

Spotlight on Service

SEPTEMBER: CQI

Continuous Quality Improvement

How Can We Better Serve You?

The Business Services Unit at WorkSource Spokane is always looking for ways we can **improve the content, format and quality of the products and services we deliver to local employers**. As we continue to evaluate services and experiment with new delivery models, employer feedback is crucial. We need to make sure we are doing the best job possible of helping employers put the right job seekers to work.

Shortly, you will be receiving a Continuous Quality Improvement survey from WorkSource Spokane. Won't you take a few minutes out of your busy schedule to respond? Please help us help you by completing and returning this survey. Your perspective is invaluable.

Please communicate with us directly any time you have suggestions, concerns or comments regarding your business needs and expectations. We make it easy to **leave feedback** by email or phone. We also have a continuous online tool where you can leave comments at <https://www.surveymonkey.com/s/WSSPOKEMPWEB>. While this is not a substitute for our CQI survey, it is a way for you to provide immediate anonymous feedback. You can also access a list of Business Resources anytime at <http://www.wa.gov/esd/spokane/employers.htm>.



Contact the WorkSource Spokane Business Services Team today for more information on this or other Business Related Services:

WorkSource Business Services Team
130 South Arthur Street
Spokane, WA 99202-2291
509.532.3186 or businessoutreach@esd.wa.gov



Regional Industry Information at a Glance

Industry Sector: Energy, Green Jobs, Construction, Apprenticeships

Date: 09/10/12

Business Services Consultant: Brad Johnson, (509) 532-3152 or bhjohnson@esd.wa.gov

New Opportunities

- Job order WA2311279 HAVAC Installer, Wage DOE
- Job order WA2277244 Remodel Carpenter, Wage DOE
- Job order WA2304760 Construction Laborer, Wage \$12.00 per hour
- Job order WS411984475 Avista Corp, Security Engineer(Distributed Systems), Wage DOQ
- Job order WS411915148 Avista Corp, Director of Human Resources, Wage DOQ
- Job order WS411210385 Avista Corp, Manager, Natural Gas Acquisition, Wage DOQ
- Job order WX02981841 Itron, Financial Analyst III, Wage DOQ
- Job order WX 03115170 Waste Management, Dispatcher, Wage DOE
- Job order WS411953831 RABANCO, Municipal Relationship Manager, Wage DOE

For Employers

Want to reduce your hiring and training costs? Use WorkSource's on the job training reimbursement program to help train the right person. When you make a hiring decision, let me screen your new hire before he/she starts work. If the new hire is eligible for WIA, WorkSource will reimburse 50% of the wage for the first 240 hours. Last month, employers saved over \$10,000 in training costs with our on the job training program. Will you be next? Call Brad at 532-3152.

WorkSource also will provide WorkKeys' testing to assess your future employee's math, reading and location information skills at no charge to you.

Industry Employment Trends & Observations

- Labor Market and Economic Analysis information from [Employment and Economy](#) shows construction employment in Spokane County up .4 % from July 2011 to July 2012.

Other Noteworthy News

A pre-apprenticeship class starts September 17th for those interested in apprenticeship in the following 10 trades: Carpenter, Electrician, Cement Mason, Painter, Truck Driver, Iron Worker, Heavy Equipment Operator, Pile Driver, Laborer and Mechanic. The class will occur Monday and Wednesday nights from 5 to 9 PM.

This will be 10 week program with graduates earning, OSHA 10 CPR/First Aid, Flagging Certification, and Forklift Certification. This class is funded from a Washington Department of Transportation grant, and is only open to females and people of color. Those who complete the class will meet many of the requirements to enter apprenticeship programs in Spokane. For those who are interested, please call Kim at (509) 220-9186 to apply. The last day to be accepted will be 9/18/12. This class is filling up fast, so call ASAP.



Regional Industry Information at a Glance

In October, most refuse customers with Spokane County will move to a new single-stream recycling system. Curbside recycling customers will dump all recyclables in a single container that will be sorted at Waste Management's Spokane Material and Recycling Technology Center (SMART center) on the West Plains. For residents in the City of Spokane, pickup will be weekly, and county residents served by Waste Management will receive bimonthly pickup. Waste Management will manage the SMART Center. Waste Management bought Spokane Recycling last year has been doing most of the recycling; they will transfer their employees to the new plant.

