MENU OF JOB SEEKER SERVICES PROCEDURE

EFFECTIVE DATE: January 30, 2012

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 job seeker customers of WorkSource. All appropriate staff will be knowledgeable about internal and external services and be able to direct customers to the most appropriate service.

PROCEDURE:

- WorkSource Customers receive information about available Center services in a variety of ways.
    - A list of One Stop Partners, Center Services runs continuously on the resource area monitor and is also available in print. A menu of community services is available to all customers and is located on our Information Board in the WorkSource resource library.
    - Customers attending Orientation are given a list of Center services. They view the North Central One Stop Partner video at Orientation, or are directed to view it on a resource library computer. The video gives a comprehensive overview of all services available throughout the local One Stop system.
    - Customers attending the Assessment for Career Employment (ACE) workshop view a power point presentation that includes information about WorkSource services and all partners in the Center and throughout the community.
- A menu of seeker and community services is also provided in Spanish.
- Customers attending the Division of Vocational Rehabilitation (DVR) Orientation are given a list of community services. Customers are informed individually about other WorkSource Center services as their needs are identified.
- Staff will direct customers to the most appropriate Center or partner service that will help them achieve their goals of employment, training, job retention or increased earnings.
- All WorkSource partners are listed on the WorkSource Okanogan County website at www.wa.gov/esd/okanogan

TRAINING:
WorkSource staff will be trained on the WorkSource Menu of Job Seeker Services procedure by the Center Manager, the respective supervisors or by a designated appointee using the following:

- Copy of Job Seeker Services LOG 10-05 and State Policy #1015
- Copy of WorkSource Menu of Center Services, Brochure of Community Services and North Central One Stop Video
- WorkSource Okanogan County Website www.wa.gov/esd/okanogan

The WorkSource Center manager and/or supervisors will document staff trainings with meeting agenda and minutes indicating staff members present at training.

P.O. BOX 3759
126 S. Main Street, Omak, WA 98841
(509) 826-7310 ~ 1-800-887-8057 ~ TTY 826-7335
www.go2worksource.com

MENU OF CENTER SERVICES

JOB SEARCH ASSISTANCE:

- Referrals to employers with job openings
- Online Federal, State, and tribal job listings
- Job openings listed at www.go2worksource.com
- Labor Market Information

RESOURCE CENTER:

- Personal Computers with Laser Jet printer
- Copier and Fax for job search use
- Career Guidance Programs such Employment and Economic Information at www.esd.wa.gov/employmentdata
- Self-Assessment programs such as Career Scope
- Resume programs
- Word Processing programs
- Typing Tutor

TRAINING & SKILL DEVELOPMENT:

- On-The-Job Training
- Work Experience
- Vocational Training
- Adult Basic Education classes
- Rehabilitation for Disabled Workers
- Short-term Computer classes

Access to the offerings and services are contingent upon the availability of funding and may require customers meet program eligibility requirements.

INFORMATION:

- Filing for Unemployment Insurance
- Community Resources and Support Services

JOB HUNTER WORKSHOPS:

- **Module One:** **Orientation To WorkSource Services**
  Increase your knowledge of WorkSource and local community services.
- **Module Two:** **Skills And Abilities Analysis**
  Identify your interests and compatible work environment.
- **Module Three:** **Job Search Strategies**
  A look at the most effective methods of seeking work.
- **Module Four:** **Perfecting Applications**
  Learn how to complete an application that will lead to more interviews.
- **Module Five:** **Effective Resumes and Cover Letters**
  Your resume must quickly convey that you are capable and competent to do the job.
- **Module Six:** **Interviewing Techniques**
  With so much at stake, you want to be prepared!

WorkSource Okanogan County is an equal opportunity partnership of organizations that provides employment and training services.

Auxiliary aids and services are available upon request to persons with disabilities.

Northwest Justice Project: Bilingual Attorneys providing legal services to eligible clients. 300 Okanogan Ave. Suit 3A, Wenatchee (509) 664-5101 or 1-888-201-1021

Poison Control Center: 1-800-222-1222 National & TTY

Red Cross/Disaster Relief: Military Family Assistance, first aid and water safety programs. Location: Okanogan County Courthouse Room 106. P.O. Box 345 Okanogan, WA 98840. Mon-Fri 9:00 a.m.-4:00 p.m. (509) 422-3440 24 hrs.

