

## Attachment A

### Services to be provided through the WorkSource Seattle-King County System

In order to promote a seamless system to the customer, teams formed by the co-located site partners provide many of the services. Partners, varying by site, and may include providers funded by: WIOA Title I, TAA, ES (Wagner-Peyser, Veterans), DVR and WorkFirst. Therefore, the general terminology of Service Provider Team appears in the Provider Column. The following are the services that will be delivered through the WorkSource Seattle-King County system:

BASIC CAREER SERVICES	CAREER SERVICES AT WORKSOURCE CENTERS & AFFILIATES INCLUDE BUT ARE NOT LIMITED TO:	
SERVICE	DESCRIPTION	PROVIDER (S)
Eligibility Determination	Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs, including co-enrollment among these programs	WIOA funded service providers. The operator is responsible for ensuring that this is done in accordance with WDC policies.
Outreach/Intake/Orientation	Outreach, intake (including identification through the state's Worker Profiling and Reemployment Services system of Unemployment Insurance (UI) claimants likely to exhaust benefits), and orientation to information and other services available through the WorkSource system. For the TANF program, individuals have the opportunity to initiate an application for TANF assistance and non-assistance benefits and services implemented through the provision of paper application forms or links to the application Web site;	Service provider team
Initial Assessment	Initial assessment of skill levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs.	Service provider team and Connections teams.
Labor exchange services	Job search and placement assistance, and, when needed by an individual, career counseling, including the provision of— <ul style="list-style-type: none"> <li>• information on in-demand industry sectors and occupations;</li> <li>• information on nontraditional employment;</li> </ul>	Service provider team, WorkSourceWA.com

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BASIC CAREER SERVICES	CAREER SERVICES AT WORKSOURCE CENTERS & AFFILIATES INCLUDE BUT ARE NOT LIMITED TO:	
	<ul style="list-style-type: none"> <li>information from career profiles and interest inventories.</li> </ul>	
Referrals	Referrals to, and coordination of activities with, other programs and services, including those within the American Job Center (WorkSource) network and, when appropriate, other workforce development programs.	Service provider team
Workforce and labor market employment information,	Accurate information relating to local, regional, and national labor market areas, including <ul style="list-style-type: none"> <li>Job vacancy listings in labor market areas;</li> <li>Information on job skills necessary to obtain the vacant jobs listed;</li> <li>Information relating to local occupations in-demand; and</li> <li>The earnings, skill requirements, and opportunities for advancement for occupations in demand.</li> </ul>	Service provider team. ESD will be the primary source of information.
Training and Retraining Information	Provision of performance information and program cost information on eligible providers of training services by program and type of providers and workforce services by program and type of providers.	Service provider team
Performance Information on Local One-Stop	Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's American Job Center (WorkSource) network.	The operator will be responsible for providing information specific to each of the centers and affiliates.
Information and Referral for Supportive Services	Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including: child care; child support; medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program; benefits under SNAP; assistance through the earned income	Service provider team

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<b>BASIC CAREER SERVICES</b>	<b>CAREER SERVICES AT WORKSOURCE CENTERS &amp; AFFILIATES INCLUDE BUT ARE NOT LIMITED TO:</b>	
	tax credit; housing counseling and assistance services sponsored through HUD; and assistance under a State program for TANF, and other supportive services and transportation provided through other programs or agencies.	
Financial Aid Eligibility	Assistance in establishing eligibility for financial aid assistance for training and education programs not provided under WIOA.	Service provider team
Unemployment Insurance (UI) Information	<p>Provision of information and assistance regarding filing claims under UI programs, including meaningful assistance to individuals seeking assistance in filing a claim—  “Meaningful assistance,” as described in Unemployment Insurance Program Letter (UIPL) 20-15 and 20 CFR 678.430, 34 CFR 361.430, and 34 CFR 463.430, means providing assistance as follows:</p> <ul style="list-style-type: none"> <li>• Only merit staff (State government employees) may, in person at one-stop centers or remotely, answer questions, provide advice, or make decisions that could affect claimants’ UI eligibility. However, other one-stop staff may assist in claims by acceptance of information from claimants.</li> <li>• If an individual in a one-stop center is referred to a telephone for UI claims assistance, it must be a phone line dedicated to serving one-stop customers in a timely manner. Individuals must not simply be referred to a general information/dial-in line with the state UI agency contact center where the individual is placed into a phone queue along with all other claimants in the State. If the assistance is provided remotely using technology, it must be a technology that enables trained staff to provide the assistance.</li> </ul>	ESD provides assistance

