Instructions

1. Please read each of the questions carefully, respond to each of the following categories in the space provided, and return this fully completed questionnaire
2. Attach desk aids/guidance documents that your office utilizes for staff training for front-end services, priority of service, customer flow, complaints, or any other Wagner-Peyser related activity via the return email for the Pre-Monitoring Questionnaire.
3. Send response to [jamie.murphy@esd.wa.gov](mailto:jamie.murphy@esd.wa.gov) and cc workforcemonitoring@esd.wa.gov

# Complaint System

## List the local Complaint Coordinator and local Complaint Contact for the office as defined in [WorkSource System Policy 1012, Revision 2-Customer Concern and Complaint Resolution](https://media.multisites.wa.gov/media/WPC/adm/policy/1012-2-3.pdf).

Complaint Coordinator:

Complaint Contact:

## Describe the local office/area process for customer complaints. Include information about staff involvement and the roles of the Complaint Coordinator and Complaint Contact.

Provide Response Here

## Describe the record keeping process for complaint documentation. Details about documentation expectations can be found in the [Program Complaint Handbook](https://media.multisites.wa.gov/media/WPC/adm/policy/attachments/Complaint%20Handbook%201012%20Attach%20A%20-%20PDF-1.pdf) .

Provide Response Here

## How are you providing your complaint logs to the State Monitor Advocate (MSFW Monitor)? If you are not providing them to the SMA, please share about that here.

Provide Response Here

## Does the office have approved Wagner-Peyser Complaint posters visible to customers? This poster is based on the ETA required poster, but was updated for Washington by Wagner-Peyser Program Operations. [ETA issued English Complaint Poster](https://www.dol.gov/sites/dolgov/files/ETA/advisories/TEN/2023/TEN%2008-23/Attachment%20I%20-%20MAS%20Complaint%20Poster%20-%20English.pdf)

Provide Response Here

## Have all office staff completed the Wagner-Peyser Complaint Process training?

Provide Response Here

# Non-Numerical Self-Appraisal

## Describe the office process utilized to complete the Annual Self-Appraisal process administered by Wagner-Peyser Program Operations.

Provide Response Here

## Describe any activities identified in the office’s last Self-Appraisal (may be from prior year) and the progress towards completion.

Provide Response Here

# Migrant and Seasonal Farmworker (MSFW) Responsibilities for Office

## Describe both informal and formal training that staff have received regarding the identification of Migrant and Seasonal Farm Workers.

Provide Response Here

## Describe the process your office utilizes to ensure that MSFW are offered the full range of services as referenced in [653.101 Provision of services to migrant and seasonal farmworkers.](https://www.ecfr.gov/current/title-20/section-653.101)

Provide Response Here

## If you are receiving Wagner-Peyser 10% funds for outreach, describe outreach activities that are happening in your office/area that focus on MSFWs.

Provide Response Here

## If your office is not receiving Wagner-Peyser 10% funds for MSFW outreach, share your region’s strategy to conduct outreach that covers your office?

Provide Response Here

## Answer if your office is receiving Wagner-Peyser 10% funds for MSFW Outreach. Is the office on target to meet the annual MSFW outreach days/hours goal set by Wagner-Peyser Program Operations?

Provide Response Here

## Answer if your office is receiving Wagner-Peyser 10% funds for MSFW Outreach. Is your office submitting a Monthly Assessment report (MSFW Outreach) to Wagner-Peyser Program Operations on the WSD Programs One Stop?

Provide Response Here

## Is your office reviewing the MSFW Equity Ratio and Service Level Indicator Data that can be located at [Workforce Professionals Center-MSFW Reporting](https://wpc.wa.gov/reports/msfw-reporting) ?

Provide Response Here

## Describe any current efforts to ensure that your office meets the equity indicators and service level indicators for MSFW as shared in the report referenced above.

