

Policy: **Menu of Jobseeker Services**

Policy Number: **1015 - 4**

Effective Date: **July 1, 2010**

SUBJECT: MENU OF JOBSEEKER SERVICES

PURPOSE: To ensure a minimum set of comprehensive, quality services that accommodates the needs of diverse populations is available to jobseeker customers at all WorkSource Northwest centers and their affiliated site(s).

REFERENCES:

State WorkSource System Policy #1015 and all references incorporated therein.

LOCALLY IMPOSED

REQUIREMENTS: None

BACKGROUND: N/A

POLICY: All WorkSource Centers and their affiliate site(s) will have a common set of customer services available that assist customers in conducting their job search and skill improvement process. These services go beyond the front-end services specified in Policy #1010-3. The services described in this policy are for the purposes of skills development, providing customers with access to a myriad of staff assisted and self-service offerings that enable them to know their skills, identify skill deficits and other employment barriers, improve/increase their skills, and obtain a job with their skills. These are services that will be accessible to all customers after receiving the initial front-end assessment, information about the services available at WorkSource, and information about filing for unemployment insurance.

Contingent upon funding and the necessity to meet certain eligibility requirements, all WorkSource Northwest Centers and their affiliated site(s) will provide access to information on the following eight items, herein known as The Menu of Jobseeker Services.

- 1) Available assessment tools
- 2) Skill development services
- 3) Labor market information
- 4) Available short and longer term training opportunities within the region or online
- 5) Job search and placement assistance
- 6) Resources to facilitate contact with potential employers, such as computers, telephones, and fax machines
- 7) Community resources and supportive services
- 8) Access to information about filing for unemployment insurance.

These services will be designed to provide jobseekers the opportunity to:

- a. Know the services available through WorkSource
- b. Know their skills
- c. Identify ways to improve their skills if needed
- d. Find employment based on skills.

How Access May Be Provided

Information may be made available on-site, on-line, or through workforce development partners. The WorkSource Northwest Management Team will develop standards for maintaining the best possible methods for each of the eight services. The WorkSource Northwest Management Team will ensure a process for continuing education of staff as information on who offers each service may change. Center staff will use the referral process outlined in the MOU to provide access to customers to partner agencies that may offer the service.

This policy may be found at www.nwboard.org