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<b>BASIC CAREER SERVICES</b>	<b>CAREER SERVICES AT WORKSOURCE CENTERS &amp; AFFILIATES INCLUDE BUT ARE NOT LIMITED TO:</b>	
	Examples of technology that enables remote assistance include live Web chat applications, video conference applications, or other similar technology.	
Resource Room Usage	Required access to Internet and Internet Accounts, printer and copier, posted job listings, and literature.	Service provider team
Workshops and Job Clubs	Includes “How To” group sessions such as self-assessment, resume preparation, and job search. If provided with Title I funded staff assistance, WIOA registration will be required.	Service provider team
Translation Services	Upon request and availability, services to customers must be in their first language.	Service provider team, CBO and private business.

<b>INDIVIDUALIZED CAREER SERVICES</b>	<b>INTENSIVE SERVICES AT WORKSOURCE CENTERS &amp; AFFILIATES INCLUDE BUT ARE NOT LIMITED TO:</b>	
Comprehensive and Specialized Assessments	Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include: diagnostic testing, use of other assessment tools, in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.	Providers funded by: WIOA Title I, TAA, ES (Veterans), DVR eligible, WorkFirst, and Community and Technical Colleges.
Development of an Individual Employment Plan	Identifies the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals, including the list of, and information about, eligible training providers.	Providers funded by: WIOA Title I, TAA, ES (Veterans), DVR eligible, WorkFirst, and Community and Technical Colleges
Group Counseling/Job Clubs	Group activities which involve two or more participants addressing certain issues, problems, or situations that may be shared by the group members, including interest and skill assessment, career planning, labor market information, job resumes and	Providers funded by: WIOA Title I, TAA, and WorkFirst.

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INDIVIDUALIZED CAREER SERVICES	INTENSIVE SERVICES AT <b>WORKSOURCE CENTERS &amp; AFFILIATES</b> INCLUDE BUT ARE NOT LIMITED TO:	
	application, job search, and job advancement and retention.	
Individual Counseling and Career Planning	One-on-one services that may go into greater detail for a participant regarding certain issues, problems, or situations related to preparing and coordinating comprehensive employment plans, including appropriate testing.	Providers funded by: WIOA Title I, TAA, ESD (Veterans), DVR eligible, WorkFirst, and Community and Technical Colleges.
Career planning (e.g. case management, see WIOA sec. 3(8))	<p>The provision of a client-centered approach in the delivery of services, designed—</p> <ul style="list-style-type: none"> <li>• to prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and</li> <li>• to provide job, education, and career counseling, as appropriate during program participation and after job placement.</li> </ul>	Providers funded by: WIOA Title I, TAA, ESD (Veterans), DVR eligible and WorkFirst.
Short-Term Prevocational Services	Includes development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.	Providers funded by: WIOA Title I, TAA, ESD (Veterans), DVR eligible and WorkFirst.
Work Experiences	Internships and work experiences (including transitional jobs) that are linked to careers.	Providers funded by: WIOA Title I, TAA, ESD (Veterans), DVR eligible and WorkFirst.
Workforce Preparation activities (34 CFR 463.34);	Activities, programs, or services designed to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in: Utilizing resources; using information; working with others; understanding systems; skills necessary for successful transition into and	Providers funded by: WIOA Title I, ESD, DVR eligible and WorkFirst.

