

# newSource

TECHNICAL ASSISTANCE, EDUCATION &amp; SUPPORT

WorkSource Standards &amp; Integration Division

## Updates to *InsideWorkSource*:

We are in the process of updating our website to serve you better.

To start, the old policy website has been merged into [Inside WorkSource](#) to keep all resources at your fingertips in one location. Don't worry – if you've bookmarked the old policy pages, you'll find that you're automatically redirected to the new pages.

Future updates will include removal of old, outdated content and the creation of several new pages to capture the information you need most, including:

- Links to past issues of the NewSource and Monitoring Updates newsletters
- The current monitoring schedule
- OJT templates and tools
- Performance dashboards
- Links to Quarterly Financial Reports, OMB circulars and other helpful fiscal information

If you have ideas for items that you'd like to see on the site, please contact your Technical Assistance Point of Contact.

## Your Technical Assistance Points of Contact:

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## WebEx – Coming to a WDC Near You!

In another response to requests, WSID Technical Assistance looked into virtual meetings. You told us that tight travel budgets and the high cost of gas are making it increasingly difficult to connect with others. We talked with Employment Security's IT division and found that WebEx provides user-friendly options to share documents and connect online.

Many of you opted to order a subscription to WebEx and, by now, your designated area point of contact should have received an email confirmation with instructions to get started.

WebEx is quite user friendly and has a great website with online training options. An easy way to start is by clicking on the "3 Minute Quick Tour" [<http://www.webex.com/howto/index.html>].

The webcams will be mailed in two to three weeks. With these webcams, you will be able to add the video option to your online meetings. We will also enclose a portion of the user guide to help you to get started.

We look forward to working with you in the months to come and hope to connect with you through a WebEx meeting sometime soon.

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## WIA PY10 10% Aerospace Project Resources Available Online

We've posted a variety of background documents and technical assistance pieces related to the 10% Aerospace Project on the home page of our website, Inside WorkSource (<http://www.wa.gov/esd/1stop>). Plans are in the works to post a comprehensive "Frequently Asked Questions" document to help make sense of the nuts and bolts of this particular project. Check back for additional updates, and if you have questions, please contact your Technical Assistance Point of Contact.

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## Questions about Complaints? We can help.

Processing and resolving complaints may become more challenging in the near future with reduced budgetary resources and potentially more anxious customers. WSID subject matter experts agree with you and are working to find ways to make your job easier. In the meantime, please contact us if you have any questions related to complaints. We understand your questions may be time-sensitive and will respond to you in an expedited manner. We look forward to working with you.

### June Fiscal Tip

Remember! ARRA and 5809 funding cannot go beyond June 30, 2011. Contact Bob Isom if you have any questions: [bisom@esd.wa.gov](mailto:bisom@esd.wa.gov)