WorkSource Front-End Integrated Services Policy

WorkSource Policy Number: 302
Effective Date: July 1, 2020
Date Last Revised: November 10, 2020

Purpose:
To provide guidance and standards for delivering a minimum, consistent level of front-end customer services through the South Central Workforce Centers (SCWDC).

Background

The South Central WorkSource physical locations are configured into three kinds of sites – career centers, affiliate centers and connection centers as established in **WorkSource Policy Number: 300**. In order to establish a common set of quality services for WorkSource customers, the SCWDC is implementing common processes, protocols and standards to be implemented by those partners delivering shared front-end services in centers where two or more partners are co-located. The SCWDC expects that a minimum set of comprehensive, quality services are made available to job seeker customers; and shall be required for center incentives and certification.

Policy

I.   Front-End Services

    a) The term "front-end" means the initial point of job seeker interaction where shared partners have agreed to provide a common set of information, resource rooms assistance, eligibility screening and information collection for program assessment.

    b) Front-end Services are provided to customers at the initial point of entry where the common area has been designated by the center.

    c) Front-end Services shall be delivered in the following manner:

        1. Customers greeted and addressed in a timely manner. Note, a timely manner shall be determined by each center based on customer volumes and availability of staff.

2. Contact Information, date of entry and the services the customer seeks shall be collected and documented at initial contact.
3. Customers will be provided basic information on program offerings available in the center or local area; and eligibility information for services the customer seeks or where the customer may appear eligible.
4. Upon completion of the interaction, and where the customer appears eligible, a documented direct referral will be made to the WorkSource program or service they seek. Direct referral shall mean, communication of the person's contact information and other collected information to a WorkSource partner representative. The communication may include direct phone contact, email or other signup process provided by the partner program.
5. Where individuals are not eligible nor desire specific programs, such customers shall be directed to and informed on all available resources within the center (e.g. computer labs, job seeking workshops, events, job board, etc.) as well as resources outside the center and available in the local area (e.g. public and private schools, financial assistance programs, etc.) or other services relevant to the customer's basic and family needs.
6. At any point or by conclusion of the visit, the customer shall be provided and asked to complete the center customer service survey.
7. Direct assistance to customers with WorkSource resources (e.g. computers).

II.   Front-end Service Teams

a) A front-end service team is a group of professional staff tasked with providing functional services (information, screening, pre-assessment, etc.) rather than specific program duties.
b) Each Certified WorkSource Center required by this policy shall assemble a front-end team represented by partners present in the center.
c) Individual team members shall be designated to participate by the respective program leadership.
d) Front-end team members will be expected to serve for a specified duration with a set number of hours and days.
e) Every team member shall receive training on the basic services required to be provided by this policy.
f) As needed, work with local WorkSource leadership to develop standards and protocols for the center.
g) Every service team will have a team leader designated by the South Central Workforce Council. The team leader shall:
    i.   Serve as the central point of contact for team members.
    ii.   Develop and coordinate schedules, technical assistance and team meetings.
    iii.   Serve as the liaison between the team and the WorkSource system leadership.
    iv.   Communicate front-end activity, success or issues to center management.
    v.   Receive and communicate absences or delays in attendance of team member in order to facilitate coverage.
    vi.   Communicate progress and technical assistance needs to the South Central One-stop System Operator.

III. Standards and Protocols
  a) Every center covered by this policy shall have written protocols and standard for the delivery of front-end services. Given activity at locations will vary in size and volume, it should be noted that protocols and standards may differ, however, at minimum centers must provide for:
    i. A standard greeting to be delivered to each WorkSource customer upon initial contact.
    ii. A set minimum amount of time that each customer will be greeted upon entrance to the front-end.
    iii. Where centers may experience large volumes of customers seasonally, a process for serving the customers in a reasonable amount of time (e.g. group settings).
    iv. A script of WorkSource services and basic eligibility available in the center and through external partners.
    v. A process for measuring the number of front-end customers receiving services based on the number of customers entering the facility for services.
    vi. Standards for customer satisfaction as measured by the local WorkSource Customer Satisfaction Survey.
    vii. A documented process to track referrals to WorkSource partner programs.
    viii. A process for receiving, resolving or processing customer complaints.
    ix. Standard attire for front-end staff.
    x. A process for communicating absences or tardiness's to the team leader.

References:

Washington State Employment Security WorkSource Service Delivery System Policy 1010 Rev 1 - WorkSource Initiative Integrated Front-end Services Policy

Website: **southcentralwdc.com**

Attachment A: Integrated Service Delivery Handbook (TBD)

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