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<b>INDIVIDUALIZED CAREER SERVICES</b>	<b>INTENSIVE SERVICES AT WORKSOURCE CENTERS &amp; AFFILIATES INCLUDE BUT ARE NOT LIMITED TO:</b>	
	completion of postsecondary education or training, or employment; and other employability skills that increase an individual's preparation for the workforce.	
Financial Literacy	Available through the WIOA title I youth program as described in WIOA sec. 129(b)(2)(D) and 20 CFR part 681, including: <ul style="list-style-type: none"> <li>• Supporting the ability of participants to create household budgets, initiate savings plans, and make informed financial decisions about education, retirement, home ownership, wealth building, or other savings goals;</li> <li>• Supporting the ability to manage spending, credit, and debt, including credit card debt, effectively.</li> </ul>	Service provider team
Out-of-area job search assistance and relocation assistance		Title I, TAA
LEP/ESL	English language acquisition programs ( <i>see</i> 34 CFR 463.31) and integrated education and training programs ( <i>see</i> 34 CFR 463.35).	Community Colleges, and other community providers

<b>FOLLOW-UP SERVICES</b>	<b>FOLLOW-UP SERVICES AT WORKSOURCE CENTERS &amp; AFFILIATES INCLUDE BUT ARE NOT LIMITED TO:</b>	
Follow-Up Services	Ensure retention and wage progression through counseling registrants after entering employment. Retention services will be provided for a minimum of 12 months for individuals participating in Title 1 funded activities that are placed in unsubsidized employment.	Providers funded by: WIOA Title I, TAA, ES (Wagner-Peyser, Veterans), DVR eligible and WorkFirst.

<b>BUSINESS SERVICES</b>	<b>BUSINESS SERVICES AT WORKSOURCE CENTERS &amp; AFFILIATES INCLUDE BUT ARE NOT LIMITED TO:</b>	
Business Services	Access to labor market information; recruitment, screening, and referral of qualified applicants; assisting employers with	Business services teams throughout WorkSource, Rapid

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	regulations; access to economic development information and resources; allocating job vacancies; brokering customized job training; connecting firms to One-Stop information; technical assistance on assessment, recruitment, and human resources, and Rapid Response activities.	response team and the Service provider team, under the direction of the Business Services Manager.
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<b>Training services (enrollment required for Title 1 participants)</b>	<b>Training services include but are not limited to: (ITA's are available for Title 1 participants eligible for training services –training providers <u>must</u> appear on the ETP list)</b>		
<b>SERVICE</b>	<b>DESCRIPTION</b>	<b>PROVIDER (S)</b>	<b>SITE (S)</b>
Occupational Skills Training	<ul style="list-style-type: none"> <li>• Training for specific occupations with an emphasis on those with identified skills gaps.</li> <li>• Apprenticeship and pre-apprenticeship programs.</li> </ul>	Providers that appear on the Eligible Training Providers List (ETPL) if utilizing an ITA.	ETPL approved sites
Private Sector Training	<ul style="list-style-type: none"> <li>• Training available through the private sector.</li> </ul>		
Skills Upgrading and Retraining	<ul style="list-style-type: none"> <li>• Training for reemployment of dislocated workers and wage progression for all job seekers and workers.</li> </ul>		
Entrepreneurial Training	<ul style="list-style-type: none"> <li>• Training for self-employment and business start-up and operation.</li> </ul>		
On The Job Training	Job-site training to develop skills specific to a particular job	Depending on specific funding of individual WorkSource partners.	Employer Sites

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<b>Training services (enrollment required for Title 1 participants)</b>	<b>Training services include but are not limited to: (ITA's are available for Title 1 participants eligible for training services –training providers <u>must</u> appear on the ETP list)</b>		
Workplace Training and Cooperative Education Programs	Work experience and internships in conjunction with classroom training.	Depending on specific funding of WorkSource partners.	Employer Sites
Job Readiness Training	Preparation for applying for, retaining and advancing in employment.	Service provider team.	WorkSource
Adult Education and Literacy Activities in Combination With Training	ESL, literacy and basic skills programs.	Institutions of higher education and CBOs.	WorkSource, higher education institutions and/or CBOs, employer sites
Customized Training	Training to meet both worker and employer needs for specific job skills.	Providers that appear on the ETPL and WDC approved CBO exceptions.	ETPL sites and employer sites

These services may be modified or expanded from time to time by the Washington State Plan or the Workforce Development Council of Seattle-King County Local Plan. These changes, when made, are incorporated into this MOU by reference.

The WorkSource system Operator shall convene representatives of each WorkSource partner to determine which services are applicable to each agency and how the applicable services can be most effectively delivered to common customers.



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