

# System focus

Programs ♦ WorkSource Operations ♦ Technical Assistance

Workforce & Career Development Division

## Director's Corner

This is a tough time for system staff as we go through yet another reduction in force. We know we will not be able to continue to deliver services in the same way we did during the recession. Statewide, staff are engaging with co-workers and partners in service delivery redesign initiatives, talking about new and innovative ways to provide great customer service in light of fewer resources. I invite WCDD field staff to visit the division's [Lean SharePoint site](#) to get a sense of all the different Lean projects currently underway. We will have an external SharePoint site available soon for our WDC partners to access. Here at the WCDD central office level, under the direction of Kelly Lindseth, staff have come together to examine how their work influences and supports the work across the WorkSource system. The recent WorkSource field staff Voice of the Customer survey provided great insights, both for areas of strength and those needing improvement. Staff will be seeking feedback from additional customer groups in the next few months to further direct their work.

As you continue to work through your local service redesign activities, I invite you to share your ideas with your [administrator](#) or [WCDD point of contact](#) so we can all benefit from your innovation and creativity.

~Sandy Miller

## WTECB Prepares for WIOA Implementation

The Workforce Training and Education Coordinating Board (WTECB), Washington's governor-appointed workforce development advisory body, kicked off Washington's implementation of the Workforce Innovation and Opportunity Act (WIOA) at its September 25th regular board meeting. Topics included an introduction and overview of the new law, with key decision points, for board members and a full audience of interested stakeholders. The [WIOA materials](#) from the meetings can be viewed on WTECB's website. This will be the first of many WTECB meetings at which WIOA is discussed as the board makes recommendations to the Governor regarding the state's WIOA structure.

## ESD Layoffs Trigger WARN and Rapid Response

Employment Security Department's (ESD) Rapid Response and Worker Adjustment and Retraining Notification (WARN) Coordinator received a WARN letter from ESD announcing the delivery of at-risk of layoff letters to 149 staff statewide on August 19, 2014. In response, seven Rapid Response events were organized and delivered across the state between September 15th and 30th. One of the sessions was videotaped and will be posted on ESD's website so affected employees who missed the opportunity, or any other interested employees, can access the information presented. ESD's Human Resources and Office Services division (HROSD) will e-mail the link to all agency staff.

## New WorkFirst Coordinator Joining WCDD in October

Linda Venera will be joining the Workforce and Career Development Division's (WCDD) central office team as a non-permanent WorkFirst Program Coordinator on October 16. She will be working side-by-side with the current WorkFirst Program Coordinator, Ken Koernke, to transition the leadership role before Ken retires in November. Linda comes to central office from the field, where she has served as a WorkFirst job coach, WorkFirst supervisor, and Labor Exchange and Reemployment Eligibility Assessment supervisor. She also has an educational and professional background in marketing.

### *Did You Know?*

The [Inside WorkSource](#) website is the go to source for Washington's WorkSource system professionals. On it, you can find all program policies and guidance, technical assistance directories by program and by major function, past issues of newsletters and more!

## REA Implementation Reviews Underway

In May 2014, the new REA process was rolled out across 17 WorkSource offices and affiliates across the state. This process was the result of an REA Lean event held in Olympia earlier in the year. A integrated review team will visit all 17 offices over the next few months to see how the implementation is going, identify opportunities for re-training or process improvement, and collect best practices. The team, currently made up of Tami Wallace (WCDD Reemployment Services), Ginger Bernethy (UI System policy) and Nona Mallicoat (WCDD Programs Administration), has visited four offices to date, and looks forward to visiting the rest. Said Tami Wallace, “We are finding common trends, and it’s been great to get out and touch base with each office! I appreciate having the opportunity to receive input from the field face to face, and put faces to the names I see or hear from each week.” Once the site visits are completed, the team will hold a webinar to discuss any opportunities for improvement, and share best practices amongst the offices.

## Youth Works Initiative Announced

The Governor’s Office, Workforce Training and Education Coordination Board, Workforce Development Councils (WDCs), Office of the Superintendent of Public Instruction, and Employment Security Department reached an agreement to direct approximately \$1.96 million in WIA 3.75% Governor’s discretionary, Carl D. Perkins, and WIA 5% Administration funds to consortia of WDCs, school districts and out-of-school programs to better prepare disadvantaged in-school and out-of-school youth for either careers or further education in preparation for careers through focused planning, preparation, experience and placement. The development team has been convening with the goal of getting local proposals vetted and funds awarded and distributed this Fall.

## AmeriCorps Members Successfully Serve Youth

Washington Service Corps (WSC) is excited to share the success of the 12 AmeriCorps members who provided services to youth at nine Workforce Development Council (WDC) sites this year. These 12 members provided job training and other skill development services to 2,331 economically disadvantaged youth (ages 16-24), mentored 170 students at risk of dropping out with graduating on time and earning a diploma, supported and tutored 201 youth to acquire a GED, and helped to support 356 youth in their quest to obtain employment. Not only were these AmeriCorps members successful in serving vulnerable youth populations, they gained much more from their service experience. AmeriCorps member Christina Bower from Thurston County Chamber of Commerce shared, “When I signed up for AmeriCorps, the plan was to serve this year and apply for Graduate School to get my Masters in School Counseling. After my first service term, I chose to sign up for another year of service...I have witnessed the positive impact a job makes on a person and how employment benefits the entire community. AmeriCorps has provided me with an opportunity to push the boundaries of what I thought that I was capable of, and rethink my career path.” Christina was also able to be part of an executive order signing by Governor Inslee, telling him, “Volunteering gives AmeriCorps members, primarily young people, a safe opportunity to explore career paths, fund their education and make a lasting impact in their communities.” The WSC and DSHS partnership continues with the WDCs hosting 19 AmeriCorps members, several of whom started their new service term this month.

### New Policy Guidance

None this month.

### October 2014 Featured Events

#### **WorkFirstCareer Scope Training**

Oct. 21st—9:00am

Oct. 22nd—9:00am

[Register through LMS](#)



### *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).