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 Wenatchee Affiliate. Center staff will be knowledgeable about Center menu of services for job seekers and be able to direct customers to the most appropriate service.

PROCEDURE:
Customers attending WorkSource orientation (held twice weekly in English held once a week in Spanish) or inquiring about Center services (at walk in) are provided a WorkSource Wenatchee Affiliate menu of employment services, List of Partner Services and a Community Resource Guide. Customers will view the North Central One Stop Partner Video at orientation, (possible future locations in the Resource Room). The video gives a comprehensive overview of all services available throughout the local one stop system.

- A menu of seeker and community services is provided in both English and Spanish.
- Center staff direct customers to the most appropriate service.
- 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.

TRAINING:
WorkSource Wenatchee Affiliate center staff will be trained on the Menu of Job Seeker Services Procedure by Administrator, the respective supervisor or by a designated appointee using the following:

- Menu of Job Seeker Services State Policy #1015
- Local One Stop Guidance LOG #10-05
- WorkSource Wenatchee Affiliate Menu of Job Seekers Services Procedure, Employment Services, List of Partner Services, Community Resource Guide, and North Central One Stop Video

WorkSource Wenatchee Affiliate Administrator and/or supervisor will document staff trainings with meeting agenda and minutes indicating staff members present at training.

WorkSource Wenatchee Affiliate is an equal opportunity employer and provided of Employment and Training services. Auxiliary aids and Services are available upon request to persons with disabilities.
TDD 1-800-289-9196
**WorkSource Wenatchee Affiliate Offers:**

**Career Computer Center**
- 20 Computers / 2 Laser printers
- Internet / Internet favorites
- Microsoft Word / WinWay Résumé
- Career Exploration programs
- Software and typing tutorials
- Software & clerical testing

**Tutorials**
- Windows XP
- MS Word / MS Excel / MS Access
- MS Publisher
- Powerpoint / Outlook
- Mavis Beacon Typing

**Information**
- Résumés / Cover Letters
- Interviews / Job Search
- Filing for Unemployment Insurance
- Training Opportunity Information

**Other Resources**
- Job Referrals
- Job Counseling
- Labor Market Information
- Staff Assistance
- Telephone / Fax / Copies

**JobHunter Workshops**
We offer a series of free workshops designed to help you in your job search. Topics include:
- Skills & Ability Analysis
- Job Search Strategies
- Perfecting Applications
- Effective Résumés & Cover Letters
- Interviewing

These workshops are provided at no fee.
Call 665-6605 to sign up!

**WorkSource Online**
go2worksource.com
Internet access to job openings listed by all WorkSource offices.

**Free Information**
Handouts Include:
- Internet Address List
- Résumés
- Cover Letters
- Employment Interviews
- Thank You Letters
- And More...

**JobHunter Workshops**
Which JobHunter Workshop is right for you?

Your best assurance of discovering job openings is to check our Internet site or come into our office. You may also receive random pre-recorded messages via an automated dialing device. Calling times are from 8:30 a.m. to 9 p.m. Our systems will talk to answering machines or will display on your caller ID. If you miss the message or would like to talk to a WorkSource Specialist during business hours, call 665-6605. We are open M-F, 8am to 5pm. Let us know how we can help you!

Search for jobs at go2worksource.com

See Other Side for Additional Information
The WorkSource Washington Internet site provides you with immediate access to WorkSource job orders, is updated every 15 minutes and provides full statewide job search capabilities.

This site includes orders entered by WorkSource Staff for employers and orders entered directly by employers. Direct referral information is provided on employer entered job orders. Referral instructions for orders placed by WorkSource staff may be accessed by calling your nearest WorkSource office. If you visit our office we may be able to provide you with fax assistance in applying for positions.

This site provides the opportunity to post your resume for employer browsing and provides other helpful career information.

Internet access for employment purposes is available at our Career Computer Center. Staff assistance is also available.

We are ready and willing to help you with any questions you have regarding your Internet job search. Please feel welcome to utilize our services.

Job numbers beginning with WA are listed by WorkSource offices and to apply you must follow the instructions listed under “How to Request a Referral.” Job numbers beginning with WS have been listed by the employer and furnish the employer’s referral instructions under “How to Request a Referral.” Often, there is a link to an online application after the phrase “Job URL.”

1. Use the Career Computer Center PC’s to access the Internet.
2. You may look for jobs in a variety of ways online: by job number, by location and occupation, or by keyword; or by accessing a company website.
3. When you locate a job listed by a WorkSource office that you’re interested in and qualified for, fill out one of the self-service forms and turn it in to the Information Desk. You will be called by an interviewer within a short time.
4. Jobs listed by private companies have their contact information listed under the heading “How to Request a Referral.”
5. Many companies and agencies will only accept online applications through their website. Online applications may take up to an hour to complete.

JobHunter Workshops

Module 2: **Skills & Abilities Analysis**
Identify your interests and compatible work environments.

Module 3: **Job Search Strategies**
Learn what makes an effective job search. Understand the local labor market. Using the Internet.

Module 4: **Perfecting Applications**
Complete a master application. Learn about electronic applications.

Module 5: **Effective Résumés and Cover Letters**
Prepare a résumé worksheet. Learn how to create a cover letter.

