

WorkSource Information Notice (WIN)

Workforce & Career Development Division

Policy-related | Fiscal | Performance | Q&A | Other

Number: WIN – 0010e

Date: July 26, 2013

Expiration Date: August 2, 2013

TO: Workforce Development System Partners

FROM: Amy L. Smith, Director of Policy, Program Administration & Technical Assistance

SUBJECT: Proposed Services Catalog Changes for Core Services Realignment

Purpose:

To introduce proposed changes to the SKIES Services Catalog for review and feedback.

Action Required:

The proposed changes to the SKIES Services Catalog should be distributed broadly throughout the local system. Feedback on this recommendation should be sent to WCDDPolicy@esd.wa.gov no later than August 2, 2013.

Content:

Proposal: The Workforce and Career Development Division (WCDD) intends to make changes to the SKIES Services Catalog effective August 12, 2013. These changes would consolidate 11 core services into five (see [Attachment A](#)). The goal is to create new services with titles and definitions to clarify the help that was rendered while eliminating overlapping definitions found in the catalog. Please note that this change will not impact the Intensive, Training, Support of Follow-up service group.

Rationale: Over time there has been a proliferation of statewide core services. This has resulted in differing service data entry practices throughout the state. Below is a summary of why these changes are necessary:

- Satisfy DOL data requirements.
- Eliminate non-value added data entry steps and complicated processes.
- Clearly identify customer's next steps.
- Ensure integrity of SKIES data (ability to clearly define the provided service).
- Aid the process to make good staffing and resource decisions.
- Measure only what matters.
- Make numbers meaningful.
- Promote statewide standardization.
- Focus staff activity on customer needs.

NOTE: Additional Support group service changes will go into effect August 12, 2013 concerning the consolidation of Support Services as outlined in [WIN 0031 Change 1](#).

References:

- [WIN 0010](#) – Service Catalog/Chart of Services Process Changes
- [WIN 0031 Change 1](#) – Participant Exit After Successful Placement in Employment

Website:

http://www.wa.gov/esd/1stop/policies/state_guidance.htm

Direct Inquiries To:

*Workforce and Career Development
(360)407-1300
WCDDPolicy@esd.wa.gov*

Attachments:

[Attachment A](#) - Recommended Changes to the Services Catalog

Attachment A - Recommended Changes to the Services Catalog

Future Core Service	Future Service Definition	Replaced Services (Service ID) [services to be eliminated / consolidated]	Notes
<p>PROVIDED WORKFORCE INFORMATION</p>	<p>Providing readily available information that does not require an assessment of the job seeker's skills or abilities. This may include any of the following: explanation of the types of services available through the WorkSource system and how to access them; provide/discuss labor market information; training/retraining information, including vocational exploration, length of training, costs, funding resources and prerequisites needed for the training; general information regarding Unemployment Insurance to potential and current UI claimants (including phone, fax, submission of information to the Claim Center.</p>	<p>PROVIDED LABOR MARKET INFORMATION (126)</p> <p>PROVIDED TRAINING / RETRAINING INFORMATION (341)</p> <p>SERVICE ORIENTATION (118)</p>	<p>These are "light" services that do not count for WIA performance. They will trigger and extend participation and be counted for Wagner-Peyser Common Measures.</p>
<p>REFERRAL TO ADDITIONAL SERVICES</p>	<p>Referral to services available from other WorkSource partners or community services, beyond Core services. This referral identifies that the seeker has additional barriers to employment that core services cannot address that perhaps Intensive or Training services may be successful at overcoming.</p>	<p>REFERRAL TO WIA 167 PROGRAM (846)</p> <p>REFERRAL TO TRAINING - GENERAL INFO (381)</p> <p>REFERRAL TO SUPPORTIVE OR INTENSIVE SERVICES (379)</p> <p>REFERRAL TO FEDERAL TRAINING (344)</p> <p>REFERRAL TO SKILL DEVELOPMENT (991)</p>	<p>The additional referral details the old services provided were of no value and not required by federal or state reporting.</p>

ASSESSMENT	Assessment of a participant's skills, education, or career objectives in order to achieve any of the following: assist participants in deciding on appropriate next steps, search for employment, training, and related services, including job referral; assist participants in assessing their personal barriers to employment; assist participants in accessing other related services necessary to enhance their employability and individual employment related needs.	INITIAL ASSESSMENT (327) NEEDS ASSESSMENT (343)	This is the "light" assessment that is conducted when a seeker first enters the WorkSource prior to receiving staff assisted services. It will be manually entered into SKIES. DOL requires that an assessment is conducted prior to delivering staff assisted services as per TEGL 17-05.
INDIVIDUALIZED JOB SEEKER ASSISTANCE	Assistance provided to job seekers who: -have already attended a workshop or - who demonstrate the same level of skills/abilities expected from workshop attendees or -are in need of workshop assistance but no workshop is available. This service is tailored to his/her individual needs regarding one or more of the following: matching ones skills and abilities to the job market; job search techniques; resumes, job applications and other job search related materials, and interviewing techniques. The seeker has already attempted self-service and has attended group services but requires additional individualized assistance in order to find successful employment.	JOB SEARCH AND PLACEMENT ASSISTANCE (114) JOB SEARCH PLANNING (342)	This service will represent the activities above and beyond transactional services like job referrals and providing basic information. It is assumed that job seekers receiving this service have already attempted self-service or are not appropriate for self-service. Recipients should have either already attended the workshops or have already met the expectations we expect of workshop "graduates" but need additional assistance that the workshop could not provide. This may include help with resumes, applications, interviewing and augments services previously received through group activities. It may also be a conversation to address more entrenched issues such as transportation, child care, work attire, job search strategies etc. (Recommend IJSA not be used in lieu of or to replace group services, but rather to provide services that are not available via group activities and/or to augment group services.) Exceptions may be made to provide this service to individuals who have not attended the workshop because the workshop was unavailable.

<p>CAREER GUIDANCE SERVICES</p>	<p>Assessment process to assist participants in planning career or vocational paths, preparing for the job market, and identifying or creating steps that lead to employment. Expected outcome is to help participants identify, define and verbalize their career goals, overcome obstacles, and articulate skills and accomplishments. Assessment includes a determination of the need for additional intensive or training services.</p>	<p>VOCATIONAL / EMPLOYMENT GUIDANCE SERVICES (409)</p>	<p>This is a more in-depth assessment (but not INTENSIVE) that determines whether the job seeker should be referred to additional services beyond CORE. It is also to assist the job seeker in developing next steps in pursuing a future career.</p>
--	---	--	---