



## Core Business Services Guide

There are eleven core staff-assisted services offered to employers. The name of each service, the definition of the service, Connecting Colorado service code, and the required service metrics are listed below. The relevant Service Code for each staff-assisted core service must be entered into the employer account. Every effort should be made to collect and record survey data for each Service Code. The service code must be stored when any of these services are delivered. More than one code may be entered per service delivered. It is strongly encouraged to enter comments on any additional information that is not captured as part of a service code.

### 1. Use of Facilities

- a. Any use of Workforce Center facilities by a business for a variety of purposes including, but not limited to:
  - Meetings
  - Training
  - Orientations
  - Interviewing
  - Resource Room (computers, copiers, scanners, etc.)
  - Conferences
- b. Service Code: **UF**
- c. Service Metrics:
  - For what purpose did you use the Workforce Center's facilities?
    - Meetings
    - Training
    - Orientations
    - Interviewing
    - Resource Room (computers, copiers, scanners, etc.)
    - Conferences
    - Other

### 2. Assessments

- a. Any test or assortment of tests used to measure a job seeker, potential employee or current employee's skills, interests and/or personality traits. Assessments are used to identify areas of improvement, determine promotions or are used in the hiring process to determine the best candidate for the position. Commonly used assessments include WorkKeys (CRC - Career Ready Colorado Certificate) and Prove-It.
- b. Service Code: **AS**
- c. Service Metrics:
  - Name of the assessment tool used
  - How many people took the assessment?
  - Did the results have an impact on the hiring decision?

### 3. Business Education

- a. Business education includes seminars, round tables, workshops, and focus groups.
  - Seminar: Informational presentations given by subject matter experts to businesses on a specific topic.
  - Round Table/Forum: Open discussions pertaining to subjects related to employment or business interests.
  - Workshop: Learning and practicing skills - Applying techniques that are being presented/taught
  - Focus Group: Group of targeted businesses brought together to give their input on particular issues relative to their business needs
- b. Service Code: **BE**
- c. Service Metrics (scale of 1-5):
  - How was the education delivered?
  - Were you satisfied with the topic?
  - How beneficial was the information provided?
  - Were the objectives met, as outlined?
  - Will you recommend these services to others?

### 4. Business Information

- a. Information given to a business pertaining to a variety of incentive programs or other information requested that provides a benefit to that business. Examples include:
  - Overview of WFC
  - Work Opportunity Tax Credit (WOTC)
  - Federal Bonding
  - Labor Laws (Child Labor, Wage and Hour, Sign Posting)
  - ONET Info
  - Veterans Information
  - Disability Information
  - Unemployment Information
  - Youth Information (Governor's Summer Job Hunt)
  - Training Program Information (WIOA, On-the-Job Training (OJT), H-1B, etc.)
  - Partner Referrals
  - Migrant Services
  - Business Services Connecting Colorado Training/Information
- b. Service Code: **BI**

- c. Service Metrics:
  - Information provided:
    - Overview of WFC
    - WOTC
    - Federal Bonding
    - Labor Laws (Child Labor, Wage and Hour, Sign Posting)
    - ONET Info
    - Veterans Information
    - Disability Information
    - Unemployment Information
    - Youth Information (Governor's Summer Job Hunt)
    - Training Programs Information (WIOA, OJT, H-1B, etc.)
    - Partner Referrals
    - Migrant Services
    - Connecting Colorado Training/Information
    - Other

## 5. Hiring Events

- a. A customized event for a single employer that assists with recruiting, interviewing and hiring of one or more positions.
- b. Service Code: **HE**
- c. Service Metrics (scale of 1-5):
  - How many openings did you have?
  - How many openings did you fill?
  - Were you satisfied with the number of applicants?
  - Were you satisfied with the quality of applicants?
  - Did our staff meet your needs in a courteous and professional manner?

## 6. Job Fairs

### Brick and Mortar Job Fair

- a. An event for multiple employers that assists with the recruiting, interviewing and hiring of one or more positions.
- b. Service Code: **JF (YF – if youth specific)**
- c. Service Metrics (scale of 1-5):
  - How many openings did you have?
  - How many openings did you fill?
  - Were you satisfied with the number of applicants?
  - Were you satisfied with the quality of applicants?
  - Did our staff meet your needs in a courteous and professional manner?
  - Were you satisfied with the venue?

Virtual Job Fair

- a. An online “event” in which employers and job seekers each meet in a virtual environment, using chat rooms, teleconferencing, webcasts, training/workshop videos, webinars, employers online hiring sites and/or email to exchange information about job openings and/or resources. Like a brick and mortar job fair, a Virtual Job Fair has a limited duration. The duration of the Virtual Job Fair is at the discretion of the Workforce Center and the participating employer(s).
  - b. Service Code: **VJ**
  - c. Service Metrics (scale of 1-5):
    - How many openings did you have?
    - How many openings did you fill?
    - Were you satisfied with the number of applicants?
    - Were you satisfied with the quality of applicants?
    - Did our staff meet your needs in a courteous and professional manner?
- 7. Job Orders/Postings** (see **Attachment 3** for the Job Orders Guide)
- Staff Entered
- a. Staff entered job order and file search completed
  - b. Service Code: **JO**

Web Entered

- a. Employer entered job order, approved by staff and file search completed. Staff also verified employer information and approved web account.
- b. Service Codes:
  - **AE** – Approve web employer
  - **AW** – Approve web job and file search

**8. Labor Market Information**

- a. Includes, but is not limited to, information on state and local labor market conditions, industries, occupations and characteristics of the workforce, area business identified skills needs, employer wage and benefit trends, short and long term industry and occupational projections, worker supply and demand, and job vacancies survey results.  
In addition, workforce information may include local employment dynamics information such as the high growth and high demand industries, workforce availability, business turnover rates, job creation, job separations and new hire rates
- b. Service Code: **LM**

## 9. Rapid Response

- a. A program that offers a variety of services to businesses that are facing restructuring and downsizing. Services include, but are not limited to, onsite workshops for employees in transition, job placement assistance, and information on unemployment benefits.
- b. Service Code: **RR**
- c. Service Metrics (scale of 1-5 using [survey link](#)):
  - How satisfied were you with the professionalism of the Rapid Response Facilitator?
  - How satisfied were you with the Rapid Response Services Delivered?
  - How likely are you to use Rapid Response Services again in your current or a future role?
  - How likely would you be to refer someone you know?

## 10. Screening

- a. Any activity that helps an employer increase the quality of referrals or reduces the employer's time reviewing applications. It would include collecting and forwarding applications, pre-screening prior to an event, or any other screening assistance.
- b. Service Code: **SR**
- c. Service Metrics (scale of 1-5):
  - Did the screening service assist you in your hiring decision?

## 11. Training and Retraining

- a. Any service provided to a business that involves the training or retraining of current or future employees. Examples are WIOA, OJT, Work Experiences, H-1B, Incumbent Worker, Intern/Apprentice
- b. Service Code: **TN**
- c. Service Metrics:
  - N/A – Tracked through specific funding source
  - Drop down:
    - (OJ) – OJT
    - (WE) - Work Experience/Internship
    - (IW) - Incumbent Worker (Includes H-1B and other Incumbent Worker programs)
    - (AP) – Apprenticeship
    - (CT) – Career Tour/Job Shadow
- d. Note required for all work-based learning with the exception of CT