

Spokane Area Workforce Development Council Strategy Team Notes

One-Stop Team

Meeting Date: February 9, 2006

Location: Career Path Services-Manito Park Room

Members:

Arteaga, Frankie
Doyle, Christy
Iranon, George
Kogle, Gail
Lilienthal, Jack
Marchioro, Bill
Meyer, Julie Co-Chair
Mihara, Darrell
Millane, Anne
Nelson, Nancy
Odle, Susan
Pearson, Mike Co-Chair
Sanders, Theresa
Schoengold, David
Thew, Beth
Wilhite, Diana Co-Chair

Members Present:

Doyle, Christy
Iranon, George
Kogle, Gail
Lilienthal, Jack
Marchioro, Bill
Meyer, Julie Co-Chair
Nelson, Nancy
Sanders, Theresa
Thew, Beth

Staff/Consultant:

Baumhofer, John
Ingbretsen, Roger
Lockwood, Anne

Guests:

None

Specific Purpose of Meeting: To agree on a concept of what we want so we can present the recommendations/action plan to the executive committee by 03/02/06.

Action Items Discussed: The Initial discussion topics were:

- John’s handout on the structures of other WDC’s.
- The homework given at the last meeting, to prepare a list of things their agency/program is doing well, things they could do better, and their role to improve the one-stop system.

| What the One-Stop System is Doing Well: | What the One-Stop System can do Better: |
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| <p><u>Branding</u></p> <ul style="list-style-type: none"> • We have marketed the WorkSource System product well when we have had \$\$ resources available. | <p><u>Branding</u></p> <ul style="list-style-type: none"> • We have not achieved the BRAND recognition we desire yet. • We can improve upon the marketing and the branding of the WorkSource System. • Build the One-Stop system so that the One-Stop service delivery system in Spokane County is recognized by both the business community and the job seeker customer to be the source for workforce development. |
| <p><u>Customer</u></p> <ul style="list-style-type: none"> • There are choices for the customer • The location of 130 S Arthur gave a natural transition for job seekers from Unemployment office to WorkSource Center. • Excellent providers • The job seeker is served extremely well throughout the local system at all levels. • Strong numbers for dislocated workers on returning to work after training. Affiliate sites are well liked by the customers according to satisfaction surveys. • Employer customer service responses • The youth programs are effective and powerful additions to the overall One Stop service. • Suggest we are providing a great quality of service to a relatively small number of employers. • The ability (via computer) to assess one’s employment needs and abilities has never been better, thanks to improvements in technology and staff understanding of the products to guide the job seekers. • Provide excellent employability and training service to support job seekers • Provide employers with business services to meet their human resources needs. | <p><u>Customer</u></p> <ul style="list-style-type: none"> • Collectively the Spokane WorkSource system has not grown business relationships at a level that is satisfactory to the WDC. • We are not adequately marketing the resources we have to local business. • We can go directly to business with our labor-related products. • Small business is not aware of One Stop offerings. • We can find a good balance between quantity and quality of service for both customers. • The system could work more interactively with employers to make the employer more aware of services. |

| What the One-Stop System is Doing Well: | What the One-Stop System can do Better: |
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| <p><u>Customer Continued</u></p> <ul style="list-style-type: none"> • Provide excellent employment and training services to targeted population of unemployment insurance claimants, low income job seekers, displaced workers, youth, veterans, and disabled customers • Current technology available through equipment and internet for both business and job seeker customers. • No wrong door • Provide Labor Market information to assist with workforce and economic development servicing very large numbers of job seekers on a daily, weekly, monthly, and yearly basis. • Very responsive to shifts in the demand for services with an ability to expand and contract • Goodwill's affiliate site usage is growing rapidly with an average of 10 people a day using the affiliate services. • Rapid Response team. • Provides up to date information and resources for job or career planning. • All of the affiliates and the Center are hyper sensitive to employer calls and requests. They are immediately prioritized. | <p><u>Customer Continued</u></p> |
| <p><u>Disabled</u></p> <ul style="list-style-type: none"> • Spokane area providers work well with the disabled and disadvantaged population. • Although employment services to the disabled are largely ignored in the original One-Stop legislation, the Spokane Center and affiliates have done well in this regard. • The DAT and DA Navigator are great assets for the affiliate sites who do not have these special software or services available on site. • Connecting job seekers with disabilities, to appropriate accommodations. | <p><u>Disabled</u></p> |
| <p><u>Duplication</u></p> | <p><u>Duplication</u></p> |
| | <ul style="list-style-type: none"> • Duplication within the system • Stop duplication of service |

