

**Spokane Area Workforce Development Council
AUGUST 2007**

**ADDENDUM TO 2007-2009 LOCAL WIA and WAGNER-PEYSER
OPERATIONS PLAN**

Section III: MANAGING PERFORMANCE

III. 2 WorkSource System Management Indicators

This local plan does not require targets. In future plans, if specific targets are required, the Employment Security Department, the Workforce Development Area Executive Directors, and the State Workforce Board shall discuss protocols for affecting "Washington Works" Report recommendation number 3.6., which states "One-Stop Center results will be reported in concert with ESD using a GMAP approach. One-Stop operators and ESD area directors will report WorkSource results to the WDC boards and the ESD senior leadership team using a GMAP approach."

Describe how the management indicator information will be used to enhance and monitor progress towards achievement of federal, state, and local performance goals of all programs in the system.

- Total unduplicated users based on the WorkSource Management System
- Total unduplicated users based on the SKIES database
- Total Entered Employments
- Median weekly earnings in SKIES
- Number of job/employment referrals
- Percent and number of job openings filled
- Referrals to all training
- Training starts
- Total on "Employment Pathway" (sum of Total Entered Employment [*unduplicated*] and Training Starts [*unduplicated*])

Note: One other item which addresses self-service only clients is being discussed by the management indicator workgroup, which may include this tracking item at a future time.

The Spokane Area Workforce Development Council (SAWDC) will use these management indicators as a barometer to see what's happening in the system and upon evaluation and analysis of the data, identify opportunities for improvement so that state, federal, and local WDC goals can be met or exceeded. We will use reports generated by Employment Security Department. The reports will be regularly reviewed by the WorkSource Center's Partner Leadership Team (PLT) as well as the WDC Board and Operations Committee as part of their on-going review of performance management data. As appropriate, information will be presented at the local GMAP.

Section IV: OTHER TOPICS

IV. 5 Entrepreneurial Training

Training and Employment Guidance Letter No. 16-04, issued February 23, 2005, encourages the workforce investment system to make entrepreneurial training opportunities available for people interested in self employment under WIA Title I. More recently, the Washington State Legislature passed Substitute Senate Bill (SSB) 5613 which includes a requirement for local plans to include specific information about entrepreneurial programs.

Describe how you will identify and maintain a list of the providers who are available to provide entrepreneurial training opportunities in your area as of August 2007. Also, describe how entrepreneurial training opportunities are offered through your one-stop WorkSource. Include how information will be provided to customers and referrals made.

The Spokane Area Workforce Development Council will work with local providers such as Greater Spokane Incorporated (GSI) Biz Street, AHANA, SCORE, SNAP Micro- Enterprise Development and other groups that have an interest/focus on entrepreneurship to develop a list of sources that are available to provide entrepreneurial training opportunities for our area. The list will be available on the WDC and workspokane.org websites and will be updated annually. This information will be available to the 1-stop system and partner providers so that people interested in entrepreneurship can be invited to participate at WorkSource Center presentations. Examples of training include but are not limited to introduction to entrepreneurial skills, business planning, access to capital, labor market information, consumer crediting counseling, budgeting and money management. WIA customers, as appropriate, will be able to access these services as well. They will receive a schedule of the training opportunities, on-line resources and available printed promotional materials. Referrals to the training and those who have participated in the training will be tracked through the MIS system.

Section V: LOCAL OPERATIONS PLAN ASSURANCES AND PLAN SIGNATURES

The following is an additional assurance to Section V of the plan:

The management indicators listed in section III.2 of this plan will be used to enhance and monitor progress towards achievement of federal, state, and local performance goals of all programs in the system.