



## 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 is 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.

#### Operations Committee Meetings

This group consisting of members of the WDC, ESD, Community Colleges, Goodwill, ESD101, DVR, and AALTC met twice during the quarter ending 03/31/08.

Topics of discussion included:

**Feb. 12, 2008**

- WorkSource Center updates
- Data Validation and Monitoring Schedule
- Self-Sufficiency Calculator
- WorkKeys
- Rapid Response Activities

**Mar. 11 2008**

- WorkSource Center Updates
- Continuous Quality Improvement CQI Survey
- WorkKeys
- Rapid Response
- April Statewide GMAP
- WDC Legislative Update

#### Partner Leadership Team (PLT)

A new group comprised of members from the WDC, ESD, Career Path Services, ESD101, and DVR, whose charge is to: "Work to oversee and fully vet the day-to-day business processes and procedures of the Center" was formed during this quarter. This group is charged with:

- Design and implement recommendations from the WDC Operations Committee
- Make recommendations to the WDC Operations Committee
- Resolve partnership issues using conflict resolution plan

- Monitor program performance
  - Jointly prepare and participate in GMAP presentations
  - Resolve operational issues
  - Request unmet needs to the WDC Operations Committee
  - Jointly design and implement a fully integrated One-Stop Center
- This group meets twice a month.

#### Expenditure Report

As of March 31, 2008, actual year-to-date expenditures were 75.32% of planned annual expenditures.

#### 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 **January**, the Center was visited by representatives from **14** 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 **February**, representatives from **10** local employers 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.

In **March**, representatives from **6** different employers from the Spokane area visited the Center. During their visit, they conducted hiring events, and participated in the Diversity Recruitment Committee activity.

### 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, local GMAP sessions were held in the WorkSource Center on October 26 and November 30, 2007. Each unit within the WorkSource Center, including WIA and Next Generation Zone was represented and participated in the presentations.



## WorkSource Spokane PY07 Performance Measures

The **Employment Security Department** in Olympia introduced several new performance measures and management indicators for PY07.

There are 3 outcome measurements that will become part of each area's performance requirements:

- Percent of Entered Employments
- Percent of Job Openings Filled

### • Referral to Placement Ratio

The new **Management Indicators** introduced and defined by Employment Security 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 Job Referrals during the month

- Number of job seekers receiving General Services during the month.
- Wage At Placement.

### Management Tracking

- Measures introduced were:
- Inventory Match
  - Referral to WIA Services or Training
  - Federal Common Measures to be reported quarterly.

There were numerous changes to the Program Specific Management Indicators. In addition to the 3 current target groups, **UI Claimants, Veterans, and Workfirst** Participants, 2 additional target groups were added and will be measured. They are: **Offender** customers 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 4th quarter of 2007 **was not conducted**. Instead, a work group was formed to access the current CQI process and make changes to the process that better reflect the current mission of WorkSource Spokane. This new group includes the WorkForce Development Council Assistant Director, the WorkSource Center Manager, representatives from all units within the Center including WIA and Next Generation Zone, representatives from each WorkSource partner and the Center Power User.

New survey questions and modifications to existing questions have been presented to and approved by the Operations Committee in draft form. Future CQI Survey's will be conducted the second full week of the second quarter throughout the year.



## 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 Dec 31, 2006:

Total Customers:	2,427
Module 1 Orientation:	1,453
Modules 2 through 7:	926

Job Hunter Workshops for the quarter ending March 31, 2007:

Total Customers:	3,346
Module 1 Orientation:	1,994
Modules 2 through 7:	1,291

Job Hunter Workshops for the quarter ending June 30, 2007:

Total Customers:	2,305
Module 1 Orientation:	1,130
Modules 2 through 7:	1,129

Job Hunter Workshops for the quarter ending September 30, 2007:

Total Customers:	1,726
Module 1 Orientation:	1,359
Modules 2-6:	1,299

Job Hunter workshops for the quarter ending December 31, 2007:

Module 1 Orientation:	1,627
Modules 2-6:	1,087

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

Module 1 Orientation:	2,352
Modules 2-6:	873

#### Workshops offered at the WorkSource Center:

Effective on March 09, 2007, the workshops offered across the State were updated with information more suited to today's job seeker. The new workshops are:

Module 1:	Orientation To WorkSource Services
Module 2:	Skills and Abilities Analysis
Module 3:	Job Search Strategies
Module 4:	Perfecting Applications
Module 5:	Effective Resumes and Cover Letters.
Module 6:	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 the Workforce Investment Act, Youth and Veterans programs.

