

Workforce & Career Development Division

Director's Corner

One benefit of implementing Lean tools, methodologies and culture in an organization like the Employment Security Department is improved visual management. In WCDD Central Office, visual management has allowed our teams to see quality issues as they arise, and practice problem solving techniques to identify the root cause of problems and improve processes.

Our program managers have been working with their teams over last couple of months to identify the measures and targets needed for each program. We've learned through the process of identifying performance targets and visually tracking progress that it is easier to see performance gaps and identify ways to close them. As each team completes their measures, they'll be shared with local areas. Sharing these charts helps motivate everybody to improve by clarifying key performance targets and allowing local areas to see how their work contributes to the state's success.

Visual management and huddles go hand in hand, so here at Central Office we've implemented a weekly division huddle, and program teams are working establishing their own huddles too, as I know many local offices have.

If you or your team would like help starting or moving forward with your own daily management boards, or would like to learn more about how to conduct huddles, I encourage you to contact [Keoni Fontaine](#), our Director for Lean and Organizational Transformation. Additionally, Karl Kraber, Director of the Office of Lean Transformation and Quality Improvement for ESD, recently shared a [YouTube demonstration](#) about how to hold a huddle.

~Sandy Miller

WIOA Combined State Plan Issued for Public Comment

Washington's draft 2016-20 Workforce Innovation & Opportunity Act (WIOA) Combined State Plan, called Talent and Prosperity for All: The Strategic Plan for Unlocking Washington's Workforce Potential, was issued for 30-day public comment on January 6. The draft plan, which is required by the federal Departments of Labor and Education, represents the four-year strategic vision, goals, and operational commitments of the state's four "core" programs (including WIOA Title I and Title III Wagner-Peyser), as well as eight additional "partner" programs (including TANF, SNAP, UI, Vets and TAA), and SBCTC's Workforce Education Programs and L&I's Apprenticeship Program, which are deemed important to the overall system. The three sections that collectively constitute the draft Combined State Plan can be viewed online on the [Workforce Training & Education Coordinating Board's \(WTECB\) website](#). Emailed feedback will be accepted until February 9; the e-mail address is available on the website.

WIOA Regional/Local Workforce Plans Guidelines Issued

Guidelines for the 2016-2020 WIOA Regional/Local Workforce Plans were issued by the WTECB on January 5. Developed by a team comprised of representatives from the WTECB, Employment Security (ESD), Washington Workforce Association (WWA), and business and labor, the guidelines are designed to drive local plans that align with the WIOA Combined State Plan (see article above) and speak to cross-regional collaboration and coordination while also meeting federal statutory compliance. Under the plan timeline, local boards will have until May 2 to submit draft plans to the WTECB and ESD. The month of May will be used for both the required 30-day public comment period and state review and comment on the plans. June will be reserved for final, signed local plans to be submitted to the WTECB for action (recommendations to the Governor) with gubernatorial approval and notification of local chief elected officials and local boards secured, if all goes as planned, by the end of that month. The local plan guidelines can be viewed and downloaded (in Word format) from the [WTECB's WIOA page](#).

New UI Benefits Self-Service "One-stop" for Customer Service Launched

Thanks to a collaboration between WorkSource, ESD's Communications department and UI claims center staff, ESD has launched a comprehensive [one-stop solution](#) for claimants needing help with their claims. The page includes clear links for the most common customer needs, along with call wait times. A easy-to-follow YouTube [tutorial](#) walks through each of the key features available on the page.

RISE Pilot Kicks Off in Four Washington Counties

In 2015, Washington state was awarded a three year, \$28 million Resources to Initiate Successful Employment (RISE) employment and training pilot, funded by USDA Food and Nutrition Service (FNS). RISE will enhance the current Basic Food Employment & Training (BFET) program by adding comprehensive case management and work-based learning strategies to select populations who currently receive SNAP/Basic Food benefits, among other criteria. Overall RISE pilot success will focus on reducing duration on BFET, increasing employment, increasing income, increasing retention of current job, and reducing barriers through testing new employment and training related interventions to SNAP recipients to move them towards self-sufficiency. ESD was selected as the provider for life/soft skills for RISE participants in the four target counties of King, Pierce, Spokane, and Yakima, through a robust curriculum called Strategies for Success. This six-week, 96-hour curriculum covers concepts such as Health and Well-being, Communication, Personal Strength Builders, Community Engagement and Work Concepts, and will be instructed by 9.0 FTEs. The actual class locations are decided at the local level in conjunction with referring partners to ensure the counties are covered. If you'd like more information about RISE, please contact [Nona Mallicoat](#) or [Linda Venera](#).

Make it in Washington Grant Offers Manufacturing Training

Eligible unemployed workers in rural and distressed Washington counties may qualify for tuition-free training that helps prepare them for work at manufacturing firms across the state. The Workforce Training and Education Coordinating Board (WTECB) is administering the education component of this \$2.7 million U.S. Department of Labor grant. Most training is aimed at boosting the productivity and skills of incumbent workers currently employed at rural manufacturing firms. However, a portion of the grant is aimed at helping unemployed workers gain work-ready skills at a variety of institutions, including at Highline and Shoreline Colleges and Washington State University's Engineering and Technology Management Program. This grant is time-limited so it's important to act soon. For more information, check out this [WTECB link](#) and/or contact WTECB's [Mike Brennan](#).

Data Sharing Contracts Updated for WorkSourceWA.com Implementation

Thanks to a multi-unit team effort, the SKIES Data Sharing policy and contracts, which have governed who can access and use SKIES data and under what conditions, have been fully updated to reflect the upcoming implementation of the WorkSourceWA solution. This effort took several months and hands on changes to contract boilerplates, as well as the creation of a new state policy, WorkSource System Policy 1021, WorkSource Integrated Technology (WIT) Data Sharing, Disclosure and Security Administration. The new data sharing contracts will be sent out for signature and executed prior to the launch of WorkSourceWA.

Special thanks to all team members, including Joe Racek from ESD's Information Technology & Business Integration division, Gary Kamimura from Employment Systems Policy & Integrity Operations division, and John Mattes from the Contracts & Procurement office. Additional thanks to all of the partners and Workforce Development Council staff who provided updated critical contact information.

New Policy Guidance

[WIOA Policy 5260](#): Allowable Cost & Prior Approval Requirements

[WIOA Policy 5275](#): Recapture & Reallotment of WIOA Title I Funds

[WIOA Policy 410](#): Dispute Resolution & Appeals

[WIOA Policy 5610 Rev1](#): Local Board Member Appointment Criteria

[WIOA Policy 5612](#): One-Stop Evaluation & Certification

[WorkSource System Policy 1019 Rev 2](#): Eligibility Guidelines & Documentation Requirements

[WorkSource System Policy 1022](#): Referral of Veterans with Significant Barriers to Employment to the Disabled Veterans'

February 2016 Featured Events

***"Do Ask, Do Tell:
Tapping the Power of
Disability Diversity and
Encouraging Self-
Identification"***

Webinar offered February 18 from 12:00-1:30 pm PST by the Employer Assistance Resource Network (EARN).

[Register online through the EARN Website](#)



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