| What the One-Stop System is Doing Well: | What the One-Stop System can do Better: |
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| <p><u>Fairs</u></p> <ul style="list-style-type: none"> • The job fairs are conducted with a fine level of professionalism by our WorkSource Center and affiliate staff. • Job Fairs are well received. | <p><u>Fairs</u></p> <ul style="list-style-type: none"> • Career Fair planning with more partner involvement. |
| <p><u>Funding</u></p> <ul style="list-style-type: none"> • Use training funding dollars well • We commonly leverage programs and funding i.e. Worker Retraining and TRA to assist dislocated workers with training costs. This allows each program to fulfill its function and maximize the funding by sharing costs where appropriate. • Use funding dollars within time allocation. | <p><u>Funding</u></p> <ul style="list-style-type: none"> • Beyond the traditional reliance upon WIA and Wagner-Peyser federal funds, we have so far failed to attract new dollar resources to build our system. • We can find additional funding resources in support of the Center and the Affiliates. • Better coordination between WIA, TAA, TRA, and the college worker retraining program. • Reduce overhead • Fund one Center before expansion • Create a true One-Stop. • The system needs to find more funding to provide a broader array of services. |
| <p><u>Location</u></p> | <p><u>Location</u></p> <ul style="list-style-type: none"> • One Stop and affiliates located in one central part of Spokane County. • We can improve upon the location and layout of the Center. |
| <p><u>Operator</u></p> <ul style="list-style-type: none"> • Operator's meetings-strong communication. • The WorkSource Operations Committee is committed to improving BRAND recognition and equally committed to minimizing customer confusion regarding access and location. | <p><u>Operator</u></p> <ul style="list-style-type: none"> • Could the WDC staff be the Operator (look at the opportunity)? |
| <p><u>Referrals</u></p> <ul style="list-style-type: none"> • We routinely receive and make appropriate referrals within the WorkSource system, i.e. Trade Act, TRA, Training Benefits, UI information/forms and assistance, Worker Retraining. • The system has been fairly stable and points of contact have built relationships so referrals go smoothly. • Provides access to partners and programs co-located at the WorkSource Center downtown. | <p><u>Referrals</u></p> <ul style="list-style-type: none"> • More referrals within the system. Silo funding creates territorial issues. • We do not share the job seeker or business customer with each other very well. In other words we all seem to horde customers to ourselves most of the time. • We can find ways to share the customers and the cost of serving the customers. • At times, we collectively fail to deliver quality referrals to business for job openings. |

| What the One-Stop System is Doing Well: | What the One-Stop System can do Better: |
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| <p><u>Referrals Continue</u></p> | <p><u>Referrals Continue</u></p> <ul style="list-style-type: none"> • Maintaining referral standards, having employer applications on hand to save customers from traveling to WorkSource. • Develop a One-stop Business Services Team – all job orders are entered into SKIES. |
| <p><u>Tracking</u></p> <ul style="list-style-type: none"> • We track customer (job seeker and employer) inquiry and service data fairly well. • More services are entered into SKIES • Tracking and reporting of services and outcomes. • Contract management and performance | <p><u>Tracking</u></p> <ul style="list-style-type: none"> • SKIES program has been a challenge for users. • We have not adequately captured or counted the real numbers of job seekers who venture in to our locations each day. • Combine WMS and SKIES for tracking information. • Implement GMAP for all One-Stop services and program. |
| <p><u>Training</u></p> <ul style="list-style-type: none"> • Desire and willingness to work together. • Great connection with local CBO's and One-Stop partners. • Focus on continual improvement | <p><u>Training</u></p> <ul style="list-style-type: none"> • We can all improve upon the quality indicators of customer service. • Improve communications and usability using One-Stop online resources in case physical addresses change or get spread out. • Have listing of web sites and training so we can assist customers (students and non-students) navigating to get information from various One-Stop services (not so generic as it is now). • Implement common business practices. • There is no cohesive template for the training of new staff and the refresher training of existing staff within the system. • We can better train and educate staff. |

