	19
• FAITHSTEPS HOUSECLEANING - Provide free housecleaning for women undergoing treatment for cancer. Call 884-7614.	-	-	-	-	-	-	19
<b>CATHOLIC FAMILY SERVICES</b> - Counseling, PACT Mental Health Support Services, Developmental Caregiver Support, -----	-	-	-	-	-	-	19
Child Care info & training, Lending Library at 640 S Mission WEN 662-6761. See also Chore Services, KC Help, Relatives.	-	-	-	-	-	-	5/7
<b>CHELAN COUNTY JUVENILE FAMILY/YOUTH SERVICES</b> - Help parents with out-of-control/runaway child age 12-17 667-6350	-	-	-	-	-	-	8
<b>CHELAN-DOUGLAS VOLUNTEER ATTORNEY SERVICES</b> - Low-income free legal services 300 Okanogan #3B WEN 663-2778	-	-	-	-	-	-	5/9
<b>CHILD &amp; FAMILY ADVOCACY CENTER</b> - Counseling, Forensic Interviews. 710 North Chelan WENATCHEE. 665-0164. -----	-	-	-	-	-	-	8
<b>CHILD CARE:</b> Mustard Seed Center - Ages 1 mo+, Sliding Fee 1007 Malaga WEN 663-3919. See Child Care BULLET column>	-	-	-	-	-	-	8
<b>CHILDREN'S HOME SOCIETY</b> - Mental Health Counseling, Therapeutic Foster Care, Parenting Classes & Support Groups ---	-	-	-	-	-	-	19
Readiness To Learn at 1014 Walla Walla Ave., WENATCHEE. Call 663-0034 for information.	-	-	-	-	-	-	8
<b>CHORE SERVICES</b> - Low income seniors 60+ & disabled 18+. Help with shopping, house / yard work, home repairs. 662-6761.	-	-	-	-	-	-	8
<b>COLUMBIA LEGAL SERVICES</b> - Legal assistance based on income 300 Okanogan Suite 2A WEN 662-9681 or 1-800-572-9615.	-	-	-	-	-	-	8
<b>COMMUNITY ACTION COUNCIL</b> - Legal Aid, Energy Assistance, Home Repair, Weatherization, Housing, Self-Sufficiency, ---	-	-	-	-	-	-	22
Rental Assistance, Financial Education Program, Adult/Child Care Food Program, Americorps 662-6156 620 Lewis WEN	-	-	-	-	-	-	8
<b>COMMUNITY CHOICE &amp; SHIBA Helpline</b> - Help with selecting health insurance, Medicare/Medicaid benefits & more 782-5030	-	-	-	-	-	-	19
<b>COMMUNITY VOICE MAIL</b> - Participants can record their own greeting & check messages 24 hr/day 662-6156 620 Lewis WEN	-	-	-	-	-	-	19
<b>COMPASSIONATE FRIENDS</b> - Supporting families after a child dies, newsletters, meeting info, grief resource library 665-9987	-	-	-	-	-	-	19
<b>CONSUMER CREDIT COUNSELING:</b> - Budget, Credit, Housing, Bankruptcy counseling 8:30-5 at 230 Methow 1-800-273-6897.	-	-	-	-	-	-	5/9
<b>COURT: FAMILY LAW FACILITATOR</b> - Info & assistance of Family Law/Court. Chelan County 667-6380 & Douglas Co 662-6156	-	-	-	-	-	-	5
<b>COURT: SMALL CLAIMS</b> - Help & info on how to file a claim. In Chelan County call 667-6600 & Douglas County 884-3536. --	-	-	-	-	-	-	19
<b>CRIME VICTIM &amp; TRAUMA CENTER</b> -Advocacy, Crime Victim Compensation, Legal help, counseling 708 N Chelan 800-614-5117	-	-	-	-	-	-	9
<b>DENTAL:CVCH</b> - Full children's service, adult emergency care. 600 Orondo WEN 662-3860 & 317 E Johnson CHELAN 682-6000	-	-	-	-	-	-	23
<b>DEPARTMENT OF EARLY LEARNING</b> - Child Care Licensing 665-5289. Located in DSHS office at 805 South Mission WEN. --	-	-	-	-	-	-	5
<b>DEPARTMENT OF SOCIAL &amp; HEALTH SERVICES (DSHS)</b> - Offers the following services at 805 South Mission WENATCHEE:	-	-	-	-	-	-	19
