

EWP WorkSource Observation Template

Front End Services – BOX 1

Box 1 Services	Standard	Observation Method	Comments
Greet Customer	<p>All employees must wear name badges for easy customer identification.</p> <p>Sample "Greeting":</p> <ul style="list-style-type: none"> • "Hello, welcome to WorkSource, my name is Lori. • See triage 	<ul style="list-style-type: none"> ✓ Is name badge present ✓ Document initial customer contact time ✓ Notice staff tone of voice ✓ Is there eye contact between customer and staff? ✓ Does front end staff approach customer or wait until customer reaches reception desk? 	
Triage	<p>Sample Questions:</p> <ul style="list-style-type: none"> • What brings you here today? • Are you familiar with our services? • How can we help you? • Are you a Veteran or spouse of a veteran? (Priority of Service) 	<ul style="list-style-type: none"> ✓ Does staff ask consistent questions? ✓ Notice staff tone of voice ✓ Is there eye contact between customer and staff? ✓ Is customer engaged in the conversation? ✓ Is there a wait time for initial services? What does this mean? If triage, no, if other maybe 	
Short Skies Registration	<p>25 mandatory entries to complete short SKIES registration</p>	<ul style="list-style-type: none"> ✓ Are customers waiting for initial SKIES registration? ✓ Upon completion is there a wait time for an initial assessment? 	
Guide to WorkSource Services	<p>All customers new and returning should receive a guide to WorkSource Services including:</p> <ul style="list-style-type: none"> • Types of Service offered • Resources available • How to access services and programs • Other office specific information 	<ul style="list-style-type: none"> ✓ Does front end staff provide consistent information to customers? ✓ Are customers shown how to access WorkSource services online? ✓ Are printed materials being distributed such as: <ul style="list-style-type: none"> ○ Workshops/Classes ○ Skill Assessment ○ Worker Retraining ○ Veteran Services 	
Self Directed Resource Room	<p>Use this for job seekers who say they want self service and whom you believe are job ready.</p>	<ul style="list-style-type: none"> ✓ Are customers informed of tools available? <ul style="list-style-type: none"> ○ Copy /Fax Machine ○ Winway Resume ✓ Are customers informed of WorkSource Website tools? ✓ Labor Market ✓ Resume/Application posting ✓ Registration 	

Front End Services - BOX 2

Box 2 Services	Standard	Observation Method	Comments
Complete Full SKIES Registration	<p>Staff will complete a full SKIES registration (Initial Assessment) which will help decide what employment services would benefit the job seeker.</p> <p>Staff will complete all 29 entries for core services.</p>	<ul style="list-style-type: none"> ✓ Is customer job ready? If yes, refer to Box 3 Employment Services. <ul style="list-style-type: none"> ○ SAJM ○ Referral ○ JD If not job ready, would customer benefit from: <ul style="list-style-type: none"> ○ Skills Assessment ○ Career Counseling ○ Service plan for employment ✓ Document in case notes, under Progress Evaluation, the steps to enhance the continuing engagement of the job seeker. 	
Offer an Orientation to WorkSource Services and Practices	<p>Each local WorkSource office provides a complete orientation to WorkSource Services.</p> <p>The use of Module 1 Orientation to WorkSource Services if locally determined.</p>	<ul style="list-style-type: none"> ✓ Refer to the orientation any job seeker who may benefit. <ul style="list-style-type: none"> ○ Give specifics about: <ul style="list-style-type: none"> ○ Date ○ Time ○ Location 	
Provide Career Guidance and Complete the Reemployment Services Summary	<p>By completing the Reemployment Services Summary at the end of the desk side service, you and the customer will have a written record and agreement of what you did and the steps to take next.</p> <p>Decide if job seeker will benefit from Employment Services (Box 3) or Intensive Work Skills Services (Box 4).</p> <p>Enroll customers who will benefit from Employment Services in Continuous Engagement*.</p> <p>The service model supports WorkSource employees as they work with targeted customers to develop career ladders & employment pathways.</p> <p>*CEG is a service provided to a job seeker where two or more consultations are necessary for the seeker to reach his or her goal and for staff develop a Service Plan.</p>	<ul style="list-style-type: none"> ✓ Provide customers with the following materials, information, suggestions or advice that helps the customer make job or career choices. It allows the customer to make the best use of WorkSource services: <ul style="list-style-type: none"> ✓ Job Hunter Workshops ✓ Help completing employment applications ✓ Explain Labor Market information and career ladders ✓ Describe work skills assessments ✓ Provide information on training and education <ul style="list-style-type: none"> ○ Goal setting and planning next steps 	

Box 2 Services	Standard	Observation Method	Comments
Offer an Optional Service Plan for Employment	Develop a Service (s) to include the employment goal, planned activities and start and end dates. Include: <ul style="list-style-type: none"> • Customer interviews • Assessments • Review of services to date • Basic skills tests 	<ul style="list-style-type: none"> ✓ Working in collaboration with the job seeker: <ul style="list-style-type: none"> ○ Complete a written activities and services summary ○ List specific next steps towards employment goal ○ Develop an individual employment plan ○ Give a copy to the customer ○ Record in case notes in SKIES 	
Optional Work Skills Assessment	WorkSource offices use a variety of formal work skills assessments.	<ul style="list-style-type: none"> ✓ Offer customers the following options for skills assessments: <ul style="list-style-type: none"> ○ KeyTrain ○ Choices CT ○ Workforce Explorer ○ Prove It ✓ Review results with customer ✓ Summarize the type, date, score and results in case notes. 	
Comprehensive Evaluation – no longer offered	For WorkFirst Parents, Complete the eJAS Comprehensive Evaluations.	<ul style="list-style-type: none"> ✓ Follow the steps outline in the WorkFirst Handbook and the WorkFirst Standards. <ul style="list-style-type: none"> ○ Include parents in the decision-making ○ Develop a service plan and complete an Activity Plan ○ Document in Case Notes 	
UI Reemployment Orientation	This is a specialized orientation for UI claimants about the requirements and the rights related to receiving UI benefits. The orientation also covers reemployment help through WorkSource. Most claimants will be scheduled to attend the UI Reemployment Orientation.	<ul style="list-style-type: none"> ✓ This class is scheduled by the Telecenters and is mandatory for UI claimants. 	
Training Benefits And Commissioner Approved Training	Customers receiving Unemployment Insurance and planning to go to training may qualify for wither Training Benefits (TB) or Commissioner Approved Training (CAT).	<ul style="list-style-type: none"> ✓ Provide information and assistance or direct them to workers assigned to provide TB or CAT. ✓ Refer to training services. 	