Provide Response Here

## Describe how the performance of the outreach is assessed to ensure meeting expectations along with overall quality.

Provide Response Here

## Describe the training and support processes for individuals conducting outreach. Please include information about their safety, protection of MSFW against sexual harassment and living/working condition issues, complaints, and WorkSource services.

Provide Response Here

# Veteran and Eligible Spouses Responsibilities for Office

## Describe the office process to ensure Priority of Service to Veterans/Eligible Spouses as referenced in [Veterans Policy 6000-Services for Veterans](https://media.multisites.wa.gov/media/WPC/adm/policy/6000.pdf) and [Veterans Policy 6010-Priority of Service for Veterans and Eligible Spouses](https://media.multisites.wa.gov/media/WPC/adm/policy/6010.pdf).

Provide Response Here

## Describe the local process staff utilize to assess Veteran and Eligible Spouse status for Priority of Service at all points of entry.

Provide Response Here

## Describe how the office utilizes the [IN-STEP Screening Tool](https://media.multisites.wa.gov/media/WPC/ec/attachments/ec-vets-instep-eligibility-screening-tool.pdf) or other process to screen for referrals to a DVOP/CVSR for intensive case management services.

Provide Response Here

## Describe the method and frequency of staff training around Priority of Service and screening for eligibility for DVOP/CVSR services.

Provide Response Here

# Labor Exchange Services and Documentation

## Describe the customer flow at your office from the point a customer enters the office or virtually connects with your office. Include information about greeting process, triage/initial screening process, resource room, any appointment availability.

Provide Response Here

## Describe the office process for implementing the Full Registration process. [ETO Job Seeker Full Registration Desk Aid](https://media.multisites.wa.gov/media/WPC/tech/staff-resources/eto-job-seeker-full-registration-desk-aid-2023-08-16.docx)

Provide Response Here

## Describe the process at your office or in your area for reviewing the reliability, validity, and completeness of the data entered in ETO. Refer to the most current version of [WorkSource System Policy 1003, Revision 6-Data Element Validation](https://media.multisites.wa.gov/media/WPC/adm/policy/1003-6.pdf) for more information about what is expected at the local level. Please include information about how appropriate staff are trained on Data Element Validation (i.e. reviewing/attending state-wide training).

Provide Response Here

## Describe the local process for staff training on the definitions within the [WorkSource Services Catalog](https://storemultisites.blob.core.windows.net/media/WPC/wswa/support/worksource-services-catalog.xlsx) and how this impacts the touchpoints/services that are taken in ETO for customers. Include information about aligning service documentation with WIN0090-Assisting Unemployment Insurance Claimants in WorkSource.

Provide Response Here

## Describe the process and any tools utilized to ensure that all customers eligible for UI are informed about WorkSource services that are available.

Provide Response Here

## Describe the process at your office if a staff member encounters a situation that would warrant a Report of Potential Issue (RPI) outside of an RESEA appointment.

Provide Response Here

## Describe your office process around Real-Time Data Entry as referenced in [Data Integrity and Performance Policy Handbook](https://media.multisites.wa.gov/media/WPC/adm/policy/attachments/1020-2%20Handbook.pdf) .

Provide Response Here.

## Describe your local approach to working with employers. Include information about any local business services that are supported outside of Wagner-Peyser funds.

Provide Response Here

# Agricultural Recruitment System

## How does your office publicize agricultural clearance orders?

Provide Response Here

## (Order Holding Offices only) What is your office process for receiving and posting agricultural clearance orders? How do you ensure that you are meeting expectations in the creation of clearance orders?

Provide Response Here

## (Order Holding Offices only) Describe your office process for following-up and documenting efforts with customers that submit applications. Include how you utilize ETO in this process.

Provide Response Here

# Best Practices/Questions/Tools

## Please share any best practices that you would want to share that are happening in your office related to Wagner-Peyser/labor exchange services.

Provide Response Here

## Please share any areas that you would like to receive additional training/guidance around after reviewing the Wagner-Peyser Monitoring Tools and Questionnaire.

Provide Response Here