



GUIDANCE MEMO: #1

SUBJECT: GUIDANCE REGARDING
TEMPORARILY
ADJUSTING THE HOURS
THE JOB CENTER IS
OPEN TO THE PUBLIC

DATE: 1-5-07 FINAL



Workforce Connections, Inc. has been designated the One Stop Operator (OSO) for the Western Wisconsin Workforce Development Area (WDA#9). The role of the OSO is to coordinate the effective delivery of Job Center services in western Wisconsin. Guidance Memos are designed to provide consistency and clarity to the system.

PURPOSE

To outline the parameters upon which a Job Center in WDA #9 may temporarily adjust the hours they are opened to the general public.

BACKGROUND

Ideally, the One Stop Operator would like to see all Job Centers in western Wisconsin open and staffed from 8:00 a.m. to 4:30 p.m. five days per week. If possible, extended hours beyond the traditional 8 hours are to be offered. It is believed that this is the most effective way to provide consistent and appropriate customer service to individuals using the Job Center. However, the current financial climate may impact the availability of resources to provide this level of staffing. The financial climate includes:

- Reductions in federal and state funding for employment and training programs;
- Increase in program performance expectations; and
- Lack of any funding from the State of Wisconsin for Job Centers.

Therefore, it is necessary to acknowledge that there may be times that the Job Center may need to temporarily adjust the hours that they are open to the public due to lack of resources and staff.

GUIDANCE PARAMETERS

This guidance memo is designed to provide Job Center staff with the parameters to consider prior to adjusting the hours the Job Center to open to the public. The OSO recognizes and appreciates that each local area is different and unique. In order to provide consistency to the process, the OSO is requesting that prior to temporarily adjusting the hours the Job Center is open to the public, Resource Room Staff will:

- Check with Workforce Connections, Inc. staff to see if coverage can be arranged. If not, then

- Check with other local partners to see if coverage can be arranged. If not, then
- Check with the Workforce Connections, Inc. Director of Operations to see what other options are available. (piercet@workforceconnections.org or 608-769-5602)

If no other staff is available to cover the front desk, ideally, the OSO would like to ensure that the Job Center remains open as a self service option for customers. However, that idealism needs to be balanced with realism. Therefore,

- If the self –service option creates a security issue (theft, loss of resources, etc.) staff should try to reduce or minimize security related issues either through use of technology (i.e security cameras, door bells, etc.) or through other on-site staff who would watch to see the activity at the Job Center.
- If the local partners deem that self service is not appropriate, then the Job Center can be closed for the hours that there is no staff to provide coverage.

If the Job Center is to be temporarily closed, the OSO requests that consistent signage be used to ensure professional communications to potential customers. The One Stop Operators will ensure that:

- Professional and consistent signage is available and
- Customers will have an opportunity to communicate their satisfaction, or dissatisfaction regarding the level of service at the Job Center.

CONTACT

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 One Stop Operator
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DISTRIBUTION

Coulecap, Inc.
 Crawford County Department of Human Services
 Division of Vocational Rehabilitation
 Experience Works
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 Job Service
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