

newSource

TECHNICAL ASSISTANCE, EDUCATION & SUPPORT

WorkSource Standards & Integration Division

Announcements & Updates

WebEx and Webcams

Webcams have been shipped out to the WDCs. These will accompany the new WebEx meeting software subscription that many of you ordered. Packages will include a section of the WebEx user guide. Some WDCs are using WebEx and webcams for connecting across the state while others are using them to conduct board committee meetings.

We also received a request to provide information on the Open Public Meetings Act (OMPA) in the virtual world. So, we have included guidance from the state Attorney General's office for your reference. This will soon be posted on our website under Technical Assistance.

Aerospace Resources Online

Just a reminder that several background and technical assistance resources for the WIA PY10 10% Aerospace Project are now posted on the [Inside WorkSource](#) homepage. If you're looking for something specific but don't see it, please let us know.

Useful Website... about Data!

Did you know? DOL has a comprehensive guide to numerous labor market and economic websites:

http://wdr.doleta.gov/directives/attach/workforcedata_guide.pdf

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Quarterly Performance Dashboard Update

WSID is developing a quarterly dashboard that will include strategic and real-time system measures. The primary goal of the dashboard is to improve the capacity of WDC boards to oversee their areas.

We are aware that the system currently has several performance measures and our intent is to consolidate and simplify the measures we use, rather than adding even more complexity.

A second draft of the dashboard that incorporates feedback from across the state will be released by the end of July. We expect to have a final version sometime in August that includes both the most recent 4th quarter PY10 data as well as an annual look at the entire PY that has just concluded.

New Formal Communications Format

We've listened to your feedback regarding WSID communications and are striving for a format that is succinct with clear intentions. As a result, we developed a new template for external communications. This new format will replace several former templates, including the WorkSource Advisory Bulletins, Administrative Notices, and Informational Memorandums.

Now when you receive a communication from WSID, you will find clear statements of intended audience, purpose, and action required (if any) at the beginning of the document.

Our hope is that by streamlining our communications and stating the most important information up front, we'll save you the time of digging through the entire document to find what you need to know.

WSID will use this new format when issuing future formal communications. If you have feedback and/or any questions, please don't hesitate to contact your Technical Assistance point of contact.

Give Process Mapping a Try

The Monitoring team is using process mapping during risk-based reviews to evaluate processes, identify gaps and opportunities for improvement in offices throughout the state. You may want to give this flow-chart technique a try in your office, too. It can help to identify inefficiencies, compliance or policy gaps, or places where internal controls aren't working quite like they should.

For tips on process mapping, contact the Quality Assurance and Compliance monitors and stay tuned for more information in the next issue of the Monitoring Updates newsletter!