



SOUTH CENTRAL WORKFORCE ANNUAL REPORTING REQUIREMENT FOR CERTIFIED CENTERS

I. Background

Washington State Employment Security Department WorkSource Policy 1016, Revision 1 writes: “Annual Progress report - In support of the pursuit of growth, continuous quality improvement, and performance excellence goals of the one-stop delivery system, on at least an annual basis, the LWDB will ensure that a report is provided for each certified site and reported in LWDB meeting minutes, detailing the site’s current status and progress toward reaching higher quality standards.”

II. Timeline and Process

- A. An annual progress report must be completed by the center leadership and submitted to the South Central One-Stop Operator.
- B. The annual report is due no later than **September 30th** of each program year.
- C. The report must address examples of best practices and identify areas for improvement.

III. Narrative Report

- A. Please speak about how the center has worked towards South Central Workforce’s Integrated Services Delivery design. (Examples: new partners brought to the partnership, partner programs working together, front-end Resource Room activities, customer service, etc.)
- B. Please speak about any challenges your center has faced with implementing the design. What actions have been taken to address the challenges?
- C. Referral Process:
 1. Describe the formalized referral process, best practices, and areas for improvement.
- D. Discuss outreach efforts related to:
 1. Underserved populations, i.e., Black, Indigenous, People of Color (BIPOC), disabled, disengaged adults, and youth.
 2. Rural communities.
 3. K-12 system.
- E. Discuss Business Services related to:
 1. What was provided to employers, i.e., recruitment activities (interviews, resume, screening), positions filled, job description assistance, and outside resources referrals.
 2. What opportunities have been identified to improve business services.
 3. What outreach efforts were made to engage new employers or business expansions.
 4. Success stories/business testimonials.

IV. Performance and Accountability

- A. Number of customers that enter the center physically by month.
- B. Please provide the numbers and results of Customer Service Surveys for the past 4 quarters.
- C. Surveys received divided by # of who physically entered (traffic), i.e., return rate.
- D. Business and Community Outreach Events.

Event	# of Attendees	# of Employers	# of New Employers Engaged (not used WS services for 3+ years)
Pop-Ups			
Job Fairs			
Hiring Events			
Other			

E. Accessibility to Services

1. Attach the most recent EO and Accessibility Monitoring Report.
 - a. List any deficiencies, if applicable.
 - b. Please describe how they will be or were brought into compliance.
2. Please describe any improvements made to improve accessibility, if applicable.

F. Staff Competence and Training

1. Please describe any training provided to improve and enhance the center's partnerships.
2. Please note any training needed to improve and enhance the center's partnerships.