

Operator Report To The Spokane Area Workforce Development Council

As your One-Stop Operator, Employment Security agreed to “direct operator resources to provide the necessary core services and provide access to intensive services within the Center. This provision of services will include management of the day-to-day functions of the local One-Stop system.” In the One-Stop Operator contract, eight (8) functions were identified on which we would be focusing our efforts. Our progress in these eight functions are discussed below and provides the format for our report.

1. Convene and communicate within the WorkSource System and Center as well as guide, manage, direct and oversee service delivery.

Framework Initiative

The Spokane Area Workforce Development Council and Employment Security Department responded to the WIA 10% Framework Initiative request for proposal to provide an improved customer service through functionally integrated teams. The Spokane area received the highest award in the state, \$250,000 to build on the award winning one-stop. The funds will be used to remodel WorkSource Spokane to provide a more efficient service delivery to job seekers and employers alike by June 2010. This Initiative will provide a lean consultant who is contracted to create business processes that will lead to quality, timely services to all customers.

The Partner Leadership Team is overseeing the details of the project. Activities During the quarter include:

July ~ The Partner Leadership Team was charged with the oversight of the project. The PLT formed four committees charged with designing service delivery in the new functional teams, selection of the lean consultant, building design and staff training plan.

August ~ The committees identified common services provided to leverage the resources available to work with seekers and employers. Other activities focused on customer flow to optimize the experience when accessing services at WorkSource.

September ~ The search for the lean consultant was complete and contract negotiations were finalized. Similarity in focus led to the combination of two committees.

Watch the Center as it goes through this amazing transformation!



Employer Visits To The Center

The WorkSource Center is visited each month by several area employers. Many

attend workshops held by the Business Solutions team, while others conduct hiring events, hold employment interviews, and submit job orders.

In **July**, the Center was visited by representatives from **3** different area employers. These employers conducted hiring events, held interviews, posted new job orders, and participated in the Diversity Recruitment Committee activities in the Center.

During **August**, representatives from **3** local employer visited the WorkSource Center to conduct one or more hiring events, conduct interviewing sessions with job seekers, and participate in the Diversity Recruitment Committee activity.

September, representatives from **2** different employers from the Spokane area visited the Center. During their visit, they conducted hiring events, and participated in the Diversity Recruitment Committee activity.

Expenditure Report

As of September 30, 2009, actual quarterly expenditures were 93.09%.

2. Oversee report preparation, including SKIES data and management requests from the State, WDC, or local entities

GMAP At The WorkSource Center

In May of 2005, Governor Gregoire signed Executive Order 05-02 directing State agencies to take steps to build public confidence in government by adopting a comprehensive government management, accountability and performance system, GMAP. In addition to making timely decisions based on up-to-date information, agencies are required to:

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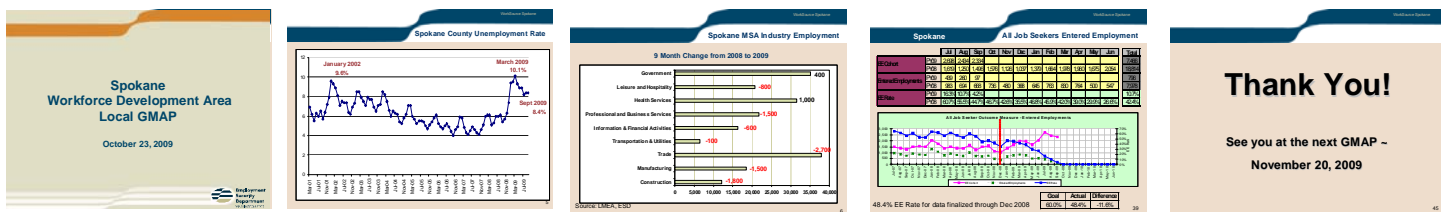
GMAP At The WorkSource Center— *Continued from Page 1*

- Develop clear measures that show whether programs are successful or not.
- Demonstrate how programs contribute to priorities that are important to citizens.
- Gather, monitor, and analyze program data.
- Evaluate the effectiveness of existing programs.
- Conduct regular problem-solving sessions to improve performance.
- Allocate resources based on strategies that work.
- Report results to the Governor on a regular basis.

At the WorkSource Center, the staff and management are examining all services and programs, and working to develop strategies to reach the GMAP goals. Spokane was one of the first WDAs in the State to implement a combined, area-wide GMAP presentation that included the ESD and Partners.

WorkSource Spokane Center Local GMAP Presentations

During the quarter, a local GMAP sessions were held in the WorkSource Center July 24th, August 28th and September 25th. Each unit within the WorkSource Center, including WIA and Next Generation Zone was represented and participated in the presentations.



WorkSource Spokane PY09 Performance Measures

The **Employment Security Department** in Olympia introduced the performance measures and management indicators for PY09.

