



**WorkSource System Policy**  
**WorkSource Standards & Integration Division**

---

---

Washington envisions a nationally recognized fully integrated One-Stop system with enhanced customer access to program services, improved long-term employment outcomes for job seekers and consistent, high quality services to business customers. In order to achieve this vision, the WorkSource Standards & Integration Division sets a common direction and standards for Washington's WorkSource system through the development of WorkSource system policies, information notices, and technical assistance.

---

---

**Policy Number:** 1014 Revision 1  
**To:** Washington WorkSource System  
**Date of Publication:** January 11, 2013

**Subject: Coordinated Business Services**

1. **Purpose:**

To ensure Washington's WorkSource System provides business services that connect employers to WorkSource resources with the goal of strengthening and growing businesses, creating jobs and meeting the hiring needs of employers.

2. **Background:**

Washington's WorkSource System is committed to helping employers by offering a wide range of tools and resources to assist with their workforce needs. The role of the WorkSource System is to deliver high quality services to job seeker and business customers that improve employment outcomes for both types of customers. Reaching out to employers and connecting them with WorkSource resources is a key step toward meeting hiring needs and finding employment for job seekers.

3. **Policy:**

a. **WDC Oversight**

Each WDC is responsible for the development and oversight of a locally coordinated, focused and cost-effective business services strategy that aligns with state strategies. WDCs should identify and leverage all business service resources, including business services partners, to contribute to the coordinated delivery of services.

WDCs oversee the provision of required business services and are encouraged to build upon these requirements, in alignment with their Local Integrated Workforce Plans (LIWPs), to better meet the unique workforce needs of local businesses.

## **b. Required Business Services**

At a minimum, WIA requires the following business services to be provided in each Workforce Development Area (WDA):

- Developing employer linkages with workforce investment activities (WIA Sec. 117(d)(8)).
- Promoting employer participation in the workforce system and ensuring the effective provision of connecting, brokering and coaching activities to assist in meeting hiring needs (WIA Sec. 117(d)(8)).
- Coordinating Labor Exchange services in alignment with the LIWP (20 CFR 652.207).
- Providing Rapid Response services and information regarding business restructuring or closure (20 CFR 665.310 and WIA Policy 3910).

### **Note:**

[WorkSource Information Notice \(WIN\) 0032](#) contains specific job order and referral requirements. These requirements apply to **any** WorkSource program posting job orders or making job referrals, including but not limited to Wagner-Peyser and WIA Title I.

WIA Title I funds may not be spent on employment generating activities, economic development, or other similar activities, unless they are directly related to training for eligible individuals. WDCs must ensure that WIA Title I funds are not used for any prohibited activities as described in WIA Sec. 181(e) except as otherwise allowed by 20 CFR 667.262 and described in this policy.

## **c. Flexibility for Local Strategies**

In addition to the required business services listed above, WDCs may choose to require other services to be provided in support of local business services strategies outlined in LIWPs and Memoranda of Understanding (MOUs). Below are a few examples of other common business services:

- Access to labor market information.
- Business assessment and assistance.
- Employee training and re-training.
- [www.Go2WorkSource.com](http://www.Go2WorkSource.com) resources.
- Access to facilities and office space.

## **4. Definitions:**

**Business Services** – Connecting employers to WorkSource resources with the goal of strengthening and growing businesses in order to promote job creation and meet the hiring needs of employers.

**Coordination** –The collaborative functioning of partners and leveraging of resources to more efficiently and effectively meet the needs of job seekers and businesses in the local WorkSource System.

**Outreach** – To contact or connect with employers for the purposes of developing relationships, to assess demand and workforce needs, and to identify potential employment opportunities for job seekers.

**Oversight** – In the context of the policy, “oversight” is the action a WDC takes to ensure requirements and expectations are carried out within its local system. Actions may include monitoring activities, reviewing results, outcomes, achievements, business or contract goals, building positive working relationships with local partner entities, establishing local service delivery standards and expectations,

**5. References:**

- [WorkSource Policy 1013 Rev 1, WorkSource Memorandum of Understanding \(MOU\)](#)
- [Partnering for Performance: Washington’s Workforce Compact](#), Workforce Training and Education Coordinating Board, September 2007
- Governor’s Executive Order 99-02 (7f)
- 20 CFR 665.310, 667.262, 667.268, and 652.207
- WIA Sec. 117(d)(7-8) and Sec. 181(e)
- [WIN 0032 – Job Order and Referral Requirements and Tools](#)

**6. Supersedes:**

WorkSource Policy 1014, Coordinated Employer/Business Services

**7. Website:**

<http://wpc.wa.gov/adm/policy>

**8. Action:**

WDCs and their contractors, as well as Employment Security Area Directors, should distribute this policy broadly throughout the system to ensure that WorkSource system staff are familiar with the content and requirements.

Each WDC is required to incorporate its WDA’s business services strategy in the local MOU and/or LIWP. Although WDCs are no longer required to maintain Business Services Plans, Each WDC should determine whether or not the development of a local Business Services Plan is beneficial for its WDA.

**Direct Inquiries To:**

*WorkSource Standards & Integration Division*  
*Employment Security Department*  
PO Box 9046  
Olympia, WA 98507  
(360) 725-9500  
[WSIDpolicy@esd.wa.gov](mailto:WSIDpolicy@esd.wa.gov)

**Approved:**

X  \_\_\_\_\_

Amy Smith, Deputy Assistant Commissioner