



COORDINATED BUSINESS SERVICES PLAN

Effective Date: July 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 Affiliates, Wenatchee Employment Security Department and SkillSource Wenatchee. The plan outlines the roles and responsibilities of each 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:

Wenatchee Employment Security Department (ESD) and SkillSource Wenatchee are the leaders in providing Business Services in Chelan and Douglas Counties. These two agencies provide coordinated business services to employers.

Attachment A: (Roles and Responsibilities) lists each of the Basic Business Services and the corresponding efforts of ESD and SkillSource 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 ESD or SkillSource to maximize the reach of the service or due to a specific expertise of the partner. In all cases, maximum effort is expended to maintain coordinate and communicate

Also, the WorkSource system includes other partners that provide business outreach and job development services to accomplish job placement goals for their job seeker clientele. The Chelan-Douglas WorkSource partners (ESD WorkSource Wenatchee, SkillSource Wenatchee, Wenatchee Valley College, Department of Social and Health Services, Opportunities Industrialization Center (OIC), Chelan Douglas Community Action Council, DSHS/Division of Vocational Rehabilitation (DVR), and Service Alternatives) meet on a weekly basis to discuss business outreach, job development, recruitment, and resource sharing to accomplish job placement goals for their job seeker clientele and assist local businesses to grow and thrive. Business services beyond basic are delivered in accordance with the procedures of each partner program delivering those services.

Employer Referral

Outreach to businesses and requests for services from Chelan and Douglas businesses are conducted by ESD and SkillSource in a coordinated process to avoid duplication.

Attachment B outlines the coordinated business services process of ESD and SkillSource staff. The following protocol is implemented when SkillSource and ESD business service teams conduct employer outreach and/or employers request information/services:

1. ESD and SkillSource provide coordinated outreach and/or employer requests information/services.
2. ESD or SkillSource staff assesses the employer needs through a question and answer discussion.

3. The employer needs are identified. Staff may reference the Business Service Attachment A to determine the appropriate agency referral to meet employer needs.
4. Services are delivered: ESD and SkillSource provide Business Services (Attachment A)
5. The Employer and Job Seeker needs are met with periodic follow up to inquire if any further services are needed.

Integrated Business Services

Integrated business services are an intricate process that goes beyond coordinated business services. Integrated services are based on a deeper level of communication and coordination. The foundation of success for integrated services is weekly communication (daily if needed), scheduled meetings for weekly employer visits, and quarterly meetings for planning. The following chart outlines the integrated service coordination of ESD and SkillSource:

Integrated Service Provided	Employment Security	SkillSource
ES Referral to SkillSource for On-the- Job Training	ES staff conducts a needs assessment of employer. ES offers On-the-Job Training information if employer potential need is determined. ES refers business to SS for OJT.	If an OJT contract is signed with an employer, SS staff record training activity in SKIES. SS business services staff contact ESD staff to report job seeker placement and ESD records in SKIES.
SkillSource referral to ES for job posting		SS staff conducts a needs assessment of employer. SS offers job posting information if employer need is determined. SS refers business to ES for job posting and record in SKIES.
Coordinated Employer Outreach to new employers in Chelan and Douglas Counties	ESD business services staff contact SkillSource business services staff when informed of new business in town. A coordinated meeting is scheduled and conducted to listen to business needs and provide WorkSource Affiliates information.	SkillSource business services staff contact ESD business services staff when informed of new business in town. A coordinated meeting is scheduled and conducted to listen to business needs and provide WorkSource Affiliates information.
Coordinated Employer Outreach to existing employers in Chelan and Douglas Counties	ESD and SkillSource business services staff meet weekly to review activities and hires for that week and to schedule weekly employer visits. Meet quarterly for planning purposes to determine targeted businesses to contact or as needs arise. Review top five 3-digit ONET occupations two times per year to determine the % of openings that match those occupations. Document employer meetings and activities in SKIES each week.	ESD and SkillSource business services staff meet weekly to review activities and hires for that week and to schedule weekly employer visits. Meet quarterly for planning purposes to determine targeted businesses to contact or as needs arise. Review top five 3-digit ONET occupations two times per year to determine the % of openings that match those occupations.