The following outcome measurements will become part of each area's performance requirements:

- **Percent of Entered Employments**
- **Increase by 25% unduplicated**

count of employers with WA job orders

- **Increase of staff posted job orders by 25%**
- **Job order to seeker inventory match**

The **Management Indicators** defined by Employment Security for PY09 are:

- Initial Assessments per month
- Job Prep Services per month

- Intensive Services per month
- Seekers enrolled in training
- Job Ready Services delivered to job seekers during the month
- Job seekers receiving only general services, within a month
- Median weekly wage at employment

Management Tracking Measures introduced were:

- Inventory Match
- Referral to WIA Services or

Training
 • Federal Common Measures to be reported quarterly.

The Program Specific Management Indicators are for the following target groups, **UI Claimants, Veterans** and **Workfirst** participants, as well as, **Offender** and **Seasonal/Farm** customers.

Specific performance goals are currently being developed.

3. Coordinate Continuous Quality Improvement (CQI) survey for the WorkSource System



The **Continuous Quality Improvement (CQI) Survey** for the 1st quarter of PY 09 was conducted **the week of August 10, 2009**. This survey period was 5 days long. We received 235 job seeker responses; which is an average of 47 surveys per day. Employers returned 20 surveys less than the 4th quarter of PY08. Ratings from job seekers for this period averaged over 4.70 out of 5 in categories, such as, staff courtesy, overall satisfaction, staff professionalism, questions were fully answered. Employer average ratings remained steady in areas, such as, service expectations were met, overall satisfaction and staff knowledge. Of the employers that responded all posted openings, 55% received applicant referrals, 5% received reimbursement for a portion of a new employee's wages, while others received labor market information and presentations for employees that were going to be laid off.

The week of November 9, 2009 will be the next CQI survey week. The Systems Analyst will send a reminder one week prior to the survey period along with the employer and job seeker surveys.

4. Delivery of Core Services through Customer Self Service in the Center with additional staff.

Job Hunter Workshops

Job Hunter Workshops for the quarter ending December 31, 2008:

Total Customers:	1,199
Module 1 Orientation:	666
Modules 2-6:	1,358

Job Hunter Workshops for the quarter ending March 31, 2009:

Total Customers:	1,690
Module 1 Orientation:	990
Modules 2-6:	1,642

Job Hunter Workshops for the quarter ending June 30, 2009:

Total Customers:	1,696
UI Re-employment Orientation:	859
Modules 2-6:	1,673

Job Hunter Workshops for the quarter ending June 30, 2009:

Total Customers:	1,895
UI Re-employment Orientation:	991
Modules 2-6:	1,901

Workshops offered at the WorkSource Center:

Effective on April 1, 2009 a Unemployment Insurance Re-employment Orientation was created to provide the pertinent information to the ever growing Unemployment Insurance Claimants population, which replaced Module 1 Orientation. Now an introduction of services offered through the WorkSource system is presented at the front desk.

Additional workshops offered:

- Skills and Abilities Analysis
- Job Search Strategies
- Perfecting Applications
- Effective Resumes and Cover Letters.
- Interviewing Techniques

In addition to these workshops, another workshop entitled, *Intro To Computers* is held every other Wednesday in the WorkSource Center. This workshop, facilitated by staff from New Horizons Computer Learning Center, provides customers with an opportunity for entry-

level, hands-on computer learning.

Other more targeted workshops offered in the WorkSource Center include, orientations to seekers receiving Emergency Unemployment Compensation, orientations to the Workforce Investment Act, Youth, Division of Vocational Rehabilitation and Veterans programs.

Customers can find an updated description of each workshop and their respective schedules by visiting the WorkSpokane.Org website.



5. Coordinate System and Center resources and continuously improve access and integrated services to job seekers and employers.

WorkSource Membership System

On January 02, 2004, the WorkSource Membership System (WMS) was implemented in the Spokane Workforce Development Area.

This tracking system, developed by the Washington WorkForce Association, was designed to track the use of self-service resources.

These customers and the services they select, are tallied in the WMS database. The Center Systems Analyst extracts the regional totals and reports the results to the Director of the Workforce Development Council and the Area Director on a monthly basis.

