

## Employment Connections

### Director's Corner

The arrival of summer finds us here at Employment Security adjusting as the recent roles and responsibilities realignment process between divisions continues to settle out. We so appreciate your patience during the process, and your continued patience as things progress. Currently, we are working across divisions to identify gaps in processes that have transitioned. Some have been identified already, but we ask for your help: if you have experienced a program or process area that seem to be causing new bottlenecks or issues since the transitions took effect, please let us know. There are projects beginning to address some known issues to get those sorted out as quickly as possible. We released a crosswalk to help WorkSource system staff find the assistance they need, whether it be policy-related technical assistance for a program area, vendor payment assistance for a process that has changed, or general questions. You can find up-to-date contact information in the [Program-Specific Directory](#) on Inside WorkSource.

Moving forward, we're embarking on an exciting journey toward human-centered design, a method to better engage our customers in helping us develop the kind of services and approaches that will best fit their needs. There are projects underway in Spokane; Camo to Commerce has launched, and WorkSource Yakima staff will be starting training in the methodology really soon. If you're interested in learning more, check out [this video](#) from Ideo.org, and watch this newsletter for future stories.

~Kelly Lindseth

### UI Self-Service Website Replaces WIA001 Report

Last week, the Employment Security Department (ESD) discontinued the Data Mall WIA001 report used by WorkSource staff to access unemployment claim and separation data on behalf of customers seeking enrollment in the WIA/WIOA Dislocated Worker program. Customers can now access their own up-to-date wage and claim data any time through the [Unemployment Insurance Self-Service website](#), available publicly on ESD.WA.GOV, through their Secure Access Washington (SAW) account. This change supports the agency's move toward increasing self-service activities, freeing up capacity to assist customers in other new and innovative ways.

Staff may not access a customer's UI data for them through the self-service website. If customers have trouble creating or accessing their SAW account, staff may help customers contact WATech for support at 1-888-241-7597.

### Local Area PY16 WIOA Title I Grants

Local area formula grant packages for the Workforce Innovation and Opportunity Act of 2014 (WIOA) Title I adult and dislocated worker programs for Program Year 2016 (July 1, 2016 to June 30, 2017) were issued to Local Workforce Development Boards in early June. The adult and dislocated worker allotments by Workforce Development Area can be found in Attachments B and C, respectively, of [WorkSource Information Notice \(WIN\) 0076](#).

### WorkSource Services Catalog Published

The new WorkSource Services Catalog has been posted to [Inside WIT](#) under the "User Support" tab. It reflects reportable services available under Titles I and III of WIOA, and Subchapter B, Part II of the Trade Act of 1974 as amended. The catalog presently has three worksheets: (1) services that migrated unchanged from WIA to WIOA, (2) WIA services that were deactivated because they no longer exist or saw significant definitional changes under WIOA, and (3) services that were created because they are new under WIOA or saw significant definitional change from WIA to WIOA. It will soon be consolidated to reflect only active and deactivated services and later expanded to include WIOA Title I business services.

### WIOA Final Regulations Released

On June 30, the U.S. Departments of Labor and Education jointly announced advanced posting of the [five sets of Workforce Innovation and Opportunity Act \(WIOA\) final regulations](#). The final regulations will be formally published in the Federal Register in the near future. The agencies also noted that federal guidance and technical assistance will be forthcoming to clarify elements of the final regulations.

## WorkSource Staff and Offices Recognized at 2016 Vets Education Summit

From May 24-27, more than 60 Disabled Veterans Outreach Program representatives (DVOPs), Local Veteran Employment Representatives (LVERs) and WorkSource leadership staff convened at the Davenport Grand Hotel in Spokane, WA for their annual education summit. The event also included a number of guest speakers and two veteran staff from nearby Post Falls, Idaho.

The mission of the education summit was to provide attendees with current information and training on a wide range of veteran issues and programs. In true veteran fashion, the WorkSource Spokane team started Day 1 with a warm hula skirt welcome, as they proudly pronounced their city “The Waikiki of Washington.” After opening comments from Spokane Mayor David Condon, the event kicked off with three separate all-day training sessions, two of which were taught by National Veterans Training Institute (University of Colorado). The following two and a half days included informative briefings from a plethora of national, state, and local partners. Guest speakers included US Department of Labor’s Veterans Employment and Training Service Assistant Director Rachel Bailey, multiple US Department of Veterans Affairs program leaders, Employment Security Department (ESD) Commissioner Dale Peinecke and Washington Department of Veterans Affairs Director Alfie Alvarado-Ramos, just to name a few.

In addition to the invaluable training and information garnered, attendees enjoyed a multitude of networking opportunities, both during the event and after hours. Many participants took in the sights of beautiful Spokane, while others enjoyed the company of fellow service providers, at various social venues.

One of the highlights of the summit was the awards dinner on May 26, where many attendees were recognized for outstanding services to veterans during 2015. Individual awards included Top 10% performers in the DVOP category, Mike McEvoy (WorkSource Clallam), Seth Maier (WorkSource Spokane), and Paul Pelot (WorkSource Whatcom). Seth was ultimately recognized as American Legion State DVOP of the Year. In the LVER category, Eileen Boylston (WorkSource Central Basin) and Hannah Schoepp (WorkSource Spokane) were recognized as Top 10% performers. Eileen was awarded American Legion State LVER of the Year. Seth’s and Eileen’s outstanding achievements will also be highlighted at American Legion’s annual state conference. Additionally, DVOP John Joseph (WorkSource Pierce) received International Association of Workforce Professionals’ (IAWP) 2015 Service to Veterans Award for exceptional support to those who served.

In addition to the individual awards, eight offices received team awards. WorkSource Everett’s Serve Center garnered the IAWP team Service to Veterans Award for its unique approach to community partnering and serving veterans. Seven WorkSource offices also received incentive award funds and recognition for their superior performance in veterans services: WorkSource Thurston County, WorkSource Pierce, WorkSource Whatcom, WorkSource Wenatchee, WorkSource Omak, WorkSource Columbia Basin and WorkSource Spokane. Each of these offices will be given \$7,500 to be used for initiatives or activities that directly support veterans.

After an activity-filled three and a half days, our state’s DVOPs, LVERs and leaders returned to their respective offices with new tools for better serving those who served. And, just as importantly, they left Spokane with a stronger bond to their counterparts from across the state (and Post Falls, Idaho).

### New Policy Guidance

[WIN 0077 Change 1: WorkSource Services Catalog](#)

### July 2016 Featured Events

*None this month.*



### *Please send us your feedback!*

We want this newsletter to reflect our system and welcome your suggestions for future articles. Let us know what you’d like to see, or send us an article about something important to you! E-mail us at [ESDGPWCDDTST@esd.wa.gov](mailto:ESDGPWCDDTST@esd.wa.gov).