

System focus

Programs ♦ WorkSource Operations ♦ Technical Assistance

Workforce & Career Development Division

Director's Corner

In the last several weeks, as I have visited WorkSource offices and talked with staff, I've been continually struck by the new and innovative ideas that are being worked on to provide quality services to local job seekers and employers. Staff is truly focused on how we continue to provide the critical services that we know our customers are going to need to succeed while we move forward in reducing staffing to meet our budget. At the same time, on a statewide level, we are focused on how we can improve resources for staff who provide these services. One of those projects is the replacement of Go2 and SKIES. As noted in the article in this issue of System Focus, we are currently gathering input from ESD staff, system partners and employers about the requirements for a new system that will more effectively and efficiently allow us to match job seekers and employers, and give staff working with those customers the information and tracking they need to provide program services. All of this work is part of the Lean effort that we are engaged in at both that local and state level. To better communicate and share the process and the progress that we are making on service delivery redesign efforts, the division will be implementing a SharePoint site in the next several weeks that will be accessible by both agency staff and partners. As always, I want to ensure that we continue to focus on what we need to do at the state level to continue to support the work you do in the field.

~Sandy Miller

North Central Wildfire Response Planning Underway

Earlier this month, Governor Inslee asked President Obama to approve the state's request for a Major Disaster Declaration to provide individual assistance, public assistance, and hazard mitigation grants for Chelan and Okanogan counties and the Confederated Tribes of the Colville Reservation due to the wildfires that have devastated north central Washington this summer. The Administration responded by approving public assistance, but not individual assistance. The Governor is appealing the denial of individual assistance, which, if successful, would enable the state to provide Disaster Unemployment Insurance (DUA) and pursue a Disaster National Emergency Grant (NEG), among other things. The Employment Security Department (ESD) has been conferring with the North Central Workforce Development Council on a possible NEG application. The Obama Administration is still reviewing the Governor's request and did not indicate a timeline for a decision.

Storyboarding Captures Requirements for New WorkSource Technology

Thirty-two staff members, including ESD and partners, came together for three days in August to create over 200 user stories for a new project. Those stories became business requirements in a Request for Proposal (RFP) to obtain new commercial technology to replace both Go2WorkSource.com and SKIES as a job match and case management solution.

During the three days of facilitated user story building, staff documented features and functionality they would like to see in a new system. Some of those included compatibility with mobile devices; increases in self-service functionality for job seekers and employers; the ability to make job matches based on education, skills and experience apparent in a job seekers résumé; and additional flexibility in ad-hoc reporting.

The next steps will be to finalize the RFP and then post it for vendors to bid on. Using agile development principles, the goal is to have job match replacement solution operational first and then replace SKIES. For questions about the process, please contact [Jan Oswald](#).

USDOL Region 6 Provides Common Measures Training

Denise Dombek, Performance Officer with the U.S. Department of Labor Employment and Training Administration's (USDOL ETA) Region 6 office, provided federal common measures training to WorkSource system partners on August 22nd via webinar. Topics included performance accountability, reporting, WIN 0061 and the state's changes to SKIES. Webinar participants also learned about the differences between WIA and WIOA in relation to performance accountability.

For those who missed or would like to revisit the training, the recorded webinar and accompanying PowerPoint slides are posted on the [Inside WorkSource website](#) for subsequent viewing. The PowerPoint slides were e-mailed to training session participants, and are otherwise available by e-mailing requests to [Amy Smith](#), Director of Employment System Policy & Integrity Operations.

Legislature Directs WorkFirst-WIA Study

Section 222(7) of ESSB 6002, the state supplemental operating budget passed during the 2014 legislative session, directed Employment Security to collaborate with workforce development system partners on a consolidated report that addresses employment and training outcomes and funding in the WorkFirst and Workforce Investment Act Title I-B programs. Work groups have been convened and are actively moving forward to deliver a report to the Office of Financial Management and appropriate fiscal and policy committees of the House of Representatives and Senate by December 1, 2014.

Washington Service Corps Seeks WSC AmeriCorps Host Organizations

The Washington Service Corps' Team-based program is now accepting applications (Request for Application-RFA) from organizations interested in hosting WSC AmeriCorps members for the three-year term of September 2015 through August 2018. This program places 5 or more AmeriCorps members with local nonprofit agencies, community and faith-based organizations, schools and local government organizations to address unmet local needs of the community in which they serve. Team-based AmeriCorps members must be at least 18 years old (17 with parental consent) and serve full-time (40 hours per week) for 10.5 months. Members receive a monthly living allowance, plus an education award through the Corporation for National and Community Service upon completion of their term of service.

The local sponsoring organization applying must develop the service opportunity, recruit, train, supervise members, manage and track project activities and performance. **Applications are due by September 26th.** For more information and application materials, please visit the [Washington Service Corps' website](#).



New Policy Guidance

[WIN0062:
Tribal Outreach](#)

September 2014 Featured Events

***How to Connect
Customers to the Free
Microsoft IT Academy***
Sept. 24th—9:30am

[Staff Development Calendar](#)



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