

Workforce & Career Development Division

Director's Corner

Lean Momentum

I am excited about the Lean efforts that are under way throughout WCDD. I have had the pleasure of hearing from staff from all over the state who are engaged in finding ways to better serve our customers in light of reduced resources. In WorkFirst, Veterans and MSFW teams are busy identifying wasted time and effort (one of the 8 wastes in Lean) and are making changes to the way we do business. There's a lot of activity going on right now in our WorkSource centers as staff pilot promising practices and get ready to implement statewide so we can begin to stabilize the work and see continuous improvement in action.

We also continue to share our work with our partners. Over the past few months, our training and technical assistance team has been working with a group of system practitioners from both ESD and WDCs to bring webinar learning sessions on Lean to all staff in our one-stop system. To date we have rolled out a module on the 8 Wastes and 5S process and are currently developing a second module on Lean Standardized Work and Visual Controls. Look for this second module to be available in mid-February – dates should be posted soon on our [Staff Development Event Calendar](#).

Thank you for your continued work to support our shared customers!

~Sandy Miller

Entrepreneurship Training Pilot

An entrepreneurship training program aimed at WIA-eligible customers will begin in March in the Pacific Mountain and Spokane Area workforce development areas. The three tier pilot, which is funded by the Kauffman Foundation, will enroll 50 participants in each area. Participants start out in Tier 1 with a "Developing the Entrepreneurial Mindset" workshop, which is delivered by WorkSource staff over a four-week period for a total of 24 instructional hours. WorkSource staff will be trained to deliver this workshop by the Center for Inclusive Entrepreneurship at the Bainbridge Graduate Institute (BGI). Kauffman recently granted \$100,000 to BGI to test the delivery of a quality entrepreneurship preparation course to WIA-eligible individuals. The funding will be split among project partners.

Participants who complete Tier 1 will have the option of either continuing with Tier 2 or pursuing other employment and training options. Tier 2 offers classroom instruction and one-to-one technical assistance using a readiness and feasibility curriculum. Those completing the first two tiers may then choose to enter Tier 3, which includes development of a business plan and start-up assistance.

The state's Workforce Board is a partner in this "proof of concept" pilot. The Workforce Board will conduct an evaluation of project outcomes and write a policy analysis paper on the role of WIA in supporting entrepreneurship training. For more information, contact Mike Skinner at BGI at 206-780-6228.

ESD Updates Legislative Committees

ESD Commissioner Dale Peinecke and Labor Market and Performance Analysis (LMPA) Director Cynthia Forland provided agency and labor market updates, respectively, at work sessions held by the [House Labor and Workforce Development Committee on January 14](#) and [Senate Commerce and Labor Committee on January 17](#). Those interested in seeing what they had to say can view TVW coverage of the hearings using the links provided.

Upcoming PAC Meeting

The Policy Advisory Committee's next webinar meeting is scheduled for February 4th. Topics for discussion include review of the Common Measures policy and accompanying handbook.

Shared Work Grants

Washington recently submitted two Short-Time Compensation (STC) grant applications totaling \$2.1 million to the U.S. Department of Labor (USDOL) for the state's Shared Work program, which provides employers greater flexibility in retaining workers. Employers reduce employee hours by 10 to 50 percent, and qualified employees receive partial unemployment benefits to replace a portion of their lost wages. One grant application (\$710,000) is to improve the state's existing program, while the other (\$1.429 million) is to expand promotion and marketing of the program to employers and enroll more participants. Both applications are still awaiting DOL approval. If the grants are approved, the state will provide communication to and follow up and coordination with WorkSource system partners, particularly Business Service teams.

GAO: Quality of WIA Performance Data Needs Improvement

The Government Accounting Office (GAO) recently published a report on the quality of WIA jobseeker data for the Adult and Dislocated Worker programs. In the midst of considering WIA reauthorization, the House commissioned the report over long-standing concerns on the quality of data reported by states. King County was one of eight national sites selected for a visit.

GAO reported that jobseeker data quality is impaired due to the flexibility in DOL's guidance along with limitations in some state information systems. The flexibility in DOL's guidance reflects a basic tenant of WIA, to allow state and local areas to tailor program integration, design and service delivery based on specific needs. GAO found that inconsistent data hinders DOL's ability to aggregate statewide data into meaningful national data, and concluded that DOL has not used the data validation process to identify and address system data integrity problems. DOL responded that while the reliability of reported data is important, it should be balanced with the flexibility that WIA gives to states for provision of services. To aid in data quality, DOL has added over 200 edit checks to the newly designed WIASRD, a project ESD's ITBI division has been working diligently to address. You can read more, including DOL's full response, on the [GAO website](#).

Washington Service Corps (WSC) - Making an Impact in Resource Rooms

Washington Service Corps (WSC), as part of ESD's Workforce & Career Development Division, manages AmeriCorps* State and AmeriCorps VISTA grants that place 648 full-time members into 386 non-profit agencies and local government entities that meet critical community needs across the state. The program year runs from September 1st through August 31st every year as funding is maintained. This current program year, WSC awarded 30 positions to be placed in WorkSource offices across the state. In first quarter (Sept.-Nov.), WSC Individual Placement (IP) WorkSource members served 639 WorkSource participants by offering 147 basic computer classes. Of these participants, 78 percent indicated their computer literacy skills increased.

IP members are valuable additions to WorkSource rooms. Theresa Gonzales, who serves at WorkSource Lakewood, states, "For people who are looking for employment...having those basic computer skills is advantageous." Members like Theresa provide not only technical support to WorkSource clients, but a spirit of caring. For more information about the program, contact Eric Kindvall, Director of Programs and Operations, at ewkindvall@esd.wa.gov, or visit the [WSC website](#).

New Policy Guidance

WorkSource Policy Definitions, [WIN 0052](#)

YouthBuild, [WIN 0053](#)

February 2014 Featured Events

Coming soon:

LEAN: Getting Started
Module 2—Standard
Work & Visual Controls

[Staff Development Calendar](#)



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! Send us an e-mail (ESDGPWCDDTST@esd.wa.gov)!