

Attachment A: Partner Narratives for Basic Career Services Provided Offsite



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Per page 4, please find the narrative required per item C of the Required Program/Partner Checklist below:

CBC provides access to Career and Technical Education Programs (postsecondary) Carl D. Perkins Act offsite:

Columbia Basin College-Perkins funds support career and technical education that prepares students for further education and careers of their choice. Funds are applied to integrating new and emerging industry skills and technologies into course outcomes and coaching/mentoring students to successful achievement of their educational goals. Funds are also directed to staff development opportunities for faculty to be able to teach the most up-to-date technologies and skills required by industry.

L&I also provides basic services offsite by completing the following:

Meet with customers who have had a worker compensation claim in the State of Washington with or without permanent impairment to identify barriers to employment. Provide an introduction to what WorkSource has to offer, identify workshops that would benefit the customer, and refer to partner programs to determine if the customer would qualify for additional services. Assist customers in setting up their profile on the WorkSourcewa.com website and provide an orientation on how to use the site. Provide career exploration and assessment, information on labor market, area employers, and training. Assist with resume development and mock interviewing. Job match and refer to appropriate job postings based on physical demands, transferable skills, education, etc. Refer to community agencies for support services including but not limited to: medical/dental care, housing, food, clothing, etc. Assess current skill level of customer and identifying areas that need improvement for competitive work environment. Consult with vocational community, healthcare community, business community, and legal community regarding vocational and return to work issues for customers with workplace injuries/illnesses. Develop on the job training opportunities for customers approved for training due to their workplace injury/illness. Teach workshops on issues related to disabilities, resumes, current trends in labor market, employment, professional development, etc. to customers, vocational community, business community, and legal community. Assist with the development of the annual career fair for individuals with disabilities.

OIC engages customers, employers and training providers offsite to support Migrant Seasonal Farm Workers (MSFW) as follows:

We partner with school districts, community services agencies, community events and various chambers of commerce to disseminate program information.

Our program services to participants are customer driven. We perform:

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1. Basic assessment (screening, eligibility and intake)
2. Career Guidance Services (initial and objective assessments)
3. Deskside Job Seeker Services (applications, mock interviews, job readiness training class)
4. Employment Referral
5. Job Development (WEX and OJT)
6. Meaningful Unemployment Assistance (creating a SAW account)
7. Provide WorkSource Information
8. Referrals to Additional Services (Related Assistance (nutrition, transportation, utility and partial rent), food banks, housing authorities....)

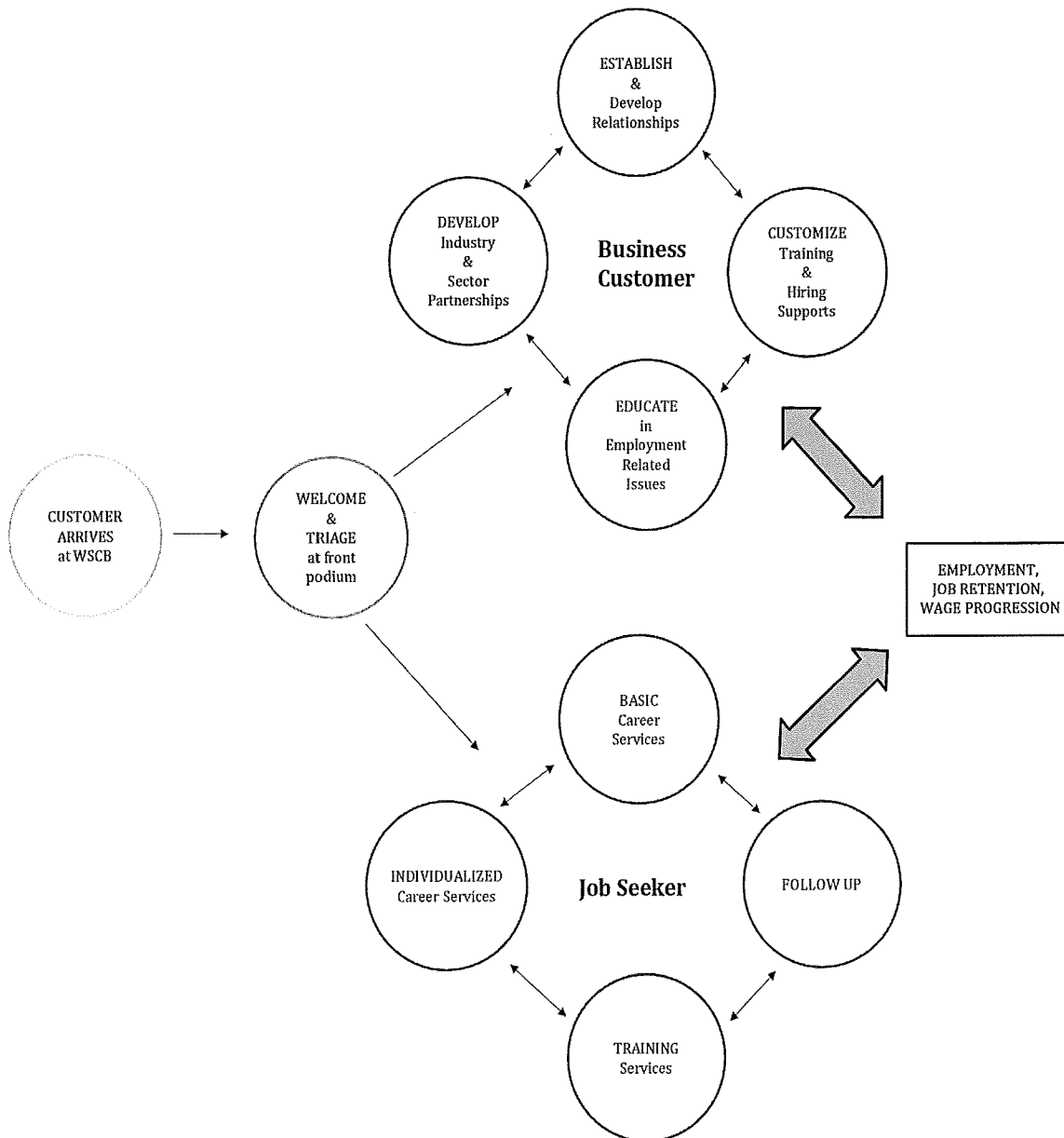
Job Corps provides the following services offsite:

