WORKSOURCE
BUSINESS SERVICES
PROGRAM

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What to expect?

Goals for Today

1. What is “WorkSource”?
2. How can they help me?
What is WorkSource?

What it is not?

- A Private Staffing Firm
- The Unemployment Office
- A Business Entity
- A Single Organization or Government Agency
What it is

**WorkSource**® is part of the greater public workforce system with a consortium of partners from Government, Education and Community Based Organizations joining together under the WIOA Act to provide services and support within the “Public Workforce System.”

The **Public Workforce System**, as defined by the US Department of Labor, is a network of federal, state, and local government-funded agencies and programs that provide services to workers, job seekers, and employers “to support economic expansion and develop the talent of our nation's workforce.”
Workforce Innovation & Opportunity Act (WIOA)

The Workforce Innovation and Opportunity Act signed on July 22, 2014, is a United States public law that replaced the previous Workforce Investment Act of 1998 as the primary federal workforce development legislation to bring about increased coordination among federal workforce development and related programs.

➢ The U.S. Department of Labor (DOL), in coordination with federal partners at the U.S. Departments of Education (ED) and Health and Human Services (HHS), collaborate to provide information and resources for states, local areas, non-profits and other grantees, and other stakeholders.

➢ www.dol.gov/agencies/eta/wioa/about

National Framework: U.S. DOL

➢ Taxpayer Funded: No Costs
➢ Top-Down Model: Federal > State > Local
➢ Focus: Business and Job Seekers (Targeted Populations)
➢ Programs: DOL Employment & Training Administration
➢ Compliance: OFCCP, VEVRAA & EEO
➢ Site: www.dol.gov/agencies/eta/program-areas
Overview: Fed / State / Local

National Overview
➢ **One Stop System:** “All Services Under One Roof”
➢ **No Cost to “Use”:** Publicly Funded/Leveraged Resources
➢ **Customers:** Employers & Job Seekers (Targeted Populations)
   ➢ Job Seekers: Underserved Populations (14 WIOA)
   ➢ Youth (16-24), Veterans, Immigrant & Refugees, Disabilities, Justice Involved, Dislocated Workers, etc.
➢ **Programs:** Currently 21 Program Areas
   ➢ **American Job Centers (Physical Locations)**
     ✓ All 50 States (50 Different Names)
     ✓ Career One Stop (Online) [www.careeronestop.org](http://www.careeronestop.org)
     ✓ Fed Required Programs (Veterans and UI)
     ✓ **Others:** Apprenticeship, Layoffs, Trade Adjustment Assistance and Work Opportunity Tax Credits.

State & Local Overview
➢ **Design/Plan:** Workforce Board
   ➢ [Workforce Training and Education Coordinating Board](http://www.careeronestop.org)
➢ **Plan:** [WIOA State Plans](http://www.careeronestop.org)
   ➢ **“WorkSource”:** Our WA “American Job Center” Brand
   ➢ Mix of Fed Required and State Added Programs (i.e., Job Skills)
➢ **Execute:** 12 Workforce Devolvement Councils (WDC’s)
WA State: Business Customer

12 Workforce Development Areas (WDAs)

- Each WDA has a Workforce Development Council
- They oversee an area and its “WorkSource” system.
- Also, Non-”WorkSource” Grants & Private Funding
- A WDA can be Single County or Multi-County.
- A WDC Board is made up of Business, Labor, Training/Education, Community Based Organizations and State/Local Govt.
  - Chief Local Elected Official(s) (CLEO)
  - Mayor & King County Executive

All 12 Areas have a “Business Services Program”

- A dedicated staff to assist Business
- Sometimes different “Business Service Program” providers
  - WDC Staff, Contractor or ESD
  - “Program Staff and Name” - “Business Solutions”
- Centered on Business Workforce Recruiting, Retention and Reductions
- Consulting, Navigating and Serving them using available Tools & Resources
Seattle-King County WorkSource Structure & Support (Business)

**Workforce Development Council of Seattle-King County (WDC)**
- **Nonprofit/Grant-Making Organization**: Focused on workforce and training programs.
- **Oversee local “WorkSource” system**
- **“Direct” WorkSource Partners**
  - **2 WS Centers** (ESD) – Multiple Partners “under one roof” (DSHS, DVR, etc.)
  - **5 WS Affiliates** (YWCA, SSCC, ESD and King Co.)
  - **40+ Connection Sites** (All Community/Tech Colleges, Goodwill, Hopelink, etc.)
- **Direct” vs “Indirect” Partners**
  - Other CBO’s serving underserved populations (United Way, etc.)

