WIA MOU: methods of referral of individuals between WorkSource partners for services

The WorkSource system in Seattle-King County is comprised of a dynamic group of community partners dedicated to addressing our local employment needs. In order to support job seekers and in accordance with the Front-end services policy, all partners share the responsibility to refer customers to the appropriate resources and services for successful employment.

In general, customers are greeted and triaged for services at the front desk. A WorkSource (WS) customer seeking intensive employment and/or training services will be asked to complete a *Service Request Form (SRF)*. Front-end staff will conduct an initial review of forms for completeness. Core staff at each WS office will review forms for completeness and determine WIA Adult or DW eligibility and/or initial preference for training or employment assistance, if any. Core staff will briefly review each WIA-eligible customer's SRF one-to-one to determine suitability for WIA services or if the customer may be better served by other resources. Customers determined as potentially WIA-eligible are then referred to on-site WIA staff, who conduct an in-depth assessment with each referred customer.

Customers determined as not eligible or not appropriate for intensive employment and/or training services will be referred to other WS site staff e.g. Veteran Services, DVR, BFET or may instead be directed to apply directly to one of the local community/technical colleges. If a customer seeking training or placement services cannot be served at that WS office, the site Core staff may contact Core staff at another WS office to inquire about appropriate services.