Salvation Army: Food vouchers in emergencies. Call Community Action for information. (509) 422-4041

Senior Citizen Programs: For Seniors 60+ and the handicapped. Obtain information on home delivered meals, and transportation. (509) 826-4391

Chore Service: For Seniors 60+ and the handicapped. House cleaning, shopping, cooking, nutrition, transportation, & other help to maintain independence. 130 N. Main, Omak (509) 826-5825

Social Security: To apply for Social Security and Supplementary Security Income, to report changes and obtain information. 1-800-772-1213

Okanogan Behavioral Healthcare: Counseling for individuals & families. 107 West Apple Omak. Offices in Brewster, Oroville, Tonasket, Twisp, call (509) 826-6191 or 1-866-826-6191

National Runaway Switchboard: 1-800-RUN-AWAY. (1-800- 786-2929)

Neighbors Helping Neighbors: Methow Valley residents in crisis situations can receive help, including grocery vouchers, emergency housing & transportation, call Belva at (509) 997-8141.

Legal Aid: For low income call Community Action (509) 422-4041.
To speak to an attorney call 1-888-201-1014.
60+ yrs of age call 1-888-387-7111.
Hearing impaired call (TDD) 1-888-201-9737

Veterans: National information 1-800-827-1000. Local (509) 826-7557

WorkSource - employment & training services: vocational rehabilitation, MSFW, dislocated workers, veterans and youth. GED classes. 126 S. Main St., Omak 826-7310 or 1-800-887-8057

Unemployment Insurance: To file your unemployment claim call 1-800-318-6022 or http://www.go2ui.com

Vocational Rehabilitation: Assists people with disabilities to find suitable employment. Omak Office (509) 826-7575 or (509) 826-7568

Main Street Learning Center: *(WorkSource Affiliate)* Adult Basic Education, GED classes, computer & ESL classes, job search assistance 520 W. Main St., Brewster (509) 689-8031

FOOD BANKS & CLOTHING:

Conconully-Every 1st & 3rd Wednesday of the month from 9:00-11:00am at the Conconully Town Hall.

Twisp-Thursdays 1:00-4:00pm at The Cove 128 Glover St. Twisp (509) 997-0227. Clothing only at Twisp Community Center (Senior Citizen Center).

Tonasket-Thursday 9:00-11:00am at 300 Whitcomb Ave.– And Main St. next to the Tonasket Tavern.

Omak-Monday & Thursday 9:00-11:00am at 101 W. 4th.

Okanogan-Monday and Thursday 9:00-11:00am at Community Action, 424 S. 2nd Ave.

Brewster– Thursdays 10:00am-12:00pm at 123 Indian Ave. Episcopal Church basement. Clothing and emergency food Tuesdays from 1:00-3:00pm at the Seventh Day Adventist Community Center.

Bridgeport-1st & 3rd Thursday of the month, 1:00 -3:00pm at 1300 Foster Ave.

Nespelem-Tribal members only. Food distribution contact Dorothy Palmer (509) 634-4111

Additions or Corrections to the Directory
Please Contact:
Family Empowerment Project
P.O. Box 592
Okanogan, WA 98840

Okanogan County

Community Resource Directory

FAMILY EMPOWERMENT PROJECT

Emergencies Please Call 911

Produced as a Community Service
By:
Family Empowerment Project

(509) 422-5414

24 HOUR CRISIS ASSISTANCE

Okanogan Behavioral Healthcare: Counseling for individuals & families. 107 West Apple Omak. Offices in Brewster, Oroville, Tonasket, Twisp, call (509) 826-6191 or 1-866-826-6191

Alcohol/Drug Problems: *(509)* 826-5600 or 1-866-826-6191

Child Abuse/Protective Services: *(509)* 846-2010 / after 5 p.m. 1-800-869-4018

Domestic Violence and Sexual Assault: (509) 826-3221 or 1-888-826-3221

Suicide Prevention for Youth: Okanogan Behavioral Healthcare (509) 826-6191 or 1-866-826-6191 National Hotline 1-800-448-3000 (24 hrs)

SUPPORT GROUPS

Adult Children Anonymous: *(509)* 422-2883

Alcoholics Anonymous: call about times: Omak 826-6299, Malott 422-4325, Tonasket 486-4266, Oroville 476-3831, Winthrop 996-2743.

Compassionate Friends for Parents on Death of A Child: 826-1348 or 826-0837

Chronic Fatigue Syndrome: Meets the 2nd Thursday of each month, 1:00 p.m. at the North Country Pub, Upstairs. Call Ronda at (509) 422-3225

Family Help Line: 24 hrs. a day 7 days per week, 1800-932-HOPE (1-800-932-4673)

Narcotics Anonymous: Help line (509) 826-6371

Family Empowerment Project: (509) 422-5414

Support Center: (509) 826-3221 or 1-888-826-3221

HEALTH

Family Health Centers: Primary Medical, Dental, First Steps, & WIC. Reduced fee program available. Okanogan (509) 422-5700 or 1-800-660-2129 Tonasket (509) 486-0114, Brewster (509) 689-3455, Dental, 422-6705

First Steps: Pregnancy education, Maternity support services, & Breastfeeding consultation call Family Health Centers (509) 422-7625 or Okanogan County Health District (509) 422-7140.