| What are we Doing Well as Individual Providers: | What We Need to Do Better as Individual Providers: |
|---|---|
| <p><u>Goodwill</u></p> <ul style="list-style-type: none"> • Youth program (PAYS) works with disabled youth and youth offenders who would more likely not seek out or complete services. • A leader in finding sustainable, long term employment for the recently incarcerated. • Youth program (PAYS) serves the employer by attempting to match employer's needs with the individual's youth's abilities and skills as do the placement staff of all programs. • Provides support services for many recently incarcerated individuals (adults) to fund work tools, clothing, union dues via a pay back system. • Affiliate site usage is growing rapidly with over 200 visits to our affiliate services so far this year with increasing frequency daily. • Provides excellent training and workshop services both in-house and at WorkSource. • Will be providing GED classes beginning this month. • Collaborates with other entities to provide holist, wrap-around services. • Is one of the largest providers of DVR services in Washington State. • Has tripled its number of DD participants in the last 6 months. • Provides placement/training services to the blind in this part of Washington State and Idaho. • Is a provider of WorkKeys assessments and profiles. • Has a state of the art computer lab with a full time instructor with all computers provided with accommodation for the blind and visually impaired. • Provides services to the Veteran's Administration for service people returning from the war. • Provides one-on-one services to affiliate customers for resume writing, interview skills, and providing employer leads. | <p><u>Goodwill</u></p> <ul style="list-style-type: none"> • Inform the community of all that it does. • Capture the numbers of all that it serves. |

| What are we Doing Well as Individual Providers: | What We Need to Do Better as Individual Providers: |
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| <p><u>Career Path Services</u></p> <ul style="list-style-type: none"> • We serve business sectors, and employers within them, really well. • Most of our staff in Spokane are considered “employer representatives.” They populate our internal Business Services Teams for the benefit of business and jobs seekers alike. • We do really well finding the hidden job market in Spokane, as we work primarily with small business in each sector. • We are accustomed to prioritizing any business request for assistance. • We are known regionally as an employment service provider that delivers upon performance. “EXCEEDED” is our middle name. • We are a flexible private nonprofit that can respond quickly to fund source needs, by adjusting or increasing spending, and/or service to job seekers or business. • In the business, government, and private nonprofit communities we are known for getting things done quickly and efficiently. • We thrive on REPEAT BUSINESS from both of our customers. • Technologically, we are well ahead of the regional government, educational, and private nonprofit communities in terms of investment and expertise related to modern business tools. • We are a regional leader in “disability employment.” We are the #1 performing DD and DVR employment provider in 7 Eastern Washington counties. | <p><u>Career Path Services</u></p> <ul style="list-style-type: none"> • We can improve upon the location and layout of the Center. • We can find additional funding resources in support of the Center and the affiliates. • We can go directly to business with our labor-related products. • We can improve upon the marketing and the branding of the WorkSource system. • We can better train and educate staff. • We can all improve upon the quality indicators of customer service. • We can find a good balance between quantity and quality of service for both customers. • We can find ways to share the customers and the cost of serving the customers. |
| <p><u>Spokane Community College</u></p> <ul style="list-style-type: none"> • WorkSource and college work together on job referrals for students and graduates. • Our fair has grown to 73 employers. We have hosted WorkSource Job Fairs in the past two years. Both survey and evaluate employers and job seeker/student responses for improvement opportunities. | <p><u>Spokane Community College</u></p> <ul style="list-style-type: none"> • We have involved various Advisory Board Members and their business counterparts as featured speakers. Continue to broaden the pool of academic and professional individuals to strengthen relationships and increase employment opportunities for our graduates. |

| What are we Doing Well as Individual Providers: | What We Need to Do Better as Individual Providers: |
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| <p><u>Spokane Community College Continued</u></p> <ul style="list-style-type: none"> • Enter and fund 125% of initially allocated positions/funds. Research and code apprenticeship students (researched over 500 records for eligibility). • Present regular seminars explaining and assisting students in applying for UI CAT/TB programs. • Maintain an updated information system covering a full range of career descriptions and requirements. Conduct 15 class presentations per year, valued by academic instructors, visits off site locations to include Skills Center, CBE, and various Career Fairs. • Facilitate computerized interest inventories, provide explanations and further detailed career information. • Provide on-site DVR counseling for students and non-students, works in concert with WorkSource representative. • Developed new weekly workshop to explain and demonstrate the various sources and methodologies in conducting applicable research. • Created bi-weekly workshop to provide both students and non-students with practical information for creating effective resumes and cover letters. Customers offered follow-up one-on-one critiquing. | <p><u>Spokane Community College Continued</u></p> <ul style="list-style-type: none"> • Keeping the 80+ job listings current and purposely targeting faculty and employers to student oriented job listings. Utilize Advisory Board Member lists to notify employers of Bigfoot Jobs! Where they can post/monitor position openings for SCC students. • Record services in SKIES and run reports for the State. In 2005 had increase of 1600 services recorded from 2004. • Continue and improve relationship with the UI TeleCenter. Fax and record from dispositions, use SCUI list (used by UI adjudicators to assign reviews for timely CAT determinations. • Completed changeover of reference files from DOT to ONET systems; now need to continue updating information as it becomes available (at least yearly). |
| <p><u>Spokane Falls Community College</u></p> <ul style="list-style-type: none"> • Assistance with all aspects of school admissions including academic advising. • Students and potential students can access vocational assessment services by using a variety of software programs: Discover, Washington Occupational Information System, Career Key, Type Focus, and Positive Self Esteem. A Career Library is available to interested customers. • Win Way Resume is available to all customers for resume writing. | <p><u>Spokane Falls Community College</u></p> <ul style="list-style-type: none"> • Better access to SKIES. We need to install a VPN line. SKIES is very slow outside the firewall. • Better coordination between the SFCC WorkSource affiliate and the Veteran's Affairs office in Financial Aid to better serve returning Vets. • Improve on marketing the WorkSource services to the SFCC campus. • Combine the SFCC WorkSource affiliate and Career and Student Employment in one operation like SCC. |

