

DATE: February 7, 2023

TO: Finance and Administration Committee and Full Board
FROM: Marie Kurose, Chief Executive Officer
SUBJECT: WorkSource Seattle-King County

Board Request: Board volunteers to participate on WorkSource Site Certification committee

Summary

WIOA requires Local boards recertify WorkSource sites every three years using criteria written by the state Workforce Development Board that covers effectiveness, programmatic and physical accessibility, and continuous improvement. The WDC's Current WorkSource (WS) site certification expired during the pandemic while sites were closed. The Workforce Training and Education Coordinating Board, which directs site certification through ESD waived this requirement during the pandemic. ESD has directed all WDCs to complete those site certifications.

Background

WIOA requires at least one physical one-stop career center in each local area. Additional locations may provide access to workforce system services and may include specialized centers serving targeted populations, such as youth or dislocated workers, or industry-specific centers. To achieve the goal of increased access, Washington State recognizes three levels of sites that can be certified within the one-stop service delivery system: Comprehensive Center, Affiliate and Connection site. [WorkSource Seattle-King County](#) currently has two (2) Centers: Auburn and North Seattle and five (5) Affiliate sites: Downtown Seattle, Rainier, Redmond, South Seattle and Tukwila. There are now 39 Connection sites, providing online access to WorkSource.

Certification Process

The need to recertify WorkSource sites in Seattle-King County has been driven by implementation of new federal guidelines resulting from the passage of WIOA and the adoption of ESD's statewide One-Stop (WorkSource) Evaluation and Certification policy. Under WIOA, state and local partners share common performance goals and are mandated to collaborate in developing and implementing a one-stop delivery system where services are designed with the customer in the center, resources are leveraged for maximum efficiency, and continuous improvement is the hallmark.

Areas of Review in Certification (ESD's One Stop Evaluation and Certification Policy):

1. Functional and programmatic integration including ISD and the use of functional teams
2. Performance and accountability including use of data, incorporating staff feedback
3. Service Provision, including Services, Universal Access, and Outreach to 14 WIOA focus populations
4. Customer satisfaction and incorporating customer feedback
5. Staff competence and staff training participation
6. Partnership
7. Employer engagement
8. Site-specific continuous quality improvement (CQI) goal – locally added criteria

Local area changes:

Because certification lasts for three years, the WDC uses the certification process as an opportunity for each site, including all partners, to complete a self-assessment of their current site, and also address how changes will impact the future of the local workforce system, such as maintaining a hybrid services system and lowering square footage at sites. A WDC Certification Team is formed of WDC Staff, Operators, Board members and other partners, which coordinates and reviews the process as follows:

2023 Certification Process, Timeline & Criteria	
February	Letters of Intent to apply due from all sites
March	Certification Applications Due and reviewed by WDC Team
April	Site Visits for Center/Affiliate applicants completed
May	Certification Status Determined: Team Recommendations and follow-up site plans due
May/June:	Fiscal and Administrative Committee Recommendations Full Board vote on certification recommendations