WIC (Women Infants & Children Program): Okanogan (509) 422-7626, Brewster (509) 689-3161, Tonasket (509) 486-0114.

Colville Confederate Tribes: MSS, WIC, nutrition. (509) 422-7453

Family planning: Confidential women's healthcare, STD tests, Birth control, pregnancy testing and options, Education. Fees based on income. 123 3rd Ave. S. Okanogan (509) 422-1624 or 1-800-660-1624.

Okanogan County Health District: Immunization, TB test, STD & AIDS counseling, maternity support, services, and breastfeeding consultation. 1234 2nd Av. Okanogan (509) 422-7140 or 1-800-222-6410

Home Health Care and Hospice: In home nursing care, nurses aids, therapy, counseling, hospice, and medical equipment. Okanogan 8:30a.m.-5:30p.m. (509) 422-6721 Tonasket (509) 486-2876, Twisp (509) 997-8981.

CareNet: Pregnancy tests, peer counseling, maternity and baby clothing. Free & confidential. 24 hour hotline. 1152 2nd Ave. N Okanogan (509) 422-5506 or 1-800-395-4357.

Aging & Adult Care: Respite care, COPES program (509) 826-7452 1-888-437-4147 TTY 1-800-833-6388

SERVICES

Wenatchee Valley College-North: Adult Basic Education, GED, English as a Second Language, Financial Aid. 116 W. Apple Omak. (509) 826-7414.

Blind, Services for: 1-800-552-7103 also library for the blind 1-800-542-0866

Deaf, Services for: Spokane (TDD) 328-3772 or (voice) 328-9220. Legal help Seattle 206-322-4996

Career Path Services: Work with disable adult & children, physically/mentally. Also offer welfare to work programs. (509) 826-2417

Alcohol & Drug Abuse Center: Counsels individuals & families. 307 S. Main St., Omak (509) 826-5600 24 hr. crisis line: (509) 826-6191 or toll free 1-866-826-6191

Drug Prevention & Traffic Safety: Okanogan Youth Coalition, DWI victims & survivors (509) 826-5093

Department of Social Health and Services: Community services-financial, medical, (Medicaid) & food stamps. 126 S. Main St. Omak (509) 846-2000 or 1-800-479-5553

Children and Family Services: Protective services, foster and childcare 846-2010, after 5:00 p.m. call 1-800-869-4018

Division of Developmental Disabilities: (509) 826-7273

Vocational Rehabilitation: Assists people with disabilities to find suitable employment. Office in Omak (509) 826-7571

Early Childhood Program: Services to all preschool children including special needs children. (509) 826-4908

Breastfeeding Coalition of Ok-County: Breast feeding education & support. Call Joan (509) 422-7140.

Community Action Council: Emergency shelter, transportation, & food. Assistance with energy costs, weatherization, rental, child care, food and more. 424 2nd Ave. S. Okanogan. (509) 422-4041 or 1-877-641-0101

Okanogan County Public Transportation: Provides transportation assistance & home delivered meals to handicapped or people over 60 on medical coupons. (509) 826-4391 1-800-352-8726 or 1-800-635-4391

Employment Security/Job Service: Job search assistance, dislocated worker program, GED classes, special services for seniors, youth and veterans. 126 S. Main St. Omak (509) 826-7310 1-800-8878057

American Cancer Society: Resource information, support groups, visitation, equipment & supplies, financial assistance. 1-800-537-7710 or 1-800-227-2345

Domestic Violence or Rape: Call the Support Center (509) 826-3221 or 1-888-826-3221. For emergencies call **911**

Dispute Resolution Center: Mediation Services for all non-criminal matters, sliding scale. (509) 826-1776

Headstart/OCCDA: Preschool programs for low income children. For Brewster, Tonasket, Pateros & Oroville call 1-800-834-2466. 623 W Rich Dr. Omak. (509) 826-2466

Okanogan County Housing Authority: Okanogan Post Office Suite 203 P.O. Box 1306 Okanogan, WA 98840 (509) 422-3721

Colville Indian Housing Authority: P.O. Box 528 Nespelem, WA 99155 (509) 634-4767

Family/Child Support: For assistance with paternity establishment, modifications and enforcement of child support orders. (509) 422-7287

Support Center: Victims of rape, abuse or domestic violence can receive information and assistance including legal assistance, transportation, shelter, and one-on-one counseling. Support groups for sexual assault, domestic violence and victims. (509) 826-3221 or 24 hrs. 1-888-826-3221.

Family Empowerment Project: Family Advocacy, Clothing Bank & Household Good Resource. (509) 422-5414