



COORDINATED BUSINESS SERVICES POLICY #: 4002 Revision 2

Original Policy Date: 4/16/2012

Revision Date: 3/9/2022

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 business outreach and engagement, communicating business needs (including the need to create or fill training opportunities) to WorkSource through Launchpad and email communications, and entering job postings into Launchpad so that WorkSource can source and match talent.
- WorkSource Staff are responsible for communicating open jobs and business needs internally to all departments, 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, Internships, Cohort Training, and Customized Training. In addition, WorkSource is responsible for ensuring that businesses who contact WorkSource directly are appropriately triaged (IE – WSW sector businesses are connected to WSW and receive assistance to address any immediate needs, including access to WorkSourceWA, all other businesses receive the service(s) needed including access to WorkSourceWA). WorkSource staff are responsible for identifying job seekers based on open jobs, training opportunities, and for WSW industries of focus, and entering job candidates into Launchpad to create a qualified talent pool so that businesses have immediate access to pre-qualified talent. In addition, WorkSource staff are responsible for doing business outreach and engagement as the needs of WorkSource customers and service delivery contracts dictate. All in-sector business engagement will go through WSW's business team, all other business engagement should be documented in Launchpad.

- Other Partner or affiliate site staff are responsible for understanding business needs communicated through WorkSource 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 qualifying candidates 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 staff, 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 Leadership 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, business, and qualified talent data entry/management. The OSO will work with the WorkSource Leadership Team to develop and document a process for business triage to ensure that businesses who contact WorkSource for services, get what they need when they need it. The OSO will work with WorkSource Leadership Team to monitor and track progress towards meeting talent development goals. The OSO will work with the WorkSource Leadership Team to develop and maintain a business triage desk-aid to support WorkSource staff and their ability to ensure that businesses are appropriately connected to WSW Project Managers when appropriate and that proper documentation in Launchpad occurs. The OSO will also ensure that employers have access to post jobs publicly on WorkSourceWA.

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 [CFR 678.430 & 678.435](#).
3. Ensure all WorkSource staff 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.
4. Utilize the statewide ETO system and local system Launchpad to:
 - Create and manage job orders and
 - Document employer services in ETO and Launchpad and
 - Enter job seeker information and qualify talent in Launchpad and
 - Use Launchpad to document job seeker referrals and placements for Launchpad jobs.

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](#)

Supersedes:

- WSW Policy #4002 Revision 1, Coordinated Business Services

Website:

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