



COORDINATED BUSINESS SERVICES POLICY #: 4002 Revision 1

Original Policy Date: 4/16/2012

Revision Date: 9/9/2020

Purpose:

Workforce Southwest Washington (WSW) is issuing this policy to set standards for delivering a minimum menu of consistent and coordinated services to businesses through WorkSource, Next, WSW, and, as applicable, affiliate sites.

Background:

One of the premises of U.S. Department of Labor (DOL) programs is that they serve two distinct customers: job seekers and businesses. WSW places the business customer in the driver's seat of the local workforce development system. It is WSW's vision that WorkSource serves as a talent development and delivery system, sourcing and preparing talent to meet specific business needs, particularly those in the region's high-growth, high-demand industries of healthcare, construction, manufacturing, and technology.

Policy:

WSW developed a local business services plan, which includes the following:

- WSW Business Service Staff are responsible for all business outreach and engagement, communicating business needs (including the need to create or fill training opportunities) to WorkSource Sector Liaisons through Launchpad and regular meetings, and entering job postings into Launchpad so that WorkSource Sector Teams can source and match talent.
- WorkSource Sector Liaison Staff are responsible for communicating open jobs and business needs to WorkSource Sector Teams, referring qualified job candidates to open positions in Launchpad, spearheading the recruitment of candidates for training programs, and all administrative tasks associated with Incumbent Worker Training, On-the-Job Training, Cohort Training, and Customized Training. In addition, Sector Liaisons are responsible for ensuring that businesses who contact WorkSource directly are appropriately triaged (IE – WSW sector businesses are connected to WSW, all others receive the service(s) needed including access to WorkSourceWA).
- WorkSource Sector Team staff are responsible for identifying job seekers based on open jobs and training opportunities, entering job candidates into Launchpad, and connecting them to Sector Liaisons, ultimately creating a qualified talent pool so that businesses have immediate access to qualified talent.
- Other Partner or affiliate site staff are responsible for understanding business needs communicated through Sector Liaisons and sourcing and preparing talent accordingly.
- Economic Development Partner staff are responsible for creating business connections between WSW and companies in Southwest Washington, connecting

WSW to business leaders to provide program and candidate feedback to support continuous improvement efforts, and for connecting WSW to companies at risk of leaving the region so that intervention and retention strategies may be deployed.

- One-Stop Operator (OSO) is responsible for working in partnership with WorkSource Leadership to develop criteria and processes for assessing and vetting candidates in order to create a system where businesses have access to the candidates they need when they need them. In partnership with WSW Project Managers and WorkSource Sector Liaisons, develop strategies to target the number and type of occupations that need to be sourced and/or trained to meet the needs of industry. The OSO will then work with the WorkSource Sponsorship Team to provide guidance and expected outcomes to the WorkSource Centers. The OSO will also ensure that all staff in the center are properly trained and utilizing the required data management systems for all customer and business data entry and tracking and vetted talent and will work with WorkSource Leadership Team to monitor and track progress towards meeting talent development goals. The OSO will also ensure that employers have access to post jobs publicly on www.WorkSourceWA.com.

The OSO must implement the WorkSource functions of the Business Services Policy including, but not limited to:

1. Regular performance reporting for WSW to monitor and update progress towards targets from One-Stop Operator (OSO) contract.
2. Ensure the minimum menu of Business Services are available at [CFR 678.430 & 678.435](#).
3. Utilize the statewide ETO system and local system Launchpad to:
 - Create and manage job orders
 - Document employer services in ETO; and
 - Enter job seeker information and qualify talent in Launchpad
4. Ensure all WorkSource Sector Liaisons are knowledgeable of all the Basic Business Services (training documented and/or knowledge demonstrated) or able to make appropriate referrals where the service can be accessed.

Business Service Staff have the right to refuse staff assisted services to employers, including but not limited to investment, if employer is not following COVID-19 safety protocols, other employee safety protocols, has history of employee or applicant complaints either discrimination or otherwise, or is not current on required taxes and fees. Staff should document concerns in case notes and consult WSW before refusing service.

References/Resources:

- [Combined Final Rule](#)
- [WIOA Law](#)

Website:

<http://workforcesw.org/providers#OperationsPolicies>