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WISCONSIN'S JOB CENTER SERVICE STANDARDS AND OUTCOMES

Introduction

The Job Center Service Standards (hereinafter the Standards) establish the framework and define expectations for serving customers within Job Centers across the State of Wisconsin. The Standards establish the minimum array of services that must be provided through each Job Center in the State.

The Standards are broadly stated to allow maximum flexibility in regional program design and local implementation of services. The Standards state "what" is to be done; it is up to local groups responsible for the planning and implementation of Job Center services to decide "how" local activities will meet the Standards.

1. General Provisions

Wisconsin Job Centers offer a variety of service points or services to all individuals or businesses. Customers may expect that:

- The level of service provided will be appropriate to individual customer's needs and consistent with program requirements.
- Veterans and qualified spouses shall be given priority over non-veterans in the receipt of employment, training, and placement services provided under the Workforce Investment Act (WIA) program.
- Customers make informed choices, within available services, and are assisted in determining options for services.
- Services are coordinated across programs and not duplicated, to improve efficiency and service to the customer.
- Program information is accessible in various delivery formats to ensure understanding by the customer, e.g., oral/written translation services, interpreter services/sign language, etc.
- Accommodations are made for customers' special needs (physical and programmatic).
- Customers receive services through the Job Center system regardless of race, gender, ethnicity, age, or disability status and in accordance with any other legal protections.
- Customers are treated with respect.
- Privacy and confidentiality are provided for all customers.

2. Staff Competencies

Staff providing services through Job Centers are trained and demonstrate competence in providing consistent, high quality service to business and job seeker customers to include:

- Knowledge of available community resources.
- Knowledge of referral process to all partner programs and services as appropriate for the customer's needs.
- Knowledge and assistance with all Job Center tools, technologies, Internet, and computer systems.
- Knowledge and assistance with special needs and overcoming barriers to employment, as needed. Understands special employment needs of diverse populations.

- Knowledge of privacy and confidentiality requirements for all customers.
- Knowledge of customer service techniques including maintaining a professional relationship.

Staff in the Job Centers will demonstrate competence by obtaining National Association of Workforce Development Professionals (NAWDP) certification or equivalent certification. Staff providing WIA Title I and Title III services through the Job Centers will be required to obtain the NAWDP certification or its equivalent certification.

3. Job Center Effectiveness

Job Centers will assure continuous improvement, customer satisfaction and effectiveness through the following measures:

- All customers are served in a timely manner. Each Job Center will decide what it considers a timely manner for customers.
- Customer satisfaction as measured by regular local surveys.
- Other continuous improvement models such as Baldrige Express, ISO 9000, Six Sigma, etc.
- An evaluation created locally to match the standards.

4. Job Seeker Services Standard

Each Job Center provides access to:

- Information on education, employment and training services.
- Information on local services and where the services are available.
- Initial eligibility information on programs available in the community for which they may be eligible.
- Information on pre- and post-support services needed to maintain employment.
- Initial, comprehensive and specialized assessments as appropriate to the customers' needs and program requirements.
- Career planning with an emphasis on jobs in the area that provide family-supporting wages and benefits, including nontraditional occupations.
- Current job openings, the qualifications associated with these openings, and application instructions.
- Assistance with job search, including resume writing, interviewing, seeking nontraditional employment positions, using labor market information and locating the "hidden job market," career ladders, and high wage, high demand occupations.
- Information on the Unemployment Insurance (UI) filing and claims update processes.
- Financial literacy training such as the wise use of credit and financial asset building, and credit rehabilitation counseling.

5. Employer – Business Services Standard

Each Job Center provides the following services to business customers (some of these services could be for a fee):

- Assistance with writing job descriptions that accurately describe the position.
- Assistance to employers in placing job orders to effectively announce job vacancies.
- Assistance with recruiting qualified job applicants.
- Access to labor market information and analysis.
- Employer events such as job fairs.
- Assistance with planning for workforce expansion or downsizing.
- Information on retention and post-employment support services for employees.

- Information on workplace and customized training.
- Enhanced business services and increased outreach to employers that offer high wage, high growth jobs.

by Eduardo Saenz, BWP/DWS, November 4 draft