II. SKIES, JOB ORDERS & RECORDING BASIC BUSINESS SERVICES:

ESD staff is primary partner to record job orders in SKIES. All WA job orders are recorded in SKIES as per WorkSource Service Delivery System Policy 1006 Rev 1, Job Order Policy.

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

ESD business services staff 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.

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

ESD and SkillSource business services staff will report the types of basic business services delivered to firms within the WDC list of industry sectors important to the region and any other sectors that are showing significant service activity. The report will also include the businesses within the industries that outreach only was performed. ESD staff will query SKIES for businesses service activities and SkillSource staff will utilize SKIES and other internal documentation to compile the information needed to complete the report.

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.

ESD Wenatchee will use the North Central WDA Demand Occupations List for Chelan and Douglas counties located at: <https://fortress.wa.gov/esd/wilma/wdclists/WDAArea.aspx?area=000028>

VI. DISPUTE RESOLUTION:

If dispute resolution is necessary, partners will follow section XIV Local MOU Dispute Resolution of the Memorandum of Understanding, Chelan/Douglas 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:

ESD and SkillSource staff will be trained on the WorkSource Coordinated Business Services Plan by the Center Manager and/or ESD Operations Manager using the following:

- State Policy #1014
- Local One Stop Guidance 10-08

The manager(s) will document staff trainings with meeting agenda and minutes indicating staff members present at training.

BASIC BUSINESS SERVICE	COORDINATED DELIVERY
<p>1. Labor Market Information: Access to:</p> <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 	<p><u>Business Services Team:</u> Certain elements in this area may be coordinated as needed to support a joint effort, especially with new employers.</p> <p><u>Employment Security:</u> ✓ Access to local and state labor market information</p> <p><u>SkillSource:</u> ✓ Access to local and state labor market information.</p>
<p>Describe how these services are coordinated:</p>	<p>Individual or coordinated joint presentations made to meet employer needs.</p>
<p>2. Job listings:</p> <ul style="list-style-type: none"> • Employers list job openings according to their business needs 	<p><u>Business Services Team:</u> Coordinate job orders and postings based on the requirements of the employer.</p> <p><u>Employment Security:</u> ✓ Job Listings: Employers request assistance for service determined by needs and service required. Three levels of service:</p> <ul style="list-style-type: none"> ▪ Full serve with posting and screening for WA jobs ▪ Medium serve – WA job orders with minimal screening ▪ Self-serve – coaching employers for self-posting <p><u>SkillSource:</u> ✓ Refer employers to Employment Security to list job openings according to their business needs. Posts positions internally and sends e-mails to participants regarding openings.</p>
<p>Describe how these services are coordinated:</p>	<p>Each partner will refer employer to one another based on needs and with permission of the employer.</p>
<p>3. Applicant Referral:</p> <ul style="list-style-type: none"> • Referral of qualified job seekers to employers based on businesses requirements. 	<p><u>Business Services Team:</u></p> <p>Coordinated referrals. When position is posted at ESD, SkillSource will refer qualified candidates to ESD for review and/or referral.</p>

	<p>ESD will refer applicant information to SkillSource as a means to assess them for potential OJT contracts. This is done in conjunction with an open job order and with the employer's consent to pursue an OJT opportunity.</p> <p><u>Employment Security:</u></p> <ul style="list-style-type: none"> ✓ Referral of qualified applicants to employers based on qualifications and screening requirements. <p><u>SkillSource:</u></p> <ul style="list-style-type: none"> ✓ Refer job seekers to Employment Security ✓ Refer qualified job seekers to employers seeking On the Job Training to meet business requirements
Describe how these services are coordinated:	The Business Services Team works together to refer candidates back and forth based on the type of job order and the needs of the employer.
<p>4. Business Assessment:</p> <ul style="list-style-type: none"> • The assessment of business needs and the delivery of services, options and solutions 	<p><u>Business Services Team:</u></p> <p>Coordinated and individual visits to listen to business needs and offer services, options and solutions. Individual visits resulting in expressed interest by employer in other programs may result in a follow up joint visit.</p> <p><u>Employment Security:</u></p> <ul style="list-style-type: none"> ✓ Coordinate efforts to provide options and solutions for an employer. <p><u>SkillSource:</u></p> <p>Coordinate efforts to provide options and solutions for an employer.</p>
Describe how these services are coordinated:	The Business Services Team will meet weekly to review the week's activities and to schedule upcoming appointments. Weekly discussion of independent activities and those that require follow up jointly.
<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><u>Business Services Team:</u></p> <p>Coordinate employer requested job seeker assessments. Market employee training and re-training opportunities. Market assessments available through SkillSource.</p> <p><u>Employment Security:</u></p> <ul style="list-style-type: none"> ✓ Market KeyTrain and ESD Workshops to employers. Advise employers about assessments available through SkillSource. <p><u>SkillSource:</u></p> <ul style="list-style-type: none"> ✓ Offer job seekers and employers information about a variety of employee training. Skills enhancement & skill assessment are offered to job seekers in pre-employment workshops. ✓ Offer employee training: On-the-job and Customized employer based training.