| What are we Doing Well as Individual Providers: | What We Need to Do Better as Individual Providers: |
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| <u>Spokane Falls Community College</u> <u>Continued</u> | |
| <ul style="list-style-type: none"> • Are provided by both Career Center Staff and WorkSource affiliate site's co-located WorkSource Job Specialists. Offer job search services to SFCC graduates. • Labor Market Information is made available to customers that are job searching. • Students qualifying for training funds are required to meet with our Job Specialist, to learn how to do labor market research to help with selecting a training program or employment. • Provide forms and access to information for Unemployment benefits. • The Worker Retraining financial aid, WorkFirst financial aid and work study, state and federal work study programs as well as other types of work study for students without financial aid, are located under the umbrella of SFCC WorkSource affiliate that is part of the Financial Aid Department. • Work with students and case managers to move TANF customers to WorkFirst compliance by recommending eligible training programs and work study. • Referrals to math and English tutoring • The Career Center provides information on school catalogues, transfer guides, college handbook, periodicals, vocational biographies, occupational trends, and projections. • Support from Student Services and Vocational Education Deans in promoting Worker Retraining and WorkFirst programs. • We have a reference file for referring customers and students to outside agencies for assistance. | |
| <u>WorkSource/ESD</u> | <u>WorkSource/ESD</u> |
| <ul style="list-style-type: none"> • Provide employers with business services to meet their human resources needs. | <ul style="list-style-type: none"> • GMAP implementation-review of all services and program processes. |

| What are we Doing Well as Individual Providers: | What We Need to Do Better as Individual Providers: |
|--|---|
| <p><u>WorkSource/ESD Continued</u></p> <ul style="list-style-type: none"> • Active participation in the One-Stop Center. • Committed resources, both staff and budgets to One-Stop Center. • Integrated services delivery. • Integrated programs. • Great connection with local CBO's and One-Stop partners. • No wrong door. • Completely embraced the One-Stop identity of WorkSource over organization identity of Employment Security Department. • Largest agency in the community connecting employers and job seekers. • Provide excellent employability and training service to support job seekers via workshops. • Provide excellent employment and training services to targeted population of unemployment insurance claimants, low income job seekers, veterans and disabled customers. • Current technology available through equipment and internet for both business and job seeker customers. • Provide Labor Market information to assist with workforce and economic development serving very large numbers of job seekers on a daily, weekly, monthly, and yearly basis. • Tracking and reporting of services and outcomes. • Contract management and performance • Very responsive to shifts in the demand for services with an ability to expand and contract. • Embraced the Governors GMAP process and implemented in the Center. | <p><u>WorkSource/ESD Continued</u></p> <ul style="list-style-type: none"> • GMAP implementation-review of all services and program processes. • Always improve integration • Always reduce duplication of services • Always improve customer services • Be open either later in the evening or on Saturday • Improve job order taking process. • Define common SKIES services and implement common business processes. • More functional space usage for large group activities (not on second floor). • Continuous cross program training for staff. |

Open Action Items: The meeting proved to be valuable in identification of issues and information necessary to address needed committee decisions. Employment Security would prefer not to be the leaseholder in the Center building, and has not yet made a decision regarding their desire to be the One-Stop Operator.

Action Items Completed: The following assignment was made:

Everyone - The Team is to look over the above information and prioritize what they want in their One-Stop system.

Next Meeting Date and Location: February 16, 2006, Goodwill Industries, 130 E Third Ave, 7:30 a.m. – 9:00 a.m.