



## **WORKSOURCE PARTNER ROLES AND RESPONSIBILITIES POLICY**

**WorkSource Policy Number: 301, Revision 1**

**Effective Date: July 1, 2020**

**Date Last Revised: October 26, 2023**

### **I. PURPOSE:**

The purpose of this policy is for South Central Workforce (SCW) to provide guidance to one-stop system partners and their roles in the local One-Stop (WorkSource) system.

### **II. BACKGROUND:**

The local WorkSource system is intended to deliver high-quality programs to job seekers and business customers through an integrated array of services. All WorkSource partners shall collaborate to enhance customer access to integrated program services, improve job seekers' long-term employment outcomes, and deliver consistent quality services to business customers according to the strategies articulated in SCW's Strategic Plan.

The SCW acknowledges that each partner brings strengths that maximize benefits to customers and form the basis of Integrated Service Delivery (ISD). Each partner shares responsibility for customers by integrating services to address customers' needs, regardless of the program. The three major functional areas through which WorkSource services are delivered are:

- front-end integrated services;
- customer skills and employment;
- business and employer services

### **III. WORKSOURCE SYSTEM ROLES AND RESPONSIBILITIES:**

#### **1. SCW**

- a. Develop and enter into the Memorandum of Understanding (MOU) and Infrastructure Funding Agreement (IFA) with WorkSource partners as described in the Workforce Innovation and Opportunity Act (WIOA);
- b. The SCW with the agreement of the Chief Elected Official for the local area shall designate a One-Stop Operator;
- c. Conduct oversight with respect to the WorkSource delivery system in the local area;

- d. Establish and appoint members to a standing committee, One-Stop Committee, to provide information and assist with operational and other issues relating to the WorkSource delivery system, which shall include representatives of the WorkSource partners.
- e. Oversee Business Services consistent with the strategies and services described in the SCW Strategic Plan.
- f. Appoint appropriate partner representatives who ensure the Annual Progress Report is completed.

## 2. One-Stop Operator

Consistent with WIOA Section 121(d) and as described in the SCW One-Stop Operator Contract, the One-Stop Operator facilitates integrated partnerships that seamlessly incorporate services for the common customers served by multiple program partners of WorkSource. Under the direction of SCW and in consultation with system partners, the One-stop Operator:

- a. Develops and implements operational policies that reflect an integrated system of performance, communication, and case management, and uses technology to achieve integration and expanded service offerings.
- b. Organizes and integrates services by function (rather than by program), when permitted by a program's authorizing statute and, as appropriate, through coordinating staff communication, capacity building, and training efforts. Functional alignment includes having WorkSource staff who perform similar tasks serve on relevant functional service teams (e.g., skills development team or business services teams).
- c. Ensures service integration focuses on serving all customers seamlessly (including targeted populations) by providing a full range of services staffed by relevant functional teams, consistent with the purpose, scope, and requirements of each program.
- d. Works with partners to ensure staff is trained and equipped in an ongoing learning environment with the skills and knowledge needed to provide superior service to job seekers, including those with disabilities, and businesses in an integrated, regionally focused framework of service delivery, consistent with the requirements of each of the partner programs.
- e. Facilitates cross-training of staff, as appropriate, to increase staff capacity, expertise, and efficiency.
- f. Performs other duties and functions as specified in the current SCW – One-stop Operator Contract.

## 3. SCW One-Stop Committee

The One-Stop Committee is authorized to meet on a regular or as required to carry out the work of SCW and shall have oversight over the local WorkSource system as directed by the SCW. It shall be the responsibility of the One-Stop Committee to:

- assist with the advancement of the “workforce development system”, as provided in WIOA and/or as determined by the SCW;
- ensure the continuous improvement of eligible providers of services through the system;
- ensure that providers meet the employment needs of local employers, workers, and job seekers; and

- convene partners for oversight of operations of the local WorkSource delivery system in accordance with federal law, and state and local policies.

The One-Stop Committee shall carry out additional duties as described in the SCW One-Stop Committee Charter.

#### 4. WorkSource Center Site Manager/Lead

WorkSource Center Site Manager/Lead serves as the primary coordinating body for the one-stop partnership residing within a certified center. The WorkSource Center Site Manager/Lead is designated by the SCW based on an agreement of partners present in the center. The WorkSource Center Site Manager/Lead is responsible for:

- Communicating and distributing SCW One-Stop Committee and Board directives, policies, and procedures.
- Coordinating with the center partnership to develop and submit reports to the appropriate Council staff or One-Stop Operator.
- Coordinating and overseeing daily operational activities within the center that promote and forward integration of services to all customers under the guidance of Council staff.
- Developing and coordinating staff schedules to carry out front-end customer services within the center under the guidance of Council staff.
- Conducting regular meetings to brief partner staff on policies, guidance, and issues of the center.
- Assisting the center partnership in developing processes and procedures to coordinate and integrate service delivery under the guidance of Council staff.
- If the leaseholder of the facility, may bill and collect from center partner payments and/or documentation of in-kind for shared space and other related costs as allowed by the local Resource Sharing Agreement.
- If not the leaseholder of the facility, may work in conjunction with the facility leaseholder to:
  - Oversee lease and maintenance of center facilities.
  - Develop agreements with system partners for costs associated with staff located within the facility and based on the parameters of the local Resource Sharing Agreement.
  - Performs other functions as agreed upon among the system partnership and SCW.

