



Spokane Area WORKFORCE DEVELOPMENT COUNCIL

SPOKANE WORKFORCE DEVELOPMENT COUNCIL PRIMARY CHANGES TO WORKFORCE DELIVERY PROGRAM YEAR 2007

Over the past year, the Spokane Area Workforce Development Council (WDC) has undertaken a number of initiatives to improve our services to the community. Funding has been directed to serve targeted clusters and support economic development goals, increased coordination of services to the business customer through an integrated team has been put into practice, the use of common real-time performance indicators to gauge and improve the effectiveness of our operations has begun, and Skill Panels have continued to meet and dialogue in order to strengthen the linkage between business, education, and our public workforce investment system. The One-Stop Team comprised of representatives from across our system worked together to analyze and evaluate our current service delivery system, identify issues and challenges, and make recommendations for further development.

Now, using the information gleaned from these activities over the past months, we have made the following key decisions regarding our service delivery model beginning with Program Year 2007.

- 1. The One-Stop will serve as the single point of contact for workforce development activities for the Spokane area.**
The One Stop will be marketed as “the” place for businesses and job seekers to go for employment and training information and services. This change will enable job seekers to better connect with a variety of service providers, and, at the same time, will allow businesses to access a greater pool of job candidates.
- 2. WIA-funded services must be provided at the One-Stop location.**
Services at individual partner locations will no longer be funded by Workforce Investment Act (WIA) funds. This change will allow the WDC to increase the amount of dollars that are invested in client services such as training activities and supportive services.
- 3. The One-Stop will incorporate a Youth Zone to promote workforce development activities to individuals aged 14-21.**
This change will enable the emerging workforce to access services in an environment that is specifically designed to meet their unique needs and tastes.

4. **The WDC will provide funding for a Business Services Unit.**
This unit's primary purpose will be to meet with existing and new business customers to determine their current and emerging workforce needs. This change will allow the workforce delivery system to become more demand-driven resulting in better outcomes for both employers and job seekers.
5. **WDC-funded service providers must spend a minimum of 40% of WIA funds on client services.**
This change will allow more WIA funds to be invested in much-needed client activities including training (on-the-job, incumbent, customized, etc.), internships, work experience, wages, supportive services, and other client-related activities.
6. **The WDC will consider in-kind contributions from non-WIA funding sources when making programmatic funding decisions.**
When determining overall funding investments, the WDC will recognize how potential service providers are successfully using alternative funding sources to complement WIA activities. This change will enable the WDC to better invest our limited dollars in the community.