• CHILDREN & FAMILY SERVICES-Child Protective Services, Foster/Adoptive license 667-6100. Report abuse 1-800-557-9671	-	-	-	-	-	-	19
• COMMUNITY SERVICES-Financial Help, Medicaid, Basic Food Program/Food Stamp, Child Care 667-6000 or 1-877 501-2233	-	-	-	-	-	-	19
• DEVELOPMENTAL DISABILITIES - Provide services to all ages of Developmental Disabilities call 667-6164. -----	-	-	-	-	-	-	19
• DIVISION OF CHILD SUPPORT - Help in securing child support at 515 Grant Rd EAST WEN 886-6800 or 1-800-535-1113. --	-	-	-	-	-	-	5/9
• VOCATIONAL REHABILITATION - Vocational Counseling, retraining disabled & handicapped at 630 N Chelan B6 662-0439.	-	-	-	-	-	-	9
<b>DEVELOPMENTAL DISABILITIES</b> Development Services, Early Childhood 0-3, Adult Employment 23 S Wen Av #203 888-2377	-	-	-	-	-	-	20
<b>EARLY INTERVENTION PROGRAM</b> - Help for families with developmental concerns of their children aged birth to 3. 664-3781	-	-	-	-	-	-	8
<b>ENTIAT COMMUNITY SERVICES:</b> - Help with Food, Clothing, Employment, DSHS Food Stamps, and other needs. 784-7117. --	-	-	-	-	-	-	5
<b>EYE CARE: SAMARA</b> - Help & equipment for blind & visually impaired call 886-1055. -----	-	-	-	-	-	-	7
<b>STATE SERVICES FOR BLIND</b> 1-800-552-7103 - LIBRARY FOR BLIND 1-800-542-0866 - COUNCIL FOR BLIND 1-800-255-1147	-	-	-	-	-	-	23
<b>FAMILY PLANNING</b> - Birth control, pregnancy/STD tests, Pap smears, education, Midwifery Services 900 Ferry WEN 662-2013	-	-	-	-	-	-	8
<b>GRIEF PLACE</b> - Support for grieving child, adult, widowed, suicide, violent crime 1610 5 <sup>th</sup> WEN 662-6069 See Support Groups.	-	-	-	-	-	-	1/8
<b>HAVEN OF HOPE</b> - Housing for women & children, boys 12 & under at 202 S Franklin WEN 664-6866. Teria@hmmwen.org ---	-	-	-	-	-	-	9
<b>HEAD START:</b> Early Childhood Education for birth to five. Call 663-5179 for ECEAP programs in Wen, Cashmere, Peshastin, -	-	-	-	-	-	-	31
East Wen & Orondo; Also EPIC provides Migrant Seasonal Head Start & ECEAP in East Wen 884-2435 & Bridgeport 686-5555	-	-	-	-	-	-	24
<b>HEARING LOSS CTR:</b> Serve deaf/hard of hearing with Communication Access Advocacy, Training & Interpreters 800-214-3323	-	-	-	-	-	-	1
<b>HEALTH: COLUMBIA VALLEY COMMUNITY HEALTH</b> - Primary Medical Care, Walk-in Clinic. Insurance and income-based ---	-	-	-	-	-	-	5
discounts. Two Clinics 600 Orondo WEN 662-6000 & 317 E Johnson CHELAN 682-6000; See also MENTAL, WIC, DENTAL.	-	-	-	-	-	-	22
• UPPER VALLEY FREE CLINIC - For low-income in Leavenworth. Monday 6:30-8pm no apmt Cascade Med 817 Commercial	-	-	-	-	-	-	11
<b>HEALTH DISTRICT/Public Health</b> - Birth/Death Certificates, WIC, Communicable Diseases & TB Control, Children with Special	-	-	-	-	-	-	9
Health Care Needs, Food Handlers Permits, test drinking water 200 Valley Mall Parkway EAST WEN 886-6400. Closed Fridays	-	-	-	-	-	-	31
<b>HEALTH LIBRARY</b> - CW Hospital Library is open for public Mon-Fri 8AM - 4PM at Main Entrance 1201 S Miller WEN 664-3476.	-	-	-	-	-	-	24