- Vocational Training
- Basic Education Completion
- Social Skills Training
- Basic Health Services

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Customer Flow Chart

*Efforts to Outcomes (ETO) is being used as MIS at each step in the customer journey



*Please see pages 6-9 for details of service delivery. Assessments and referrals are provided to our customers at any step in the customer journey, as needed to further identify services which will meet those needs.

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Business Services Strategic Plan PY 2018-2021

Our Team – WorkSource Columbia Basin Business Services includes a dedicated team of individuals from partner agencies that utilizes the strengths of each member in a manner that is transparent to the customer and exceeds their expectations. We agree to embody the vision statement adopted by the Benton Franklin Workforce Consortium:

WorkSource Columbia Basin is a customer centered and business friendly One-Stop. WSCB is a place where:

- **Job seekers get the right combination of services at the right time to connect or reconnect to the workforce**
- **Business and employers find the talent with the skills they need, at the time they need them.**
- **Staff are well equipped to provide services, based on the customer need.**

Serving the Business Customers:

Enable businesses and employers to easily identify and hire skilled workers and access other human resource assistance.

Strategy

- **Develop and implement an effective outreach and employer engagement strategy to increase understanding of employers' needs, enhance employers' knowledge of system resources, and establish WSCB as a strategic partner.**
- **Coordinate business services across all programs by developing a standard menu of business services that are delivered by all partners.**

Our mission is to provide tailored solutions to the business customer to advance economic development in our region.

Goal 1 – Build Ongoing Relationships With Businesses to Better Understand Current and Future Workforce Needs

1. **Connect face-to-face with businesses and their representatives.**
 - a. **Increase employer outreach opportunities for staff**
 - i. **Provide opportunities for job development**
 - ii. **Attend Partnership Council**
 - iii. **Meet with apprenticeship coordinators**

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- b. Identify key industry sectors or clusters, target businesses within each, and identify workforce trends and staffing cycles
 - c. Create a Needs Assessment to determine skills trends in the industry
- 2. Attend community meetings and forums to interact with businesses and the organizations that serve them.
 - a. Participate in Society for Human Resources Management (SHRM), TRIDEC, Chambers and related local workforce and economic development events
 - b. Be guest speakers at events
 - c. Attend hiring events offsite
 - d. Tour highlighted business with the Chambers to learn about the business needs
- 3. Utilize social media to connect with the business customer.
 - a. Promote WSCB seasonal events
 - b. Create a Facebook group
 - c. Highlight job openings on Facebook
 - d. Utilize LinkedIn to connect with businesses
- 4. Utilize technology tools to connect with the business customer.
 - a. Utilize mass texting to market our events
 - b. Create video shorts to demo our events and value
 - c. Create an app that can be utilized to market our events
- 5. Reconnect with the business customer to keep the lines of communication open.
- 6. Conduct annual Business Satisfaction Survey.