July 2009 WMS Totals:

Total customer visits to the Center recorded through WMS: 4,611
 New WMS customers for the Center: 431
 Total non-duplicated count of customers for the Center: 1,759

August 2009 WMS Totals:

Total customer visits to the Center recorded through WMS: 4,611
 New WMS customers for the Center: 452
 Total non-duplicated count of Customers for the Center: 1,785

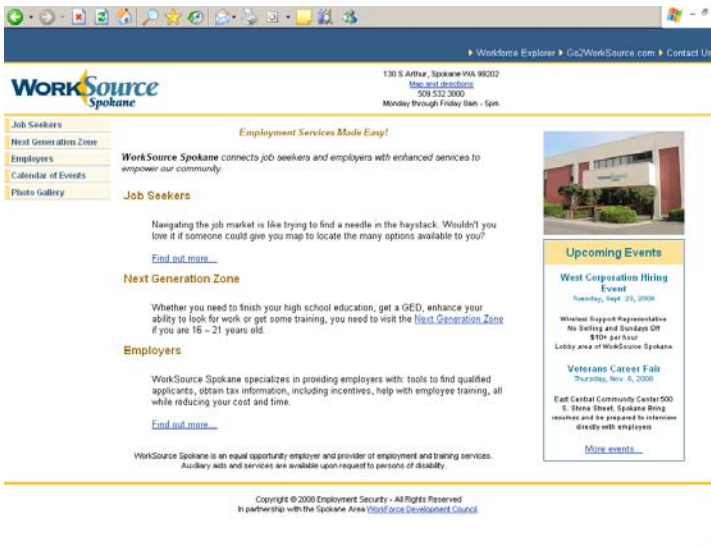
September 2009 WMS Totals:

Total customer visits to the Center recorded through WMS: 4,606
 New WMS customers for the Center: 423
 Total non-duplicated count of Customers for the Center: 1,739

Below is a comparison to the same time period in PY 2008:

- Total seeker visits increased by 15% or 2,040 seeker visits recorded through WMS in first quarter PY 2009
- 215 or 16% more new WMS customers were recorded in 2009
- Non-duplicated count of seekers increased by 18% in 2009

6. Maintain the WorkSource Web site: <http://www.workspokane.org>



The [WorkSpokane.org](http://www.workspokane.org) website was developed several years ago and has become a valuable and popular source of information for both the job seeker and the business customer for the past several years. It is time to give the website a new look that will keep our customers coming back for all their workforce development needs.

At the September 11, 2008 WorkSource Spokane Operation's Committee Meeting the 3-person website revamp committee presented the proposed scope of work for the website revamp to be completed by July 1, 2009, and approval was given to begin the update. Since then the revamp committee has provided updates to the Partner Leadership Team and provided updates at each local GMAP presentation.

The website revamp committee is working with Joe Racek, developer of Go2WorkSource.com, to ensure the site is ADA compliant.

New things to look for on the updated site include: maps with driving directions to the Center, calendar of events, and an internal tracking system that will count the number of unique visitors to the

site, which pages they visited and for how long. This will help the web committee determine which pages are being utilized to concentrate development efforts.

During the quarter ending March 31, 2009, the WorkSpokane.org Web site received approximately 280 notices of job seekers returning to work through the "Return To Work" feature on the Web site. This return to work information was then recorded into SKIES.

7. Participate on State-level workgroups and coordinate local service delivery, design, and oversight to meet State guidelines

SKIES Change Control Board

The state wide Change Control Board, consisting of representatives from all 12 Washington Workforce Development Areas, typically meets on a monthly basis to review the SKIES system and to bring forth recommendations for future changes and enhancements. The control board met monthly during the first quarter of PY09 to discuss various changes to SKIES including:

- A self-registration system that will replace WMS and will interface with SKIES and the go2worksource.com website
- Updates to SKIES to expand the use of the service (s) plan
- Additional tracking methods for the American Recovery and Reinvestment Act (ARRA)
- Reporting updates to support Trade Assistance Act reauthorization Health Care Tax Credit
- Additional reports for Employer services
- Creating import of customer information from other databases so staff can provide better service delivery



Local Work-Source Business Solutions Team

For the time period of July 2009 to September 2009, the Business Solutions Team posted 393 job orders for area employers, compared with 178 in 2008, an increase of 220%. Business

Solutions was also engaged in two very specific process improvement projects during this time period. The first was expanding job development activities to include the entire WorkSource center. A process was developed to allow WorkSource staff the ability to contact certain employers and develop, one on one, jobs for their customers. The second improvement is the development of specific marketing strategies for each industry cluster. These plans are being developed and will include specific plans for communication, networking and leveraging WorkSource staff to service industry groups more efficiently.

Local Business Solutions Partner Team

This group is formed of various partners, affiliates and training providers and will focus their activities on: partnering for the local workforce challenges Group meets second Thursday of the month from 3:30-4:45pm.

8. Facilitation of the local SKIES Users Group

The **Local SKIES User's Group**, is comprised of staff from each of the Center's departments as well as representatives from the WorkSource Spokane Partners and Affiliates. These meetings are facilitated by the Center Systems Analyst.

During the 1st quarter the group has:

- Identified changes to the SKIES system to bring to the Change Control Board
- Discussed and resolved data collection issues
- Relayed system changes implemented statewide and how that would impact our area
- Conducted roundtable discussions about best practices

The group meets the second Friday of each month from 9:15–10:15.



“We believe that if men have the talent to put men out of work, they have the talent to put those men back to work.”

John F. Kennedy