<b>HOME HEALTH CARE</b> - Nursing, Physical, Occupational & Speech Therapy, Maternal Child Health 1020 N Wen Ave 665-6049.-	-	-	-	-	-	-	1
• CHELAN HOME HEALTH & HOSPICE - Skilled nursing, Social Worker, Nutrition at 115 S. Emerson, CHELAN 682-8235. --	-	-	-	-	-	-	8
<b>HOSPICE</b> -End of life services for terminally ill / family 1020 N WEN Ave 665-6049. CHELAN HOSPICE 115 S Emerson 682-8235	-	-	-	-	-	-	19
<b>HOSPITALITY HOUSE</b> - Shelter for single men. Meals served at 7:00 AM, Noon, & 6:00 PM at 1450 S Wen Ave WEN 663-4289.-	-	-	-	-	-	-	8
<b>HOUSING AUTHORITY</b> -Housing for seniors/disabled/low income/farmworkers, Section 8 Rent 1555 S Methow WEN 663-7421.	-	-	-	-	-	-	T
<b>IMMIGRATION PROJECT</b> - Multiple services for helping to apply & appeal immigration status. Granger office 1-888-756-3641.	-	-	-	-	-	-	19
<b>KC HELP</b> - Medical equipment available free on loan. Open Tues & Thurs 9AM - 3:PM. Call 662-6761 Ext 4399. 625 Elliot WEN	-	-	-	-	-	-	8
<b>LEAVENWORTH supper/soup kitchen</b> - Free meal every Tuesday 5:30 PM - 7:30 PM at Nazarene Church 111 Ski Hill Drive. --	-	-	-	-	-	-	5
<b>LIFE CHOICES</b> - Pregnancy Options, Free Tests, Advice 300 Okanogan Suite 1C WEN 662-0652 Mon thru Thurs 10 to 4. ----	-	-	-	-	-	-	22
<b>LIGHTHOUSE MINISTRIES</b> -Open Mon-Sat 7:30AM-6PM Meals 8:30, 11:30 & 5. Sunday 7:30-2 Meal 11:00. 526 S Wen Ave WEN	-	-	-	-	-	-	8
<b>LITERACY COUNCIL</b> -Adult Basic Literacy & ESL Tutoring. Need Volunteers. Community Center 508 S Chelan Bldg B 682-6966	-	-	-	-	-	-	9
<b>MENTAL HEALTH:</b> - Recovery Innovations: Crisis Line 662-7105. Both Adults & Children on Medicaid can receive mental ---	-	-	-	-	-	-	19
health care services at 701 N Miller WEN call 662-7105. See also CATHOLIC FAMILY, also CHILDREN's HOME SOCIETY.	-	-	-	-	-	-	8
• CVCH - Children's mental health care at 504 Orondo WEN 662-4296; Adult mental health 317 E Johnson CHELAN 682-6000	-	-	-	-	-	-	5
• NAMI - Support, Education, Advocacy for mentally ill and families. For info 663-8282 leave message. See Support Groups.	-	-	-	-	-	-	5/9
• MENTAL HEALTH OMBUDS -Advocate for client's mental health treatment choices & rights 886-0700 X215 1-800-346-4529	-	-	-	-	-	-	8
<b>MISSION VISTA</b> - Adult Developmental Disability Residential & Vocational Services at 630 N Chelan Suite A1 WEN 663-1069	-	-	-	-	-	-	8
<b>MOBILE MEALS</b> -All ages Home Delivered Meals/Special Diets for ill/disabled/homebound in WEN & EAST WEN only 665-6254	-	-	-	-	-	-	8
<b>NORTHWEST JUSTICE PROJECT</b> - Legal assistance based on income 664-5101 or 1-888-201-1021 300 Okanogan #3A WEN.	-	-	-	-	-	-	8



24 HOUR FOOD MEDICAL EDUCATION COUNSEL LEGAL AID CHILD CARE LINK BUS

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<b>7 <u>Alzheimers</u></b>								

Il child) 886-3677  
Idiction/habit) Wen

**Children's Grief Group**  
**(Spanish) 664-3524**

**Friends & Family of**  
**Support) 662-6069**  
 662-6422 : : :

eschoolers (MOPS)  
Health) 884 6524

us 860-2540 Parent  
s support) 886 3472

**2 Sexual Assault**

**69 Women Surviving**

### 39 Women Surviving