Goal 2 – Provide a Qualified Applicant Pool for Businesses

- 1. Implement professional development opportunities for staff who serve both the business customer and the job seekers to participate in planning and activities that insure WSCB services meet their hiring needs.
 - a. Ensure relevant workshops are delivered to the job seeker
 - b. Ensure case managers understand the employer requirements for their positions
 - c. Design training programs (OJT, WEX, Internships) that incorporate employer input for skills needs
 - d. Design educational programs that incorporate employer input for skills needs
- 2. Provide employer assistance in developing quality job descriptions and provide value-added labor market information (wage, trends, skills, etc.).
- 3. Assist employers in developing clear well-written, skills-based job orders offering assessment tools as appropriate and assist with selection of correct assessment tool and results based on employer's need.
- 4. Market the value of WorkSourceWA to job seekers and businesses.

Goal 3 – Serve as a Liaison Between Businesses and Job Seekers

- 1. Facilitate internal workforce events to include onsite hiring events and job fairs.
 - a. Expos
 - b. Open House
 - c. Industry specific hiring events
 - d. Fast Track to Jobs
- 2. Conduct post-hiring event surveys.
- 3. Facilitate external workforce events to include community outreach events and job fairs.

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- a. Attend Chambers and Tridec events
 - b. Create industry specific Facebook groups
 - c. Facilitate relationships with staff agencies
 - d. Network (word of mouth) everywhere with individuals and groups
 - e. Utilize free radio and TV spots
 - f. Network with training providers
4. Create a fund source to implement Search Engine Optimization

Goal 4 – Provide Solution Selling

1. Maintain an array of products and services for solving workforce issues such as: Work Experience (WEX), On-the-Job-Training (OJT), Work Opportunity Tax Credit (WOTC), Incumbent Worker Training, and Shared Work programs and types of assessments offered at WorkSource.
 - a. WEX (CPS, ResCare, CBC)
 - b. OJT (CPS, OIC, ResCare, CBC)
 - c. WOTC (ESD, CPS, OIC, DVR, ResCare, CBC)
 - d. Incumbent Worker Training (CBC)
 - e. Shared Work (ESD, CBC)
 - f. Assessments (ESD proctors)
 - g. Rapid Response (ESD, CBC, ResCare)
 - h. Labor Market Information (ESD, CPS, OIC, DVR, CBC, ResCare)
 - i. Convening industry sector partnerships (CBC)
 - j. Customized screening services to employers (ESD, CPS, ResCare, DVR, OIC, CBC)
 - k. Human Resource services—job descriptions and interview assistance (ESD, CPS, DVR, OIC, CBC)
 - l. Utilize a Needs Assessment to identify business hiring needs and trends (CBC)
 - m. Translation services (purchased or provided to job seeker)
2. Utilize subject matter experts to develop learning opportunities for all team members
 - a. Share best practices, outcomes, and coordinated services at monthly roundtable and weekly business services meetings
 - b. Create desk aids for staff to use when needed
 - c. Attend webinars for employer services as a team

Goal 5 – Market WorkSource Columbia Basin Employer Services

1. Develop media opportunities and strive for brand awareness through all media.
 - a. Coordinate media opportunities through Crystal
2. Develop marketing materials locally and by participation in statewide business services workgroups.
 - a. Incorporate “innovation model” to ensure staff are able to present ideas and feedback on what is working and not working with marketing materials
3. Define and develop brand ambassadorship for WSCB.
4. Identify and facilitate workforce-related community sponsorships.

Goal 6 – Utilize Data to Inform Planning and Continuous Improvement

1. Consortium and leadership team develops and sets goals for staff.
2. Create consistent method for all partners to record services in ETO/WAWIN.
 - a. Complete touchpoint training for all staff to include both services to business and the job seekers

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3. Collect data on internal and external hiring and outreach events to determine Return on Investment.
4. Review data monthly/quarterly/annually.
 - a. Benton-Franklin Consortium reviews quarterly
 - b. Business Services Roundtable reviews monthly
 - c. WSCB all staff meetings reviews monthly
 - d. WDC board reviews quarterly

BUSINESS SERVICES CHECK LIST

Check the business services that are available to employers

BUSINESS SERVICES	On-Site
Establish and develop relationships and networks with large and small employers and their intermediaries	✓
Develop, convene, or implement industry or sector partnerships	✓

Other Business Services (not mandatory)

Customized screening and referral of qualified participants in training services to employers	✓
Customized services to employers, employer associations, or other such organizations, on employment-related issues	✓
Customized recruitment events and related services for employers including targeted job fairs	✓
Human resource consultation services, e.g., writing/reviewing job descriptions and employee handbooks; Developing performance evaluation and personnel policies; Creating orientation sessions for new workers; Honing job interview techniques for efficiency and compliance; Analyzing employee turnover; or Explaining labor laws to help employers comply with wage/hour and safety/health regulations;	✓
Customized labor market information for specific employers, sectors, industries or clusters	✓
Customized assistance or referral for assistance in the development of a registered apprenticeship program	✓
Listing of Job Orders	✓
Applicant Referral	✓
Employer Needs Assessment	✓
Unemployment Insurance Access	✓
Access to Facilities	✓
Translation Services	✓
Developing and delivering innovative workforce investment services and strategies for area employers, e.g., career pathways, skills upgrading, skill standard development and certification for recognized postsecondary credential or other employer use, apprenticeship, and other effective initiatives for meeting the workforce investment needs of area employers and workers	✓
Assistance in managing reductions in force in coordination with rapid response activities and with strategies for the aversion of layoffs, and the delivery of employment and training activities to address risk factors	✓
Marketing of business services offered to appropriate area employers, including small and mid-sized employers	✓
Assisting employers with accessing local, State, and Federal tax credits	✓

