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| <u>MESA COUNTY WORKFORCE DEVELOPMENT BOARD</u> | |
| Policy and Procedure | |
| Title: Business Services Guidance Program: Employment Services (WP) | State Policy Guidance Letter: WP-2016-04 Effective Date: 10/10/2016 Revision Date: N/A |
| Authorized Signature(s): | |

I. REFERENCE(S):

- Title I of the Workforce Innovation and Opportunity Act (WIOA) of 2014, Section 134.
- WIOA Department of Labor-Only Final Rule (81 FR 56072, Aug. 19, 2016).
- Wagner-Peyser Act of 1933 as amended by Title III of WIOA.
- Policy Guidance Letter (PGL) #VET-2014-02, Priority of Services for Veterans and Eligible Spouses.
- PGL #WIOA-2016-02, WIOA One-Stop Partner Requirements and Access to Services.
- PGL# ADM-2002-03, Universal Access. • PGL# ADM-2009-01, ES Complaint System

II. PURPOSE:

To provide guidance to Local Workforce Development Boards and Local Areas on service delivery to businesses, specifically:

- To institutionalize the mission and structure of the Colorado Business Services Team;
- To identify the 11 core services for employers statewide and establish tracking and reporting requirements for those core services;
- To provide guidelines regarding the verification of employers who request access to Connecting Colorado;
- To provide guidelines regarding job orders;
- To delineate partner responsibilities; and
- To provide local policy requirements.

III. Definitions:

- **US Jobs Employers:** Employers that enter Connecting Colorado through third-party sources such as USJobs.com. Also referred to as Job Central employers, National Labor Exchange (NLX) employers, or Direct employers.
- **Web-Entered Employers:** Employers that enter Connecting Colorado through independent self-registration on Connecting Colorado.
- **Staff-Entered Employers:** Employers that enter Connecting Colorado through workforce center staff data entry.
- **Trusted Employer:** any web employer account that has been marked “trusted” will automatically (without staff action) be file searched, go into Vet Hold, open to all Connecting Colorado registrants for viewing and then close at employer set date.

IV. Policy/Action:

- A. Structure of Colorado Business Services Team**
 - 1. Mission and Objective**

The mission of the Colorado Business Services Team is to provide seamless, rapid access to business services for all Colorado businesses resulting in positive economic returns for businesses, industries and our communities. The team is a “bottom-up” collaboration that relies on ideas and input from Business Services Staff across Colorado in developing processes and procedures to successfully serve employers.

2. Organizational Structure

The Colorado Business Services Team consists of an Executive Team and an advisory committee to support and advocate the work of local Business Development Representatives (BDRs) and WIOA required partners engaged in business services delivery. The Executive Team is comprised of the Colorado Department of Labor and Employment (CDLE) Business Services Coordinator, the Director of the Colorado Urban Workforce Alliance (CUWA), a representative appointed by the Director of the Colorado Rural Workforce Consortium (CRWC), the Manager of Work Support and Employer Engagement in the Division of Vocational Rehabilitation, and other WIOA required partner representatives as appropriate. This team will serve as liaison between the Business Services Advisory Committee, the Workforce Directors, CDLE Workforce Development Programs, and the Colorado Workforce Development Council. The Executive Team will be scheduled to convene on a regular basis. A Business Services Advisory Committee (BAC) serves to create and coordinate the implementation of an annual work plan for the Colorado Business Services Team. The annual plan will include goals for Workgroups and must be submitted to the Workforce Directors and CDLE Workforce Development Programs for approval. Revisions to the annual plan will require approval of these two bodies. The BAC is comprised of the Executive Team, past and present Workgroup co-chairs, local business services staff volunteers approved by the Executive Team, and one Business Outreach Specialist from the Division of Vocational Rehabilitation. The BAC will be scheduled to convene on a regular basis. The number and purpose of Workgroups may change from year to year based on current and projected business needs.

B. Core Business Services

There are eleven core staff-assisted services offered to employers. **Attachment 1, Core Business Services Guide**, provides a detailed definition of the services, Connecting Colorado service code, and the required service metrics.