Module 6: **Interviewing**
Learn what employers expect. Improve your interviewing skills.

Schedule by calling (509) 665-6605
Or visit our office at 215 Bridge St
Wenatchee, WA
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

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Access to the offerings and services are contingent upon the availability of funding and may require that customers meet program eligibility requirements.
**ADDITIONAL**: New Life - No fee addictions for Christian families, crisis pregnancy counseling. 11 N Chelan Ave WEN 886-2768. See also HOSPITALITY HOUSE for adoption planning. 4 Kittitas 203 WEN 667-0105.

**ADDITIONAL** - Alcohol/Drugs: The Center for Alcohol & Drug Treatment - 24 hr help line 662-9673. Family Counseling, Detox - 8

**INTERVENTION**: Assessment, In/out-patient treatment, Adult/Youth Services, some Sliding Fee offered 327 Okanogan WEN. - 24/7

**THE SANCTUARY**: 503 E Highland Ave at CHESL Hospital 1-800-233-0045 - Inpatient drug/alcohol treatment & detox. - 1-800-572-9615. - 31

**ALCOHOLICS ANONYMOUS & ALANON**: Call or stop by the ALANO CLUB for locations & times 663-4567. 530 S Wen Ave. - 31

**CANCER: AMERICAN CANCER SOCIETY**: For info on local cancer & patient services call 1-800-227-2245. Also call 667-6164. - 24/7

**FAITHSTEPS HOUSECLEANING**: Provide free housecleaning for women undergoing treatment for cancer. Call 884-7619. - 31

**WELLNESS PLACE**: Medical/education/support resources for individuals 208 N Chelan 888-9933. Support Groups - 31

**CHILD ABUSE / PROTECTIVE SERVICES**: 1-800-557-9671

**ADULT ABUSE**: 1-866-363-4276

**ALCOHOL / DRUGS**: 662-9673

**ADULT ABUSE**: 1-800-336-4520

**MENTAL**: 1-800-985-5999

**WIC**: 1-800-942-0201

**DENTAL**: 1-866-363-4276

**FAMILY PLANNING**: 1-800-347-4357

**CHILDREN’S HOME SOCIETY**: 1-800-942-4200

**EARLY INTERVENTION PROGRAM**: - Developmental Disabilities - Provide services to all ages of Developmental Disabilities call 667-6164. - 8

**COMMUNITY ACTION COUNCIL**: Rental Assistance, Financial Education Program, Adult/Child Care Food Program, Americorps 662-6156. 620 Lewis WEN.

**COMPASSIONATE FRIENDS**: Free housecleaning for women undergoing treatment for cancer. Call 884-7619. - 31

**COURT: SMALL CLAIMS**: Help & info on how to file a claim. In Chelan County call 667-6600 & Douglas County 884-3536.

**COURT: FAMILY LAW FACILITATOR**: - 31

**ADVOCACY**: Crime Victim Compensation, Legal help, counseling 708 N Chelan 800-614-5117

**BUDGET, CREDIT, HOUSING, BANKRUPTCY COUNSELING**: 8:30-5 at 230 Methow 1-800-273-6897.

**CHORE SERVICES**: Child Care info & training, Lending Library at 640 S Mission WEN 662-6761. See also Chore Services, KC Help, Relatives.

**CHILD ABUSE / PROTECTIVE SERVICES**: 1-800-557-9671

**COMMUNITY ACTION COUNCIL**: Legal aid, Legal, Education, Assistance, Home Repair, Weatherization, Housing, Self-Sufficiency.

**COURT: FAMILY LAW FACILITATOR**: Info & assistance of Family Law/Court. Chelan County 667-6380 & Douglass Co 662-6318

**LITERACY COUNCIL**: To Read at Learn to Walla Walla Ave., WENACHT. Call 663-0344 for information.

**COURT: SMALL CLAIMS**: Help & info on how to file a claim. In Chelan County call 667-6600 & Douglas County 884-3536.

**CRIME VICTIM & TRAUMA CENTER-Advocacy, Crime Victim Compensation, Legal help, counseling 708 N Chelan 800-614-5117

**CVCH**: Full children's service, adult emergency care. 600 Orondo WEN 662-3860 & 317 E Johnson CHELAN 682-6000

**DEPARTMENT OF EARLY LEARNING**: Child Care Licensing 665-5289. Located in DSHS office at 805 South Mission WEN.

**DEPARTMENT OF SOCIAL & HEALTH SERVICES (DSHS)**: Offers the following services at 805 South Mission WINNACHE: - 24/7


**COMMUNITY SERVICES**: Financial Help, Medicaid, Basic Food Program/Food Stamps, Child Care 667-6000 or 1-877 501-2233

**DEVELOPMENTAL DISABILITIES**: Provides services to all ages of Developmental Disabilities call 667-6164.

**DIVISION OF CHILD SUPPORT**: Help in securing child support at 515 Grant Rd EAST WEN 886-6800 or 1-800-535-1113.

**LEGAL ASSISTANCE**: Based on income 300 Okanogan Suite 2A WEN 662-9681 or 1-800-572-9615.

**LEGAL ASSISTANCE**: Based on income 664-5101 or 1-888-201-1021 300 Okanogan #3A WEN.

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