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Insert Numerical Goals Here When Created



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WSCB Certification Progress Report-7/31/2018

	Goals:	Steps Completed:	Next Steps:	Committed Implementation Date:
Goal 1	Increase employer engagement and outreach efforts	Business Services Strategy plan completed, formation of Business Services Committee, ETO training for all staff, event data tracker implemented	Creation of numerical performance goals, monthly performance report outs, strategy plan goal implementation through SMART method	7/31/2018
	Improve integrated services for all with a focus on people with barriers to employment such as intellectual disabilities/behavioral health issues.	Planning for annual assistive technology training, Barriers and Access Solutions Committee (BASC) survey creation (ongoing)	Implementation of BASC survey, assistive technology training for all staff, creation of universal basic career services intake process	10/31/2018
Goal 3	Improve the front end guest greeting and communication of available service to ensure needs of all customers are discovered and met.	Initial intake questionnaire created, WS orientation video playing in Resource Room	CQI committee recruitment, standardization of welcome and triage to include initial intake questionnaire	10/31/2018
Goal 4	Capture and communicate performance and accountability data to enable clear understanding of current performance and trends and to facilitate making system performance and service delivery enhancement decisions.	Review of WS system performance by leadership team	Establish WSCB systemic goals, publish LMI data and WSCB performance monthly	10/31/2018
Goal 5	Increase overall staff efficiency and staff training participation.	Wednesdays from 8-9am designated as staff development time (implemented 5/9/2018)	All staff training to include cross training, WS System policies, technical guidance from DOL, and the 9 core competencies of the CWDP	7/31/2018

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Type: POSITION DESCRIPTION	Effective Date: 7/5/2017	Revision: 2



ONE-STOP OPERATOR

1.0 PURPOSE OF POSITION

To work with the Workforce Development Council (WDC) and One-Stop Partners in leading operations of the assigned WorkSource System. Responsible for 1) coordination and/or management of assigned WorkSource and 2) coordinating communication and partnership across the One-Stop System and the affiliated service locations. The One-Stop Operator works closely with the Consortium to strategically implement Workforce Innovation and Opportunity Act (WIOA) Integrated Service Delivery (ISD) within the WorkSource One-Stop Center. The primary goal is to create a seamless system of partners among workforce development, economic development, business, and community agencies in order to meet the needs of employers and job seekers in the assigned Region. The stability of this position depends directly upon individual and organizational performance and funding.

2.0 POSITION RESPONSIBILITIES

2.1. WorkSource Site Operations

Coordinate operations of WorkSource which may include leading operations such as site operations, space configuration, customer flow and integration, dependent upon the needs of the assigned WorkSource System and fund source. With the One-Stop Partners, fully implement the requirements and offerings of WIOA. Implement Customer-Centered Design concepts throughout the system, improving the overall feel of WorkSource. Comply with all policies governing operations of a one-stop center. Ensure effective communication, training, and compliance on WorkSource system and One Stop policies. Oversee One-Stop certification process. Coordinate outreach to business and job seeker customers. May identify issues, monitor and provide technical assistance in the provision of career services as outlined in WIOA agreed to in the Memorandum of Understanding. May support Consortium in meeting contractual goals, implementing Essential Skills assessment and training, standardizing workshops, and improving quality of delivery. May ensure meeting non-program EEO requirements.

The One-Stop Operator (OSO) remains current and disseminates to staff and partners, federal and state laws, statutes, policies and regulations pertaining to assigned area and WIOA. This individual must be able to adapt to a continually evolving environment, work autonomously, lead change, operationalize vision of the fund source, build collaborative partnerships and demonstrate high levels of professionalism.

2.2. Partner Collaborations and Relationships

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Work with the Consortium Partnership and/or WorkSource Affiliates to develop a workforce system that shares a common mission and vision, communicates effectively, working together to address the needs of County Employers and Workers. Convene Partnership meetings. Be knowledgeable of mission and performance standards of all partners and facilitate cross training. Facilitate sharing of data and information. Work with WDC to recruit and train additional partners in assigned WorkSource office. May serve as the liaison between WDC and the Partnership.