1. Use of Facilities
2. Assessments
3. Business Education
4. Business Information
5. Hiring Events
6. Job Fairs
6. Job Orders/Postings
7. Labor Market Information
8. Rapid Response
9. Screening
10. Training and Retraining

C. Approval of Employers in Connecting Colorado

Data security, integrity, and accuracy of information in Connecting Colorado are a priority for the entire Workforce System. Foremost is the protection of personal information of Colorado job seekers. CDLE and Local Areas **Attachment 2, Employer Verification in Connecting Colorado Guide**, contains specific guidance on approval of employer accounts in Connecting Colorado.

1. As of February 1, 2017, active web-entered and staff-entered employer accounts *must* contain a Federal Employer Identification Number (FEIN), or a Social Security Number (SSN) for employers that do not have an FEIN.
2. All pending web-entered employers must be verified prior to activation, and approved or refused following the process in **Attachment 2, Employer Verification in Connecting Colorado Guide**.
 - a. If the account is a duplicate, notify the employer and consolidate the accounts.
 - b. If unable to obtain or verify, note the reason in the Employer notes section.
3. Employers are required to state if they pay Worker Compensation and Unemployment Insurance. Payment into Workers Compensation and Unemployment Insurance is required to help validate the legitimacy of an employer or job posting. Employers who do not pay Workers Compensation OR Unemployment Insurance cannot be approved in Connecting Colorado.
4. **Provisional Employer Accounts:** For employers who do not currently have job orders that can be posted in Connecting Colorado, but do receive services from the Workforce System, staff will create a provisional employer record for the business. This record will not allow jobs to be posted, but will allow required activity tracking of Core Business Services. Staff may decide to activate the provisional record for job postings at a later date. An employer must provide a FEIN to have a provisional record, or a SSN for employers that do not have an FEIN.

D. Approval of Job Orders

See **Attachment 3, Job Orders Guide**, for a comprehensive resource on job orders.

E. Partner Responsibilities

1. Connecting Colorado Access

- a. All required one-stop partners that engage with businesses may be granted staff access to Connecting Colorado, to facilitate business partnerships and information-sharing. The list of one-stop partners is located in [PGL #WIOA-2016-02, WIOA One-Stop Partner Requirements and Access to Services](#).
- b. Local areas are responsible for granting access to the one-stop partners in their area and providing training as needed, including providing this PGL as guidance and directing partners to follow it.

2. Memorandums of Understanding (MOUs)

- a. All local areas and partners should act in accordance with local MOUs required under WIOA.
- b. Connecting Colorado access may be addressed in local MOUs or in separate data sharing agreements. If access is addressed, it must include the level of access to Connecting Colorado, procedures for requesting access, procedures for notifying the local area when staff access should be terminated, and data confidentiality.

F. Business Services in WIOA

The Workforce Innovation and Opportunity Act of 2014 (WIOA) emphasizes business as a primary customer accessing services through one-stop centers. There are a number of career services in WIOA that may be delivered by business services staff (see **Attachment 4** for a complete list of allowable activities). Sector partnerships are one key strategy for engaging business at one table with other WIOA core partners, as well as other education and economic development partners. Future guidance will further define the role for business services staff in sector partnerships.

G. Discontinuing or Refusing Services to Employers

1. Any employer that is unable to provide verification of the legitimacy of their business as outlined in **Attachment 2, Employer Verification in Connecting Colorado Guide** will be refused service.
2. Any time the Mesa County Workforce Center receives a wage complaint against an employer, staff will discontinue any open job postings and will not open any new job postings for that employer until and if the complaint is resolved.
 - a. Staff will notify the employer of the received wage complaint as well as the discontinuation of service including information on the process and what needs to occur for the wage complaint to be resolved.

H. Job Central Web Jobs

1. Prior to approving any “ZZ” Job Central job posting, Mesa County staff will check for existing local job postings that are a duplicate (same company and position). If one exists, the Job Central job posting will be closed.
2. If the posting is not a duplicate, next staff will test the url given to make sure that it is working properly and will allow job seekers to find the job posted and apply for it. If the url is not working properly, the job posting will be closed.
3. If the posting is not a duplicate and the url is working, then staff will place the job order into Vet Hold until the next day, change the closing date to 45 days (or sooner if the posting indicates a closing date prior to 45 days) and perform a file search.
4. To ensure legitimacy of job leads for job seekers, no “ZZ” employers will be marked as “Trusted” and the previous steps will be followed.