

WorkSource Information Notice (WIN)

WorkSource Standards & Integration Division

Number: WIN – 0010b

Policy Clarification

Q&A

Other

Date: July 20, 2012

Service Catalog Change

Expiration Date: N/A

TO: All SKIES users
WorkSource Program Managers
Workforce Development System Partners

CC: WorkSource Applications Change Control Board

FROM: Scott Wheeler

SUBJECT: Service Catalog Changes, Deactivated Services

Purpose:

To notify SKIES users that the WorkSource Standards and Integration Division (WSID) has deactivated the three SKIES services listed below and created a new service. The services listed below will no longer be available for selection in SKIES but will still be historically documented in reports.

The new service can be used in lieu of the old service.

Action Required:

The deactivation of these services may require an update to desk aids, training manuals or procedures. Please contact your local SKIES trainer for guidance.

Summary:

As of **07/20/2012** the following services have been deactivated:

- ADULT FOLLOW-UP SERVICES
- WORKFIRST CAREER SERVICES FOLLOW-UP
- YOUTH FOLLOW-UP SERVICES

These services were deactivated based on analysis of each service and consideration of feedback received on the services.

As of **07/20/2012** the following service has been activated:

- PROGRAM FOLLOW-UP SERVICES

The service description of this new service is:

Follow-up services occur following the participant's placement into unsubsidized employment and/or program exit. Follow-up services are two-way exchanges between the services provider and either the participant (or their advocate), or the participant's employer. Services include regular contact with the participant or employer for verification of employment, assistance in securing better paying jobs, additional career planning and counseling; assistance with work-related problems; peer support groups; information about additional educational or employment opportunities, and referral to other community services. Additional Youth Follow Up Services include: job shadowing; adult mentoring or tutoring; and leadership development activities.

This one service was added to replace the three deactivated Follow-up services. Keep in mind that some programs have [specific follow-up considerations](#).

The full analysis of these services is available on the [Inside WorkSource System Performance website](#).

Background:

The Services Catalog (formerly titled the Chart of Services) is the official list of SKIES services WorkSource staff use when serving job seekers. These services are also the source data for performance and outcome measurement. WSID continuously reviews and analyzes services to ensure data integrity.

Please refer to [WIN-0010](#) for more information on the process WSID uses to administer changes to SKIES services contained in the [Services Catalog](#).

Website:

System Performance Website

http://www.wa.gov/esd/1stop/system_performance/default.htm

Add/Change SKIES Service Request Form:

http://worksourceforms.wa.gov/SKIES_services/default.htm

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