Customers can find an updated description of each workshop and their respective schedules by visiting the [WorkSpokane.Org](http://WorkSpokane.Org) Web site.



## 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 Power User extracts the regional totals and reports the results to the Director of the Workforce Development Council and the Area Director on a monthly basis.

#### Jan. 2008 WMS Totals:

Total customer visits to the WorkSource Center:	3,103.
New WMS customers for the Center:	278.
Total non-duplicated count of customers for the Center:	1,248.

#### Feb. 2008 WMS Totals:

Total customer visits to the WorkSource Center:	3,224.
New WMS customers for the Center:	339.
Total non-duplicated count of Customers for the Center:	1,350.

#### Mar. 2008 WMS Totals:

Total customer visits to the WorkSource Center:	2,183.
New WMS customers for the Center:	289.
Total non-duplicated count of Customers for the Center:	803.



## 6. Maintain the WorkSource Web site:

<http://www.workspokane.org>

The [WorkSpokane.Org](http://WorkSpokane.Org) Web site has become a valuable and popular source of information for both the job seeker and the business customer. This Web site provides a vehicle for keeping all WorkSource Customers and partners up to date on activities and resources available at the WorkSource Center and throughout the Spokane WorkSource system.

Job Seekers are finding the Web site to be particularly useful tool in their search for employment. On the Web pages, the job seeker is able to access a calendar of [Job Hunter Workshops](#) and a list of local employment and community services Web sites. Customers can also find notices of upcoming hiring events as they are posted on the Web page.

Business customers are provided with listings of upcoming seminars and job fairs, as well as links to Tax information, Labor Market information, Retention Services, and the State's [Go2WorkSource.Com](#) website where they may list job openings or perform searches for potential candidates. Another feature of the Web site that has grown in popularity is the ability of business and job seeker customers using the site to ask questions via email. WorkSource staff receive between thirty and fifty such email inquiries each month regarding such things as employment issues, educational programs, job openings, and community resources. It is the goal of WorkSource staff to ensure that all customers receive a response to these questions within 24 hours.

During the quarter ending March 31, 2008, the WorkSpokane.Org Web site received approximately 103 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.

### Business Services Statewide Committee

This group was unable to meet during the quarter ending March 31, 2008.

The next meeting of this group is currently pending.

### Local WorkSource Business Solutions Team

During the last quarter, the Business Solutions Team was able to develop several new business customers and provided intensive business services: Pearson Packaging, Wagstaff, Inland Empire Paper, Purcell Systems, Food Services of America, Pitney Bowes and Critical Logic. Purcell Systems had not previously worked with us and we were able to find a great quality job candidate and provide a \$3000.00 OJT.

### Local WorkSource Business Solutions Partner Team Committee

The local WorkSource Business Solutions Partner Team continues to meet on the second Tuesday of each month. Donna Syron, District I-BEST Manager and Trina Miller, Director of Workforce Development provided a presentation regarding the goals of the I-BEST Program. Evie Lawry, DOL, attended and provided information regarding Apprenticeship. Essie Crowder and Jacob Craft spoke about the Disability Navigator Program. John Langenheim, NXLevel Entrepreneurs provided a presentation regarding their training program.



### Statewide WorkSource Marketing Committee

This group did not meet during the quarter ending March 31, 2008 but communicated via email regarding the new 6 in 1 poster available to employers.

## 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 Power User.

This local users group addresses issues with the SKIES application, shares information, and discusses best practices. This group is also briefed on the monthly activity of the State Change Control Board.

This group was scheduled to meet February 28, 2008. Members had been asked to submit items for discussion to the Center Power User to prepare the agenda. The next meeting date has not been scheduled.



*"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

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