2.3. Staff Training and Development

Improve the culture of the one-stop by providing leadership development and support for leadership teams. Coordinate and lead staff trainings and other professional learning opportunities that encourage advanced skills development for One-Stop, affiliate, and connection site staff, as appropriate. Topics may include leadership, customer service, workforce development, networking, Lean processes, economic and labor market analysis, and in-demand business services.

2.4. Performance Standards and Outcomes

Build a culture of shared performance and outcomes, understanding the program targets and service delivery goals of each partner, through ISD and common measures. Work with partners and the WDC to identify trending data that prove whether the ISD model is working, and identify necessary adjustments to make for better results. Will build a Continuous Quality Improvement culture in the One Stop system for better service and results.

Establish a methodology for measuring and ensuring services, especially workshops are of the highest quality. Evaluate customer needs and satisfaction. Develop a system for review and implementing customer feedback for One Stop leadership and staff. Utilize customer feedback to adjust service flows and available resources, and streamline duplicative, unnecessary, or low value processes.

2.5. Community Outreach

Will establish WorkSource and, if appropriate, affiliated partners as the preferred community resource for workforce development. Promote services available on the One-Stop Campus, including development of effective marketing and outreach materials. Troubleshoot referral and coordination efforts, work with system partners to develop processes and procedures to ensure customer flow and highest level of customer service.

3.0 PHYSICAL REQUIREMENTS

Here are examples of physical demands an individual must be able to perform to accomplish the essential functions of this job. Reasonable accommodations to help an individual with a disability perform the essential functions are available upon request.

- Typical office work requires the ability to lift, carry, push and pull objects up to 20 pounds.
- Job functions require sitting for extended periods, and may involve standing, stooping, kneeling, bending, lifting, walking, carrying, and reaching.
- Extensive wrist and hand movements required for keyboarding and use of office equipment.
- Ability to exchange information through active listening and verbal skills required.

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- Ability to be mobile community wide for appropriate business needs required. Must be able to legally operate a motor vehicle or possess an alternative transportation method sufficient to meet the daily transportation requirements of the position.

4.0 QUALIFICATIONS

Required

- A Bachelor's Degree in: Business Administration, Human Resources, Social Work, Communication, Personnel Management, Sociology, Guidance/Counseling, Public Administration, Education, Workforce Development, Psychology, Sociology, or Social Services' related field. (Experience may be substituted for the degree requirement on a year for year basis).
- Certified Workforce Development Professional (CWDP) credential (or ability to apply for certification by within two program years.)
- Minimum 3 years demonstrated experience in a management position with a community based organization specializing in workforce development, employment and training, education, or related services.
- Proven track of building organization-to-organization relationships, and improving system effectiveness.
- Skilled communicator and consensus builder with demonstrable success facilitating difficult conversations until achieving win-win outcomes.
- Demonstrated proficiency in project management and applying LEAN principles, including experience in building systems, measuring performance and customer satisfaction
- Requires advanced level use of: Microsoft Word, Excel, PowerPoint, and Outlook; LinkedIn, and other business-related networking applications, as appropriate.
- Excellent analytical, organizational, written and oral communication skills required.
- Must be able to work in a culturally diverse and fast-paced environment and demonstrate a commitment to diversity, equity and cultural competency

Preferred

- A Master's Degree.
- Two years of experience in operating federal or complex programs.
- A proven ability to develop a network of employment training and job placement resources with the private sector preferred.
- Project Management and Program Implementation experience strongly preferred.
- Demonstrated success working with people from a variety of backgrounds which may include disabilities, criminal history, homeless, family violence, poverty etc.

5.0 TRANSPORTATION AND INSURANCE REQUIREMENTS

Category 1 Position (See Global Policy 3). Daily availability of personal vehicle or alternate method of transportation sufficient to meet the daily transportation requirements of the position is a condition of employment. Copies of driver's license and auto liability insurance coverage of at least \$100,000 per person, \$300,000 per accident and \$100,000 in property damage is required for personnel file at time of hire and annually thereafter.

6.0 IMMEDIATE SUPERVISOR COO

7.0 SALARY

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See current salary ranges in Employee Manual.

8.0 CLASSIFICATION

Full time Exempt

9.0 PRIORITIZED TRAITS OF POSITION FOR PERFORMANCE EVALUATION

- WorkSource Site Operations
- Collaboration and Partner Relationships
- Staff Training and Development
- Performance Standards and Outcomes
- Community Outreach

10.0 DATE APPROVED

The CEO approved this position description on July 5, 2017.

