

## Workforce &amp; Career Development Division

## Director's Corner

The most enjoyable part I spend in my job is the time I get to spend visiting with our front line staff in the WorkSource offices. Getting to be out into the offices where the action is so energizing. However, there is never enough time.

After several months of not getting out of Olympia, I finally got a chance to visit with several offices in Eastern Washington last week. These visits keep me grounded, reminding me of the value of the work we do every day to assist job seekers and employers. I have never returned from one of these visits without valuable information and input that I can apply to the decisions we are making in Central Office.

Since I can't visit every office as often as I would like, I would like hear from you directly! Things I'd like to know include:

- What information you would like to hear from me?
- What challenges are we facing that I need to pay special attention to?
- If you could implement one thing this month that would make a difference for our customers, what would it be?

I value your input! Please [e-mail me](#) with your suggestions and feedback, at. And, as always, keep up the great work!

~Sandy Miller

## WIOA Vision for One-Stop Delivery System Released

The U.S. Department of Labor's Employment and Training Administration (DOLETA) recently issued [Training and Employment Guidance Letter \(TEGL\) 4-15](#), which lays out a collaborative, multi-agency (Labor, Education, Health and Human Services) vision for the nation's one-stop delivery system under WIOA, cites the characteristics of high-quality one-stop centers (American Job Centers), and points readers to Workforce3One resources related to one-stop design, services, engagement, staffing, and other technical assistance tools.

## Reminder: New WA Job Orders No Longer in SKIES as of Sept. 1

Per an e-mail sent to field staff and Workforce Development Council (WDC) directors on August 11, new WA job orders will cease being input into SKIES on September 1. Staff will continue to provide staff-assisted job referrals to WA job orders input prior to September 1 until those orders close or expire. Staff can also assist employers with uploading WS job orders into [go2worksource.com](#), or encourage them to upload their own.

This business change, which is being made prior to the transition to the Monster Government Solutions-powered WorkSourceWA.com website, brings Employment Security Department's (ESD) job posting and referral process in line with what's offered by other private-sector job-match websites. It will allow WorkSource employees to focus more time and energy on helping job seekers build their skills and create dynamic resumes. Business services staff will continue to help employers hire the right talent by making sure job postings attract the right candidates and by offering other valuable employment and training services.

## Governor Appoints New Workforce Board Chair

Governor Inslee appointed Perry England, Vice President of Building Performance at MacDonald-Miller Facility Solutions, to succeed Cindy Zehnder as chair the Workforce Training and Education Coordinating Board (WTECB), which advises the Governor and Legislature on workforce development policy and coordination and evaluates system performance. You can learn more about Mr. England and other WTECB members on the [WTECB's website](#).



## Special WTECB Meeting Tackles WIOA Topics

The Workforce Training and Education Coordinating Board (WTECB) convened a special board meeting on August 17 with an [agenda](#) focused largely on the state’s strategic plan for workforce development, which also serves as the strategic component of what will be the state’s WIOA State Plan. The meeting also covered action items related to recommendations from the WIOA Steering Committee. The strategic plan discussion and action centered on the conceptual framework for the first three chapters related to performance accountability and state economic and workforce trends. The other action items related to policy direction on sectors, regions, youth, the state plan, one-stop certification, professional development and barrier removal and access. The Board affirmed all of the recommendations from the Steering Committee.

## State Workforce Strategic Plan Forums Scheduled

Following WTECB’s adoption of the first three chapters of the state strategic plan for workforce development, WTECB staff will gather stakeholder input at a series of public forums scheduled over the next couple of months. In addition to performance accountability and state economic and workforce trends, staff will gather input on three strategic themes embraced by the Board – employer engagement, integrated service delivery, and use of technology to increase access to services. Dates and locations identified thus far are:

- September 11, 2015 - Vancouver
- September 15, 2015 - Spokane
- September 23, 2015 - Everett
- October 14, 2015 - Moses Lake

Please consult [WTECB’s WIOA website](#) for specifics on times and local venues for the announced dates as well as additional dates and locations as they are scheduled.

## Change Management: What is it?

*This piece is the first in a series on Change Management, presented by Keoni Fontaine, WCDD Lean Leader:*

We’ve all heard the phrase “change is inevitable”, and it sure is, as inevitable as taxes. Change happens every day. Given that we spend an average of 40 hours per week at work, it stands to reason that when something changes in our work environment, it affects us on a personal level. Sometimes those changes directly affect our work, and we need to be ready to let go of old practices and make way for new ones. The process of letting go is similar to the stages of grief.

Change management is about people and how we process change; it’s about managing our personal expectations, fears, and trepidations about change, understanding what changes are happening and the “why” behind the changes. Change management is a method to help us easily get through the grieving process so we can move on to acceptance and a new normal.

The best way for us to help each other move through this process is through communication. *Interesting Fact: In the absence of information and data, it is human nature for our minds to make things up in order to fill the knowledge gaps.* If there are unknowns about upcoming changes, our minds will fill in the gaps with emotional responses. Most of us are conditioned to initially feel fear, sadness, and anger (the first stages of grief) when changes occur. In the absence of solid information, people can spin, which allows fear and anxiety to set in. This can make it harder to stay focused and engaged in our work.

Change management is simply filling in the knowledge gaps with the actual data and information about the change, and why that change is important to us and our peers. That way, our minds are not allowed the opportunity to jump to conclusions, and we can better manage our expectations. Once we understand how the change affects us, our fears are usually put to rest, we can move forward to into acceptance and begin preparing for the change.

### New Policy Guidance

[WIOA Title I Policy 5403:](#)  
Records Retention and Public Access

[WIOA Title I Policy 5608:](#)  
Use of Employment Security Department-Provided, State-Owned Information Technology Resources

[WIOA Title I Policy 5615:](#)  
Regions Designation and Planning

### September 2015 Featured Events

#### **WorkSourceWA Job Match/Labor Exchange Training**

Twice daily WebEx sessions held M-T-W, Sept. 14 through Oct. 14

[Register through the Staff Development Calendar](#)