

WorkSource Information Notice (WIN)

WorkSource Standards & Integration Division

Number: WIN – 0010d

Policy Clarification

Q&A

Other

Date: January 23, 2013

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: Sandy Miller, Deputy Assistant Commissioner

SUBJECT: Service Catalog Changes, Deactivated Service

Purpose:

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

Action Required:

The deactivation of this service may require an update to desk aids, training manuals or procedures. Please contact your local SKIES trainer and/or WSID System Performance for guidance.

Summary:

As of **02/05/2013**, the following service will be deactivated:

- CORE SERVICES - WIA

Background:

This service covers eight broad categories of services:

- Eligibility determinations
- Outreach
- Intake
- Orientation to information and services within the One-stop (DOL now classifies these services as self-service)
- Initial assessments in skill levels
- Job search and placement assistance

- Provision of information - LMI, education, training providers, UI claims, supportive services
- Follow-up counseling services

Because of the broad nature of the definition, the service has little value for reporting purposes since it does not provide information about the specific nature of the customer interaction. This is especially apparent when the service is used in plans that span days, weeks and months. Prolonged use of this service results in the loss of detailed information on the type of individual services actually provided to customers over time.

More than twenty existing individual services are available to address the eight broad category of services contained within Core Services – WIA.

Continued use of the Core Services – WIA service creates challenges in meeting our regulatory federal reporting obligations to the Department of Labor (DOL) due to the following:

- Follow-up services do not extend the performance period, while many of the others do (including Core Services – WIA)
- Many of the provision of information services are [defined by DOL](#) as self-service, while the others are considered staff-assisted services. Individual participants who have only received a self-serve service are to be excluded from performance cohorts
- Wagner-Peyser reporting requires that each service provided fit into a category of service. Core Services - WIA is considered a “staff-assisted” service, whereas the individual services within its definition are to be considered “staff-assisted”, “career guidance”, “job search activities”, “staff assisted workforce information”, or “self serve workforce information” services.

In PY2011, the service was used over 20,000 times as a seeker service, and there is no clarity, without examining case notes (if they exist), to know what actual service was provided to the customer.

In PY2011, this service was listed in service plans over 4,000 times, frequently as open-ended (having an actual start date but no actual end date). For many of the enrolled job seekers who had Core Services – WIA within a service plan, there were no individual seeker services during the open period to clarify what individual services were provided. This practice may keep a program enrollee active when no true service is actually being provided, which violates federal reporting requirements regarding program exit. ([TEGL 17-05](#), 6A2 & B1)

When WIA participants are provided core services, more specific services should be entered such as Job Search and Placement Assistance, Outreach Services, or Resume Assistance. Refer to the [Services Catalog](#) for a complete listing of core services and their definitions. Federal reporting requires that services documented in SKIES match the activity provided to the participant.

WSID Action:

This service will be deactivated, as it hinders our reporting system from accurately reporting to the the Department of Labor’s Employment and Training Administration to meet their need to “*provide Congress, the public and other interested stakeholders with more complete and accurate information on participations levels and types of services being provided through the nations’s workforce investment system...*” ([TEGL 17-05](#), page 27).

WorkSource Standards & Integration plans to deactivate this service on February 4, 2013.
These two weeks are to allow local areas the time to adjust their service documentation processes.

Contact [System Performance](#) for technical assistance in making this transition.

Direct Inquiries To:

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Additional SKIES Data:

PY2011 CORE SERVICES – WIA, SKIES data in the Seeker Services screen and in Service Plans

Area Name	Number of times used as a Seeker Service	Number of times used in a Services Plan
Benton-Franklin	150	0
Eastern	242	98
North Central	1,572	1
Northwest	12	0
Olympic	1,060	170
Pac-Mtn	1,202	598
Seattle-King	1,510	1,561
Snohomish	14,733	150
South Central	34	36
Southwest	52	801
Spokane	9	5
Tacoma-Pierce	31	705