11.0 ACCEPTANCE

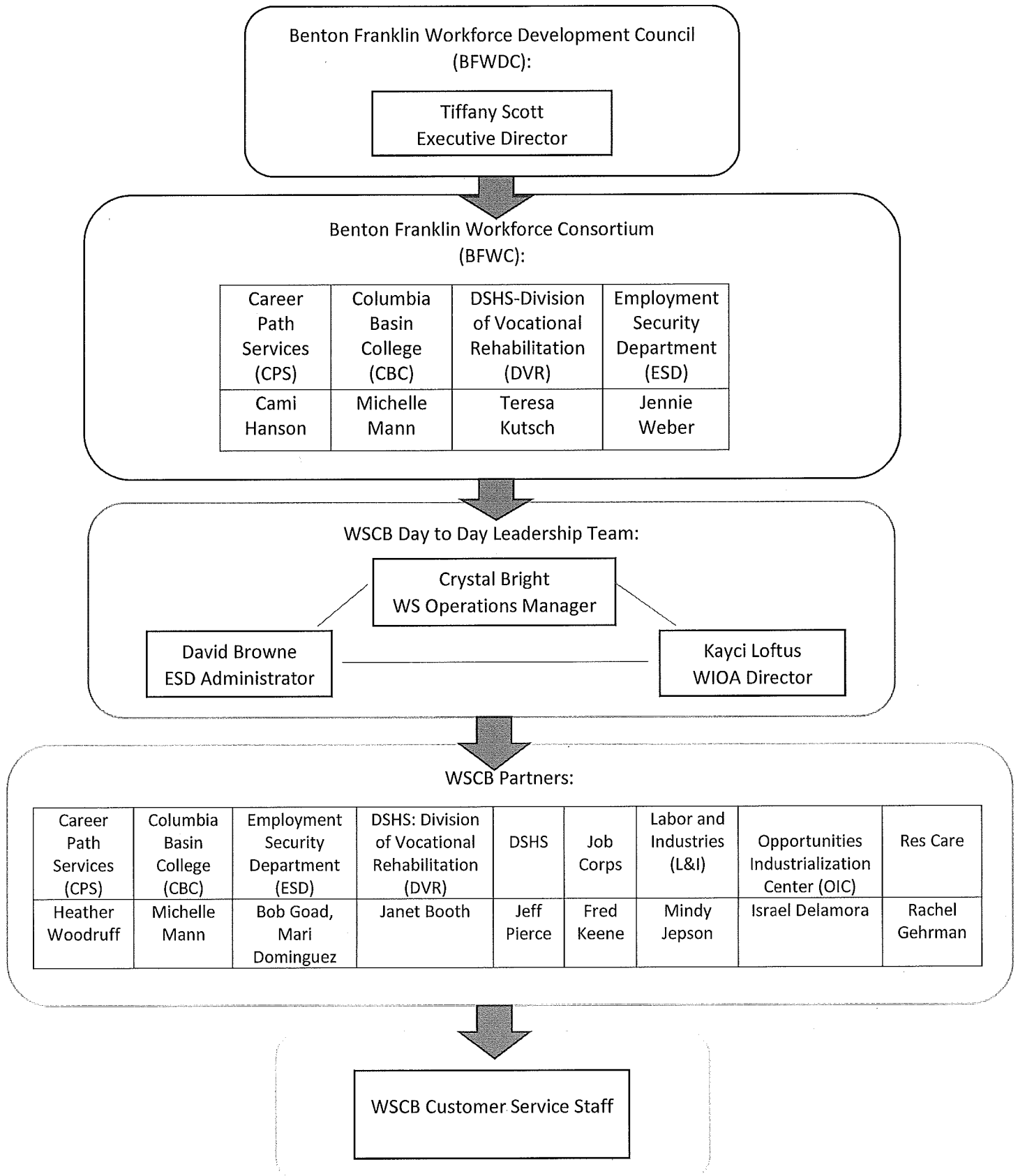
I have received a copy of this position description.

Employee Printed Name

Employee Signature

Date

WorkSource Columbia Basin (WSCB) Organizational Chart



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Benton Franklin Workforce Consortium Governance

Established August 2017

The Benton Franklin Workforce Consortium (BFWC) consists of the following members: Career Path Services, Columbia Basin College, Division of Vocational Rehabilitation, and Employment Security Department. The BFWC provides One Stop Operator services through WorkSource Columbia Basin.

Members of the BFWC have committed to a shared governance approach which includes an equal voice - equal participation structure. This document defines governance structure, participation, decision-making authority, and conflict resolution.

Draft Vision statement: WorkSource Columbia Basin is customer centered and business friendly One-Stop. WSCB is a place where:

- job seekers get the right combination of services at the right time to connect or reconnect to the workforce.
- business and employers find the talent with the skills they need, at the time they need them.
- staff are well equipped to provide services, based on customer need.

BFWC Members agree to:

A. Robert's Rules of Order and a one member/one vote standard. Each will possess a working knowledge of the WIOA regulations, industry best practices, service models, and bring forward ideas to improve services.

