



## **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 jobseeker customers of WorkSource Central Basin. Center staff will be knowledgeable about Center menu of services for job seekers and be able to direct customers to the appropriate service.

### **PROCEDURE:**

- WorkSource customers receive information regarding services for job seekers at first point of entry (weekly orientation and/or front desk). Customers are provided a Menu of Job Seeker Services flyer/ Community Resource Guide.
- Customers will view the North Central One Stop Partner video at orientation, or directed to Resource Library computers and/or informational kiosks. The video gives a comprehensive overview of all services available throughout the local One Stop system.
- Center staff direct customers to the appropriate service for help in achieving their goals of employment, training, job retention or increased earnings.

### **TRAINING:**

WorkSource Central Basin center staff will be trained on the Menu of Job Seeker Services Procedure by managers and/or supervisors using the following:

- Menu of Job Seeker Services State Policy #1015
- Local One Stop Guidance LOG #10-05
- Menu of Job Seekers Services Procedure, Menu of Center Services, Community Resources, 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.



309 E. Fifth Avenue  
Moses Lake, WA 98837  
509-766-2559

## MENU OF CENTER SERVICES

Skills Assessment	Financial Aid Assistance	On-the-Job Training
Basic Skills	Unemployment Information	Internships
Computer Skills	Job Listings	Work Experience
Career Counseling	Job Referrals	Vocational Training
Career Planning	Job Search Assistance	Support Services

## EMPLOYMENT PREPARATION SKILLS

### **ACE (Assessment for Career Employment)**

Identify your skills and strengths while learning about the job market

### **Career Development**

Learn how to match your interests and abilities with job opportunities

### **Career Planning**

Understanding the labor market in planning your career path and setting goals

### **Excellence In Service**

Discover the fundamentals of good customer service

### **Job Hunter**

Orientation, Skills and Abilities Analysis, Job Search Strategies, Labor Market, Applications, Resumes, Cover Letters, Interviewing, Labor Market information, Career goal setting

## LIFE SKILLS TRAINING

Budgeting	Credit Counseling	Financial Education
Home Buyer Education	Home Owner Counseling	Income Tax Preparation

## COMPUTER SKILLS TRAINING

Digital Literacy	Keyboarding	Microsoft Office Certification
Word	Excel	Access
Power Point	Quick Books	Microsoft Publisher

## CENTER PARTNERS

SkillSource	Employment Security
Division of Vocational Rehabilitation	Big Bend Community College
Grant Mental Healthcare	Job Corp Recruiting- DESI
OIC (Opportunities Industrialization Center)	OIC - Prosperity Center

*Various* partners provide specific services for Adults, Dislocated Workers, Youth, Ex-Offenders, Work-First Recipients, Veterans, Migrant & Seasonal Workers and Dependents, Individuals with Disabilities.

*WorkSource Central Basin is an equal opportunity partnership of organizations that provide Employment and Training services. Auxiliary aids and Services are available upon request to persons with disabilities.*



## Community Resources

Grant/Adams Counties

[www.4people.org](http://www.4people.org)

### **Examples of Community Services:**

- *Transportation*
- *Child Care*
- *Health*
- *Domestic Violence*
- *Alcohol & Drug Intervention – Treatment*
- *Child Abuse Intervention*
- *Child Care Services*
- *Clothing Banks*
- *Food Banks*
- *Early Childcare Education Options*
- *Health Insurance – Low Income*
- *Health Insurance – Medicare*
- *Hospitals*
- *Family Planning*
- *Legal Assistance*
- *School Districts*
- *Senior Centers*
- *Education (Adults/Youth)*
- *Veterans – Military Services*
- *Unemployment*

*WorkSource Central Basin is an equal opportunity partnership of organizations that provide Employment and Training services. Auxiliary aids and Services are available upon request to persons with disabilities.*

TDD 1-800-289-9196