#### 5. Business Services Team

The Business Service Team is comprised of staff designated by partners within the local WorkSource system. The Business Service team members implement services and activities to engage employers in workforce investment activities and make the workforce development system more relevant to the needs of State and local businesses as described in WIOA Public Law 113-128 SEC. (3)(i). Consistent with WIOA Public Law 113-128 (d) business services may include but are not limited to:

- Recruitment on behalf of employers, including small employers.

- b. Providing information and referral to specialized business services not traditionally offered through the one-stop delivery system consistent with PL 113-128 SEC. 134(b)(A)(II).
  - c. Assisting with personnel recruitment services such as the development of job descriptions/announcements, WorkSource postings, advertisements for job openings, and appropriate interviewing processes.
  - d. Provides assistance to employers to understand and access hiring incentives available through the local or state system, and information on other public tax incentives.
  - e. May conduct hiring events for business start-ups or expansion.
  - f. Incumbent Worker Training made available through the SCW.
  - g. May provide facilities/space for screening and hiring of workers.
  - h. Business services and strategies that meet the workforce investment needs of area employers (PL 113-128 Sec. 134 (d)(1)(ix)), as determined by the SCW and consistent with the SCW Strategic Plan:
    - a) Implementing industry sector strategies (including strategies involving industry partnerships, regional skills alliances, industry skill panels, and sectoral skills partnerships); and,
    - b) Delivering innovative workforce investment services and strategies for area employers, which may include career pathways, skills upgrading, skill standard development and certification for recognized postsecondary credential or other employer use, apprenticeship; and,
    - c) Other effective initiatives for meeting the workforce investment needs of area employers and workers.
6. WorkSource System Partners
- a. WIOA Title I-B Adult, Dislocated Worker, and Youth Programs are locally administered by contractors procured by the SCW and delivered within local WorkSource sites.
  - b. Labor Exchange (LEX), Trade Adjustment Assistance (TAA), Veterans Employment and Training Service (VETS), WorkFirst, Migrant Seasonal Farmworker (MSFW), UI Claimant Reemployment, and Offender Employment Services are administered and operated by the State of Washington Employment Security Department within the local WorkSource Centers.
  - c. Other required partners specified in WIOA PL113-128 Sec, 121 (b); and available in the area shall at a minimum provide access and coordination of services at each center and may provide services within the center if agreed to with the local partnership. Such programs include:
    - a) Adult Education and Literacy activities authorized under WIOA Title II,
    - b) Programs authorized under WIOA Title I of the Rehabilitation Act of 1973,
    - c) Activities authorized under Title V of the Older Americans Act of 1965,
    - d) Career and Technical Education programs at the post-secondary level authorized under the Carl D. Perkins Career and Technical Education Act,
    - e) Community Services Block Grant Act activities authorized under chapter 2 of title employment and training activities,
    - f) Department of Housing and Urban Development employment and training activities
    - g) Second Chance Act of 2007 programs authorized under section 212 (42 U.S.C. 17532); and

- h) Other workforce programs participating in the local one-stop system as specified in the local MOU.

## 7. Prohibitions

State and local organizations that receive federal or state funds, including staff and partners for those organizations, are prohibited from using federal grant or contract money for political activities. These organizations are also prohibited from receiving reimbursements from federal contracts or grants for the costs of such activities:

Entities that do not receive federal funds, including but not limited to WorkSource partners, are also prohibited from participating in political activities when these activities take place under the auspices of the WorkSource system or within its environment (i.e. at a WorkSource Center or Affiliate Site or in the service delivery environment of WorkSource).

Prohibited political activities include, but not limited to, the following:

- Attempts to influence the outcomes of any federal, state, or local election, referendum, initiative, or similar procedure, through in kind or cash contributions, endorsements, publicity, or similar activity;
- Establishing, administering, contributing to, or paying the expenses of a political party, campaign, political action committee, or other organization established for the purpose of influencing the outcomes of elections.

## REFERENCES:

Public Law 113–128, SEC. 121

Public Law 113–128 SEC. 121(d)(2)(A)

Public Law 113–128 SEC. 121 (a)(3)

Public Law 113–128, SEC. 106, (4)(B); SEC. 106. (A)(i); SEC. 107; SEC. 121 subsection (c); SEC. 121(d)(2)(A); SEC 134 (3)(i), PL113-128 Sec 121 (b); PL 113-128 Sec. 134 (d)(1)(ix)

TEGL NO. 16-1

WorkSource System Policy 1014, Revision 1

WorkSource System Policy 1016, Revision 1

WorkSource System Policy 1018