B. To achieve optimum collaboration, our system will:

- Provide an environment of collegiality which supports a culture of delivering quality services to the customer;
- Promote individual agency goals as goals of the collective so as to create strategies which support each partner, which in turn enhances the performance of each partner;
- Coordinate planning and integration of services across multiple programs;
- Assist in meeting state and federal mandates to coordinate and collaborate; and
- Provide a learning environment and culture for staff to build and utilize new skills for effective and efficient customer service

C. Define what they will bring to the group as contributing partners.

- Career Path Services (CPS) will serve as the contractor of record, fiscal agent for the OSO funding, and the employer of record for the OSO position. CPS will link WIOA services for Dislocated Workers, Adults and Youth to expand training and work-based learning opportunities to more businesses and job seekers. CPS will expand WSCB business services by training partners on eligibility criteria for WIOA services, how On-the-Job Training (OJT) and paid

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Work Experience (WEX) are services used to train, hire and maintain skilled workers, and how to use support services to help people find and keep their jobs;

- Employment Security Department (ESD) will increase market share of businesses who use our system, serve more job seekers, and develop cross borders strategies with Oregon businesses who hire Washington workers. ESD will bridge the gap between underserved populations like veterans, welfare recipients, and the long-term unemployed, with the services that can help them achieve education and work goals. ESD will bring a vast array of services as the nation's presumptive labor exchange service provider;
- Columbia Basin College (CBC) will integrate more skills programs with the WorkSource system and innovate cohort training for occupations relevant to the growing community economy, including Hanford jobs. CBC will increase student tours of business and bring business leaders to the classroom to infuse real world perspective into curriculum. CBC will coordinate efforts between students and faculty, business, WSCB, and the community at large;
- Division of Vocational Rehabilitation (DVR) will help people with disabilities gain more access to job opportunities. They will give WSCB technical assistance on the DOL recent final rule revising the regulations implementing the nondiscrimination and equal opportunity provisions of WIOA's Section 188 from a disability perspective. DVR will improve on accommodating the unique needs of people with disability. They will show employers how reasonable accommodations can expand their access to skilled talent. DVR will give technical assistance to improve the career planning processes and job matching at WSCB.

D. Have a senior leadership representative (or designee) at regular BFWC Leadership meetings to review performance and provide input on continued process improvements and enhancements.

E. Have a representative from all consortium organizations attend applicable events/meeting such as the BFWDC board meetings.

F. Co-manage open and timely communication between consortium members. The BFWC will be one team with one vision, a shared mission, and singleness of purpose. The BFWC will coordinate work so that agendas, outcomes and credit is shared equitably and broadly. All parts of the delivery model will be transparent and relevant to the whole. On behalf of the BFWC the OSO will work to remove territorial differences and expand common ground.

BFWC Oversight:

G. Regular Meetings will be held monthly for the first twelve months: :

- a. The BFWC will establish a process for coordinating people and systems into a shared vision and effort.
- b. Responsible for full implementation of the One-Stop Operator contract.
- c. One Stop Operator and senior leadership from each organization or designee.

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- d. Facilitation of meetings will be rotated through each BFWC organization.
- e. The facilitator is responsible for securing the meeting location, confirming the date, drafting the agenda and guiding the meeting. The note taker will be the next person/agency to facilitate.
- f. Ad hoc meetings may be scheduled as necessary.

H. Removal of BFWC members

- a. Consortium participation will be evaluated annually. If a member's participation is below standard, the group will work together to see what changes need to occur and brainstorm ways to achieve those changes.
- b. If concerns come up by consortium members, the concerns will be brought to the attention of the collective senior leadership. Senior leadership will work toward resolving participation problems by developing and implementing a plan of action.
- c. Should inadequate progress be made toward achieving expected participation, a decision will come before the entire consortium about the continuation of that member.
 - I. Each member organization has the ability to remove themselves.
 - II. If a member decides not to remove themselves, there may be a motion and a second to remove the member not making progress. This requires a unanimous vote from all other members.
 - III. Any changes would take effect at the end of contract year, or as negotiated with the presiding fund source.

I. Addition of new BFWC member(s)

- a. Service needs are unable to be met by existing member organizations.
- b. New member is able to bring resources needed to support the BFWC effort.
- c. A new system need is identified which the current members cannot address. A new member would be recruited to fill this need.
- d. Vacancy created by the loss of a member.
- e. Agreed to by all consortium members.

As the collective leadership for the BFWC organizations, we agree to the above guidelines and will work together to continue to provide excellent services within our community.

Career Path Services

Date

Employment Security Department

Date

Columbia Basin College

Date

Division of Vocational Rehabilitation

Date

Certification Project Improvement Plan

On behalf of the Benton-Franklin Workforce Consortium (BFWC) and the staff members at WorkSource Columbia Basin (WSCB), we would like to thank you and the members of the One- Stop Certification Committee for your enthusiasm and commitment to engaging in the 2018 Certification Presentation. Your thoughtful feedback and expressions of appreciation are a testament to the connection which WSCB has with our board.

