



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 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 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:

October ~ John Dickson of Dickson Consulting, LLC spent time with each team within the Center to understand each unit's performance expectations and service delivery model. This research led to a customized training in lean processes.

November ~ Leadership and selected staff attended trainings in lean practices and leading lean. These activities led to improved business processes that have saved money and staff time while providing quality services.

December ~ Planning continued... Trainings were identified for staff to ensure they will have the tools necessary to serve their customers in the new comprehensive service teams. Building remodel dates were identified.



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 **October**, 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 **November**, representatives from **1** 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.

December, representatives from **2** different employers from the Spokane area visited the Center. One of the employers had 47 positions available for support staff and treatment techs. After completing the process the employer stated they will **only** use the Center in the future based on the quality of applicants.

Expenditure Report

As of December 31, 2009, actual quarterly expenditures were 90.02%.

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:

Continued on Page 2

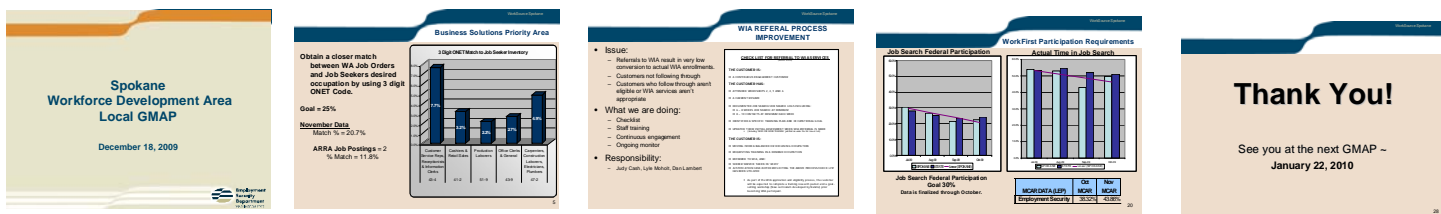
GMAP At The WorkSource Center— *Continued from Page 1*

- 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 October 23rd, November 20th and December 18th. Each unit within the WorkSource Center, including WIA and Next Generation Zone were 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 2nd quarter of PY 09 was conducted **the week of November 9, 2009**. There were 4 days during this survey period, due to the Veterans Day holiday. Though we received 38 less job seeker surveys we received an average of 64 surveys a day. Employer responses remained consistent with an average return rate of 5 daily. Overall job seeker satisfaction for this period averaged 4.74 out of 5. Employer ratings averaged over 9.8 in areas such as, service expectations were met, overall satisfaction and staff knowledge. Of the employers that responded the majority posted job openings, 30% received applicant referrals, 25% assistance planning a layoff, while others received labor market information and learned the benefits of the Work Opportunity Tax Credit.

The week of February 8, 2010 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 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 September, 2009:

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

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

Total Customers:	2,200
UI Re-employment Orientation:	1,355
Modules 2-6:	1,945

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.

October 2009 WMS Totals:

Total customer visits to the Center recorded through WMS: 4,785
 New WMS customers for the Center: 412
 Total non-duplicated count of customers for the Center: 1,811

November 2009 WMS Totals:

Total customer visits to the Center recorded through WMS: 3,892
 New WMS customers for the Center: 314
 Total non-duplicated count of Customers for the Center: 1,622

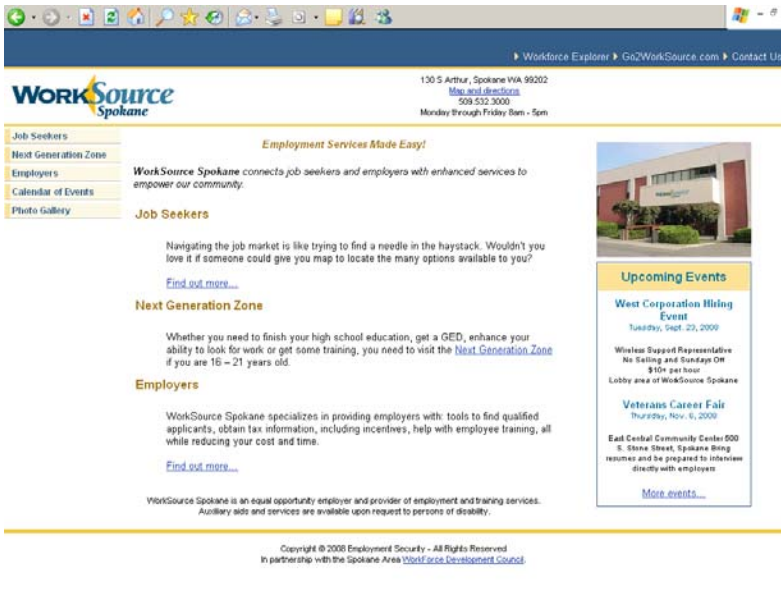
December 2009 WMS Totals:

Total customer visits to the Center recorded through WMS: 4,121
 New WMS customers for the Center: 356
 Total non-duplicated count of Customers for the Center: 1,689

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

- Total seeker visits increased by 434 or 3% in the second quarter of PY2009
- New WMS customers decreased by 22% or 300 seekers
- Non-duplicated count of seekers increased by 3% 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.

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 second 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. This new system will be available by April 2010.
- Functional updates to enhance service delivery
- Integration of the Claimant Placement Report
- Feasibility study conducted to determine ways to integrate multiple data tracking systems, so staff can update in one and information will be transferred to appropriate system
- Additional tracking methods for the American Recovery and Reinvestment Act (ARRA)



Local WorkSource Business Solutions Team

Between October 1 and December 31, 2009 the Business Solutions Team participated in the following activities:

- Facilitated a booth in partnership with the Next Generation Zone at the Governor's Aerospace Consortium. The team provided a workshop on the benefits of on-the-job training opportunity available through the Workforce Investment Act statewide.
- Educated two graduating classes at ITT Technical Institute on the importance of building a proper portfolio and how they may access services at the Center.
- Attended the Federal Healthcare Forum sponsored by Greater Spokane Incorporated.

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. The Team decided to have topic specific meetings. The next meeting Doug Tweedy of LMEA will deliver a hands-on training in the usage of Workforce Explorer and how employers and job seekers can get the most out of the labor market information.

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 2nd quarter the group has:

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

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