

Change Order Request: Request for Service > Category Addition (Track Record 2727).

Background

In November 2006, the Workforce Training and Education Coordinating Board (WTECB) responded to Governor Christine Gregoire's call for a more integrated workforce development system by unanimously adopting *Washington Works: Strengthening the Workforce for Washington's Future*. The report called for improved integration of services among workforce system partners. Those partners committed to the principles in *Washington Works* by signing Washington's Workforce Compact. The report lays out the roles and responsibilities of the major workforce system partners and directed WTECB and ESD to work with the Workforce Development Councils to develop a highly integrated workforce system.

*Washington Works* expressed the challenges for the system to continue to be an agent for workforce success in a global economy. With the challenges came the directive that the Workforce Board, the partners, and the system become more:

- Sharply focused – able to quickly and easily respond to gubernatorial goals and organize system resources to skill-gap closing strategies.
- Customer driven – eager to form partnerships with business and labor to manage government resources and ensure public investments respond to the specific needs of the work place.
- Opportunistic – willing to try promising new approaches.
- Accountable – within individual agencies and for the effectiveness of initiatives crossing agency lines.
- Fully Integrated – presented as a seamless system to companies and workers seeking services.

*Washington Works* identified eight action areas for the WorkSource system. The action areas express the direct, vested interest in improving the service to customers of the WorkSource Centers. The four sections that apply directly to Washington WorkSource Centers are:

- Align state and local goals for WorkSource.
- Strengthen the local WorkSource partnership.
- Expand performance accountability for integrated services.
- Improve statewide structure.

What's new?

Portions of the change to the service delivery model begin January 1, 2009. Adjustment to SKIES supports the short term. Business expects that as service delivery details develop, the system will support additional identified needs.

Change Order Request: Request for Service > Category Addition (Track Record 2727) provides an added feature to the Request for Service (RFS) screen. The Service Category data field allows Users to select the Job Seeker requested service from a drop down list. This enhancement includes:

- A required standardized “Service Category” selection added to the current Request for Service (RFS) screen allows entry and view.
- The required selection of a service category will not significantly change or remove the current flow of the RFS to minimize training and familiarity with the new feature.
- The list relates to statewide office needs, not localized needs.
- A selected RFS record allows updates and view of the service category selection in the lower area of the RFS screen titled “Processed.”
- The Comments data field is no longer required.
- A total count of each service category displays on the PRINT results.
- The PRINT feature displays only one service category per RFS record. This new feature does not support entry and view of multiple service categories per RFS record.