In the Certification Determination letter, there are five areas of concern identified which require an action plan to be submitted and accepted to receive a 1-year provisional certification. In response to the identified BFWDC Board observed deficiencies, we are proposing the following Performance Enhancement Action Plan:

1. Increase employer engagement and outreach efforts.
 - How expectations for standards of performance will be achieved:
 - The Business Service Roundtable (BSR) group has a planning meeting scheduled for June 27, 2018. During this meeting we will finalize the strategic plan for our Business Services team to determine the "who, what, when, where, and why" of our plan. This strategy will be based around the WorkSource Principles and the Business Service Checklist in the Certification Application.
 - Additional training will be provided to members of the BSR to ensure services are captured in MIS.
 - How achievements will be measured:
 - Data will be collected during interactions with business customers to measure the impact of our supports. For example, for hiring events, we will collect data reflecting the number of positions available, the number of attendees/referrals from WSCB, and positions filled.
 - Who is responsible for completing the action:
 - The BFWC
 - Timelines for implementation/completion:
 - July 31, 2018
2. Improve integrated services for all with a focus on people with barriers to employment such as intellectual disabilities and/or behavioral health issues.
 - How expectations for standards of performance will be achieved:
 - Establish basic career services intake process which includes universal assessment, application and referrals for appropriate services.
 - Train staff annually on assistive technology available to meet the needs of customers.
 - Embed the Barriers and Access Solution Committee (BASC) in service delivery assessment.
 - How achievements will be measured:
 - Utilization of the BASC survey will help us to gather input from the broad spectrum of populations with barriers to employment and identify physical and programmatic barriers. Guest feedback will then be used to alleviate those barriers.
 - Who is responsible for completing the action:
 - The BFWC
 - Timeline for implementation/completion:
 - October 1, 2018 (Initial roll out of a universal application, assessment, and referral process)
 - Assistive Technology training annually
 - BASC Survey processes ongoing

3. Improve the front-end Guest greeting and available services communication system to ensure the needs of all customers walking through the door are discovered and identified in order to respond to their needs.
 - How expectations for standards of performance will be achieved:
 - Utilize a Human Centered Design (HCD) approach to solicit customer feedback to engage in Continuous Quality Improvement (CQI) of service delivery and accessibility.
 - We will establish a process and matrix for capturing methods, frequency, and goals for surveying customer needs.
 - Implement a Resource Room staff training plan for Basic Services including a standard message for welcoming guests and triage.
 - Complete a warm hand off between system partners to connect customers to the right set of services.
 - How achievements will be measured:
 - Feedback will be gathered from customers to ensure that our model is meeting their needs.
 - Who is responsible for completing the action:
 - The BFWC
 - Timeline for implementation/completion:
 - July 1-October 1,2018
4. Capture and communicate performance and accountability data to enable clear understanding of current performance and trends and to facilitate making system performance and service delivery enhancement decisions.
 - How expectations for standards of performance will be achieved:
 - Establish WSCB systemic goals; indicators may include overall number served, employment outcomes, and customer satisfaction.
 - Review of WorkSource System Performance Dashboard by leadership and staff monthly.
 - Publish LMI data and WSCB performance monthly to enhance customer knowledge and informed decision making.
 - How achievements will be measured:
 - Performance statistics from the MIS will be reviewed monthly.
 - Review performance statistics from partners who do not report outcomes through the MIS on a quarterly basis.
 - Who is responsible for completing the action:
 - The BFWC
 - Timeline for implementation/completion:
 - 90 days from the date the Memorandum of Understanding (MOU) is signed
5. Increase overall staff efficiency and staff training participation.
 - How expectations for standards of performance will be achieved.
 - Implement professional development training plan and tracking matrix shared by all partners based on staff feedback from the certification checklist to include:
 - Cross-training opportunities between all partners,
 - WorkSource System Policies and other Technical Guidance from DOL, and
 - The nine core competencies of the Certified Workforce Development Professional.
 - Require system partners invest in staff development and support identified/sponsored training opportunities.

- Create dedicated professional development time for all system partners (Wednesdays, 8:00-9:00 am.)
- How achievements will be measured:
 - Mandatory attendance for all staff captured through sign in sheets
- Who is responsible for completing the action:
 - The BFWC
- Timeline for implementation/completion:
 - July 1, 2018-Ongoing

Other Action:

- A Monthly Progress Report to the BFWDC will be provided by the One Stop Operations Manager on or before the 1Qlh of each month
- One year ranking (meeting or exceeding 3.5 in all categories) will be completed and submitted to the BFWDC June 2019.

We look forward to working closely with the BFWDC as we progress on our journey to exceed the expectations of our customers and become the premier provider of job seeker and employer services in the region.

Benton-Franklin Workforce Consortium