	<ul style="list-style-type: none"> ✓ Provide pre-employment and skills assessments to employers for hiring decisions* ✓ Offer employee training: Basic and computer skills* <p>*fee may apply</p>
Describe how these services are coordinated:	Coordinate scheduling with employer. Share data and document these activities in SKIES. SkillSource to provide relevant data to ESD for documentation purposes. This may include OJT contracts, placements or related joint activities for Employer Services in SKIES.
6. Business Assistance Information & Referral <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 	<u>Business Services Team:</u> Marketing of services and providing access to resource information for employers in the areas of compliance for start up or existing companies.
	<u>Employment Security:</u> <ul style="list-style-type: none"> ✓ Registration information for Master Business License ✓ Retention, employment laws and regulations, Fair labor practices ✓ Recruitment, hiring services, and tax incentives ✓ Unemployment insurance information ✓ Referrals to appropriate agency staff and/or business resources
	<u>SkillSource:</u> <ul style="list-style-type: none"> ✓ Access to business assistance information and referral.
Describe how these services are coordinated:	Coordinated on an as needed basis. SkillSource may refer employers to ESD for this data, or conduct general research in support of the employers' needs.
7. Comprehensive Web site: www.Go2WorkSource.com	All partners promote the WorkSource website and through a variety of other ways including: brochures and other printed material, on business cards (not a current practice), daily communication.
8. Business Restructuring or Closures Information and Referral: <ul style="list-style-type: none"> • Services to avoid layoffs (shared work options) • Services to avoid closures • Major layoffs and plant closures 	<u>Rapid Response Team:</u> Employment Security Department, SkillSource, and Wenatchee Valley College provide assistance to employers with Worker Adjustment Re-Training Notification Act (WARN). <ul style="list-style-type: none"> ✓ Employment Security: How to file for unemployment insurance, Services offered at WorkSource, Labor Market Information, Explain Training Benefits and Commissioner Approved Training

<ul style="list-style-type: none"> • Worker Adjustment Re-Training Notification Act (WARN) requirements • Re-employment services 	<ul style="list-style-type: none"> ✓ SkillSource: Re-employment options ✓ Wenatchee Valley College: Retraining options
<p>Describe how these services are coordinated:</p>	<p>A WARN is sent to ESD Area Administrator and WDC Magaging Director from the state. The WARN notice is directed to the ESD Operations Manager and SkillSource Center Manager to coordinate staff efforts in responding and scheduling Rapid Response activities.</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><u>Business Services Team:</u> Coordinated effort to provide space for employer use for hiring events, job fairs, interviewing and testing.</p>
	<p><u>Employment Security:</u></p> <ul style="list-style-type: none"> ✓ Hiring Events, Career Fairs, Professional recruitment, limited testing and interviewing ✓ Orientation and training of new employees ✓ Informational workshops and seminars ✓ Limited skills assessment testing for employers.
	<p><u>SkillSource:</u></p> <ul style="list-style-type: none"> ✓ Employers are provided access to SkillSource facilities for professional recruitment and interviewing, and detailed Prove it Testing. ✓ Provide space, as available for hiring events and seminars.
<p>Describe how these services are coordinated:</p>	<p>SkillSource and ESD will coordinate employer needs as they arise to determine the best venue for an event, and according to the space availability of each.</p> <p>Market and promote job seeker assessments individually and jointly.</p>

**ATTACHMENT B
COORDINATED BUSINESS SERVICES PROCESS
WENATCHEE ESD AND SKILLSOURCE WENATCHEE**

