

# ALIGNING SERVICE DELIVERY

## BENTON-FRANKLIN WORKFORCE DEVELOPMENT COUNCIL

*There is a sufficient body of evidence to suggest that the current service delivery system may not be adequate to meet the demands driven by the economic downturn. Moreover, concurrent with economic conditions, it is reasonable to presume that staffing levels in the WorkSource Center will be on the decline. To address this new reality, Benton-Franklin WDC, together with partners, will undertake a comprehensive assessment of the entire service delivery system with the specific intent to retool to better assist job seekers to re-engage into the workforce.*

*The Benton-Franklin WDC and its partner agencies are approaching the challenge from two fronts: internal (serving jobseekers who come into the center) and external (intentional outreach to the employer community).*

### **Internal Strategies to Serve the Long-Term Unemployed**

- Identify individuals who have been on unemployment insurance for 6 months or more
- Continuous one-on-one staff engagement with jobseekers
- Train and retrain staff on the tools and techniques for uncovering transferrable skills
- Develop Individual Work Portfolios to highlight skills valued by employers
- Establish individual service plans with specific assignments to encourage and ensure that jobseekers are fully engaged in their own success
- Utilize the Center's assessment tools (Key Train, Work Keys, Prove-It; Choices CT, etc.)
- Enhanced emphasis on the use of SKIES job matching capabilities

### **External Efforts WorkSource Columbia Basin's Business Services Unite**

- Identify key industry sectors/clusters and target businesses within each
- Conduct skills panels
- Forge new employer relationships with businesses to expand opportunities for job placements
- Utilize "Business in the Morning", an issues oriented, employer focused workshop/seminar series to increase WorkSource's brand awareness, hence laying the groundwork for more job orders
- Collaborate closely with Work WIA contractor to develop opportunities for OJT/WEX opportunities
- Work closely with internal staff to better communicate specific employer needs and to stay abreast of the jobseeker inventory.