

Workforce & Career Development Division

The Year in Review: A Message from WCDD Director Sandy Miller

It is hard to believe that 2015 has drawn to a close. When I reflect back on the year, I am amazed at how much we work we did. I'd like to take a moment to highlight some of our major accomplishments.

We made significant progress on our employee engagement goal this year. The Voice for Change and Employee Engagement teams led the way in 2015, taking steps to ensure our communications are more consistent and value added for everyone. Meanwhile, our division's leadership embraced the leader-leader concepts in the book, "Turn the Ship Around". Although we aren't quite there yet, I think we are at full right rudder!

We made new connections. I've enjoyed talking with employee teams during my local office visits. It's exciting to see staff using Lean to refocus their work and using the voice of our customers to guide service delivery planning efforts. The addition of the Career Navigators, RISE and BFET staff enhanced our connection to job seekers. The addition of SKYPE, Wi-Fi, and Facebook and other social media tools allowed us to better connect with job seekers, employers and each other, and it makes our services more accessible, especially for rural job seekers.

The WorkSourceWA project is in the home stretch. It has been an all hands on deck effort, from the discovery groups that met last January, to the user acceptance testing and the staff training currently underway. Thanks to the dedication of both Employment Security and partner staff working hard to ensure the new system meets both our needs and those of our customers, the goal line is in sight!

WorkSource office moves and the downsizing of some of our facilities was another major accomplishment. The significant savings in facility costs, allowed us to maintain our service delivery staffing levels despite reduced funding levels, that's huge! Two new office locations were redesigned, using input from both customers and staff, to improve interaction with customers. If you get a chance, check out the WorkSource Wenatchee and WorkSource Vancouver offices!

I'd also like to highlight the work of the Washington Service Corps (WSC), which I am proud is a part of our division. The WSC was awarded the 2015 Outstanding Service Program by the American Association of State Service Commissions for the amazing work they do. The WSC was nominated by our state's service commission, Serve Washington, stating "WSC is always willing to step up when needed and is often used as an example of an exemplary program within our state's national service family." Additionally, WorkSource Everett was awarded the James F. Walls Workforce Agency Team Award by the National Association for State Workforce Agencies (NASWA) for their partnership work in serving customers. This award honors a local office, one-stop center, central office division or unit, or a special team that demonstrates extraordinary service in its assignment area, functions, local community or area, and is certainly very well deserved.

In all, it was a very good year, and I want to thank-you for your tireless commitment to excellence in the work you do around the state. I am looking forward to the New Year and all it holds in store for us, including the continuation of the great contributions you all make to the job seekers and employers we serve in our WorkSource system.

~Sandy Miller