**Seattle-King County WorkSource Business Services Team**
- **Tailored To Seattle-King County**
  - Geography and Volume of “Costumers”
  - Local WorkSource Microsite > [www.worksourceskc.org](http://www.worksourceskc.org)
  - Our Business Team has “worksourceskc.org” emails
- **5-Person Business Team by Workforce Support Area**
  - Director
  - Communications
  - Events
  - Workbased Learning & Career Pathways
  - Layoff Aversion & Support
Seattle-King County
“Business as our Customer”

90,000+ Businesses In King County w/ 1.4 Million Employees (2019)

- **Large: 500+ Employees**
  - 247 Businesses w/ 500,000 Employees
  - Avg. 2,024 per with **36% of total workforce**

- **Med: 100-499 Employees**
  - 1,739 Businesses w/ 325,000 Employees
  - Avg. 187 per with **23% of total workforce**

- **Small: 1-99 Employees**
  - 90,000 Businesses w/ 608,000 Employees
  - Avg. 6.76 per with **41% of total workforce**
    - **10-99 Employees** > 16,678 Business w/ 448,368 Employees (Avg. 3.7 per – **32%**)
    - **5-9 Employees** > 11,528 Business w/ 76,213 Employees (Avg. 6.6 per – **4%**)
    - **1-4 Employees** > 61,794 Business w/ 83,419 Employees (Avg 1.3 per - **5%**)
Goals For Today

- What tools and resources are available for you to use?
Core Business Services

- Recruitment
- Retention
- Reductions
- Resources
Recruitment

➢ Post Opportunities Online
➢ Source Talent Online
➢ Participate in Events
  ➢ Hiring
  ➢ Informational/Educational
  ➢ Roundtables/Panels
  ➢ Mock Interviews
➢ Promote Employer Hiring Events
➢ Connect to Local Workforce Partners
  ➢ WS Onsite Partners
  ➢ 40+ Connection Site Partners
  ➢ 100+ Indirect Partners
➢ Use of a WorkSource Center (2) or Affiliate Office (5)
➢ Support Workbased Learning Programs and Talent Connections (Targeted Populations)
  ➢ Apprenticeships, Internships, Job Skills and Customized Training
  ➢ WDC Programs: OJT and Transitional (WEX)
➢ Assist with Workplace Diversity and Compliance
  ➢ OFCCP/VEVRAA/EEO/Affirmative Action Plans
➢ Use Tax Incentives (WOTC) and Federal Bonding
Retention: Retraining and Layoff Aversion

- **SharedWork Program (ESD)**
  - Be Prepared for Unforeseen Economic Hurdles

- **Job Skills Program (CTC)**
  - AKA – Incumbent Worker Training
  - Training to new/current employees
  - College and Business Split Cost 50/50
  - Round 3 Funds available/grant start – 1/1/2022

- **Customized Training (CTC)**
  - Training to new/current employees
  - College and Business repay costs over an 18-month period, interest-free.
  - B&O tax credit equal to 50% of training cost.
  - Community or Technical College to discuss your specific training needs.

- **Workbased Learning**
  - Upskill to other positions

- **Employer Internal Programs**
  - Business Best Practices
  - Career Pathway Programs
    - Other Occupations and College/Tech
Reductions

Layoff Support:

- For all Employers and their Dislocated Workers
- Customized Employer Presentations
  - Virtual or on Location
  - Based on Number of Employees and Geography
- Virtual Dislocated Worker Presentations
  - Every Month Via Individual Online Registration
- King County Presentation Partners/Representatives
  - WorkSource Seattle-King County (Search)
  - King County Community/Tech Colleges (Retrain)
  - Employment Security Department (UI)
  - US Dept of Labor (COBRA)
  - WA State Labor Council – By Employer Request
- Online Business Resource Page
  - Assist HR Departments and Business Leaders
  - Types: Temporary, Standby and Furloughs
- WARN ACT
  - Worker Adjustment and Retraining Notification Act (WARN) is a US Labor Law
  - 100+ employees with 60-day advance notification
  - Support/Navigation: Not an enforcement agency.
- Trade Act
  - Worker Retraining for Business Lost Outside US.
Resources

**Labor Market and Wages**
- Labor Market and Competitive Data
- US BLS (COLA and Economic Data)

**Business Resources**
- Small Business Assistance and Funding
- Employment Law
- State Workplace Programs
- Workplace Health and Safety
- Tax Reports and Info
- HR Tools and Resources
- Chambers of Commerce
  - [WA State Department of Commerce](https://www.commerce.wa.gov)
  - [Small Business Flex Fund](https://www.sba.gov/funding-and-financial-assistance/small-business-flex-fund)
  - [Small Business Services](https://www.worksourceskc.org/services)

[www.worksourceskc.org/business-services](http://www.worksourceskc.org/business-services)
Questions

• **Review**
  - What is WorkSource?
  - Available Programs, Tools and Resources
WorkSource Seattle-King County
WorkSource Business Relations Team

Other Business Questions & Organizational Presentations
• John Glynn - jglynn@worksourceskc.org

General Business Inquiries
Public Workforce Partners Connections
• Shirley Lam - slam@worksourceskc.org

Events
• Marleny Monterrozo - mmonterrozo@worksourceskc.org

Workbased Learning Inquiries (Apprenticeships, Internships & OJT)
Career Pathway Resources
• Heather Shin - hshin@worksourceskc.org

Help with Business Layoffs & Retention/Layoff Aversion Resources
• Kristan Lortz - klortz@worksourceskc.org

Find us at:
www.worksourceskc.org/business-services