

**WISCONSIN'S JOB CENTER STANDARDS**

**1999**

**July 1, 1999 - June 30, 2000**  
Approved by the Council on Workforce Excellence  
March, 1999



## ***ABOUT THE STANDARDS***

Wisconsin's job centers are outlets where employment and training services are delivered to employers and job seekers. Currently, 77 job centers are operational, developing or in the planning stage throughout the state. The 1999 Job Center Standards in this document define and describe the minimum services and activities which job centers are expected to provide to all customers. The job center "definition" arises from the following guiding principles:

- ◆ To the extent possible, job centers provide one-stop access to employment and training programs. Where collocation is not possible, the job center is the hub for employment and training activities in the Workforce Development Area (WDA). Service delivery is expected to be coordinated and non-duplicative.
- ◆ A job center is a place where one can find a job or obtain information about career options.
- ◆ Job centers serve employers and job seekers.
- ◆ At a minimum, job centers meet the existing standards.
- ◆ Job centers focus on customer-driven, continuous quality improvement.
- ◆ Planning for job centers occurs regionally. Individual job centers operate within a Workforce Development Plan.
- ◆ Job center services are delivered locally. Local innovation in service delivery is encouraged, but all job centers must deliver services to job seekers and employers as defined by the Job Center Standards.
- ◆ Career centers are a bridge between job centers and school districts which expands the range of services available to job seekers and employers.

Local standards attainment continues to be the basis for evaluating job center systems with particular attention paid to:

- Attainment of minimally-acceptable service delivery practices;
- Physical and program accessibility of the service delivery system (per the Americans with Disabilities Act and Section 504 of the 1973 Rehabilitation Act, as amended); and
- Variations in the extent to which each specific program and fund source is involved in these practices.

The Job Center 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 regional and local groups responsible for planning and implementation of job center services to decide “how” local plans and activities will meet the objectives contained within the standards. Job center system developers should also remember that:

- ⇒ The Partnership for Full Employment (PFE) is the comprehensive, integrated service delivery model that serves youth, individuals, and employers through a local job center or job center network.
- ⇒ Consistent with program funding sources, customers must be provided service through the job center system regardless of race, gender, ethnicity, age, disability status, and in accordance with any other legal protections.
- ⇒ The Standards focus on collaboration and partnership to reduce duplication of service to job center customers, regardless of whether partners are collocated. To the extent possible, job centers continue to be viewed with a one-stop, no-wrong-door philosophy.

The Job Center Standards are developed by a state-local workgroup that includes representatives from DES, DVR, DWE, CEW, and the Wisconsin Technical College System (WTCS). A listing of the workgroup’s membership can be found in the appendix.

### **Job Center Standards versus Administrative Requirements**

The Job Center Standards are planning tools which guide local partner agencies in the development and operation of Job Centers and the delivery of integrated services to job seekers and employers. While the Job Center Standards often translate into specific job center operating activities, they are best viewed as benchmarks. Assessments of standards attainment are intended to help local partner agencies identify areas for improving customer services.

As the Job Center System becomes the common service delivery infrastructure for employment and training programs, and as services are increasingly being delivered by the job centers collectively rather than by programs individually, job centers will be subjected to new administrative requirements. These include:

- Facility and service accessibility,
- A common method for sharing costs, and
- A customer complaint process.

While these requirements are important aspects of Job Center operation, they are not within the purview of the Job Center Standards. Administrative requirements are established through other processes and job centers are expected to address those requirements in their Core Coordination Documents or through other means.

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## The 1999 Job Center Standards

### Planning

1. Workforce Development Area (WDA) planning is driven by employer and job seeker needs.
2. Each Workforce Development Area has a collaborative planning structure for planning and implementing integrated job center services. The structure includes a WDA-wide team with representation from all core job center partners and other organizations as locally determined. Team members have the authority to act on behalf of the agencies they represent. The team uses the following information provided by the partner agencies to engage in WDA-wide planning:
  - a. Service providers
  - b. Resources available
  - c. Populations served
  - d. Performance expectations and outcomes
3. Partner agencies work collaboratively with local economic development organizations.

### Job Seeker Services

4. Job seekers have access to services that will meet their needs, including:
  - a. Information on education, employment and training services available
  - b. A listing of local service providers and whether the services are available on-site or elsewhere in the local area
  - c. Initial eligibility information on programs available in the community for which they are eligible
  - d. Information on nontraditional occupations, which is made available to customers as part of their overall orientation
  - e. Information on pre- and post-support services needed to maintain the employment situation
  - f. Assessment
  - g. Career guidance and occupational information
  - h. Current job openings, the qualifications associated with these openings, and application instructions
  - i. Assistance with job search, including resume writing, interviewing, seeking nontraditional employment positions, using labor market information and locating the "hidden job market"
  - j. Information on the UI filing and claims update processes

### Employer Services

5. Employers can access workforce development services including:
  - a. Assistance with recruiting qualified job applicants
  - b. Information and assistance on entering job orders on electronic systems
  - c. Access to labor market information

- d. Information on employer events
- e. Assistance with planning for workplace expansion or downsizing
- f. Information on retention and post-employment support services for employees

### **Job Center Management**

- 6. Partner agencies provide for the management of the job center.
  - a. Partner agencies define and describe how the job center will be managed and how local management relates to WDA-wide management of the regional job center system.
  - b. Job centers operate within an agreed upon Workforce Development Area Plan.

### **Information Sharing and Non-Duplication of Services**

- 7. Partner agency staff share information and provide services in a non-duplicative manner to job seekers and employers in the areas of:
  - a. Intake and referral
  - b. Assessment
  - c. Individual service planning
  - d. Case management
  - e. Employer contacts
  - f. Placement and follow-up
  - g. Marketing services to employers
  - h. Economic support services

### **Staff Skills and Knowledge**

- 8. Partner agency staff have the skills and knowledge to:
  - a. Access available community resources
  - b. Link customers with partners' programs and services
  - c. Use job center technology and tools
  - d. Assist customers with special needs
  - e. Understand assessment tools used by all partners
  - f. Work together in a job center environment

### **Evaluation**

- 9. Partner agencies evaluate the effectiveness of job center services through measures including:
  - a. Customer satisfaction
  - b. Outcomes set by the State
  - c. Other locally determined criteria

For further information, consult the "Technical Assistance Notes for The 1999 Job Center Standards - February, 1999"