Industry Sector: Healthcare

Date: 9/10/12

Business Services Consultant: Heather Davis (509) 532-3134 Hdavis@esd.wa.gov

New Job Opportunities

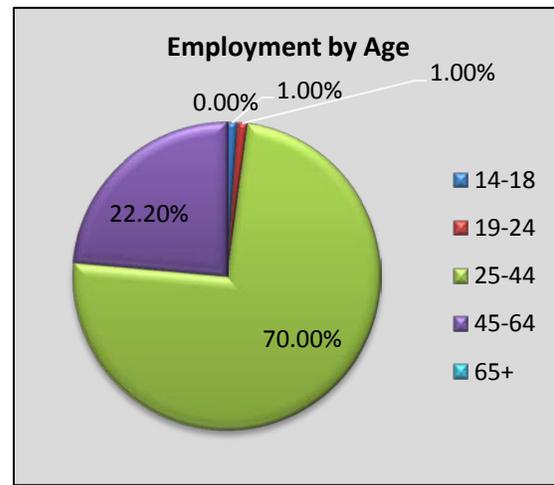
WA2316648	Medicare Billing Specialist	FT/DOE
WA2316632	RESPIRE PROVIDER	FT/DOE
WA2315440	LICENSED AGENCY SPECIALIST	FT/DOE

Industry Employment Trends & Observations

Billing and Posting Clerks

O*Net Code 43-3021.00

1237 Jobs (2012)	1.7% Growth (2008-2012)
Employment by Age	
14-18	1.0%
19-24	1.0%
25-44	70.0%
45-64	22.2%
65+	0.0%



Wage Information

Spokane | Percentile Wages for Physical Therapist Assistants (31-2021) and Physical Therapist Aides (31-2022)

Occupation	10th Percentile Wage (2011)	Median Wage (2011)	90th Percentile Wage (2011)
Billing and Posting Clerks and Machine Operators (43-3021)	\$11.75	\$15.14	\$19.24

Education and Training News

Institution	Total Completions
Spokane Community College	23

Other Noteworthy News

Q. What does the Robert Wood Johnson Foundation Academic Progression in Nursing Grant Mean for Washington?

Q. What is the Robert Wood Johnson Foundation (RWJF) Academic Progression in Nursing (APIN) Grant?

The Robert Wood Johnson Foundation (RWJF) *Academic Progression in Nursing* (APIN) grant is a two-year, \$300,000 grant to advance state and regional strategies aimed at creating a more highly educated, diverse nursing workforce. Our population's needs for nursing care are changing and nurses must be prepared to plan for and deliver care, and lead healthcare into the future. The grant was created in response to the Institute of Medicine's (IOM) report, *The Future of Nursing: Advancing Health, Leading Change*. The RWJF APIN grant strongly focuses on the IOM recommendation to increase the percentage of nurses with a BSN or higher degree to 80 percent by 2020.

In addition to the Washington Center for Nursing, those chosen for the grants are California, Hawaii, Massachusetts, Montana, New Mexico, New York, North Carolina, and Texas. Coalitions in each state will work with academic institutions and employers on implementing strategies to help nurses earn higher degrees to improve patient care and help fill faculty and advanced practice nursing roles. In particular, the states will encourage strong partnerships between community colleges and universities to make it easier for nurses to transition to higher degrees. Washington has been working on many of these issues for several years and is considered a leader in educational progression for nurses.

Q. What is in the grant?

There are four major goals:

Goal 1: To increase fluid progression for all students from associate to baccalaureate degrees through better coordination between two year and four year public and private institutions.

Goal 2: To develop statewide recommendations on shared nursing competencies in nursing education progression from associate to baccalaureate degree preparation.

Goal 3: To support the development and implementation of at least three new RN-BSN programs in the state by 2014.

Goal 4: To enhance education-practice partnerships and influence the development of public policy aimed at easing the pursuit of a BSN or higher.

Q. What schools will directly benefit from the APIN grant?

Existing RN-to-BSN (RNB) programs will continue to increase capacity as space and resources become available. In addition, plans include the addition of at least three new RNB programs between now and 2014. These include: 1) St. Martin's University (Olympia, WA) with initial enrollment planned for fall 2012; 2) Western Washington University (Bellingham, WA) with initial enrollment targeted for fall 2013; and 3) Wenatchee Valley College (Wenatchee, WA) with anticipated initial enrollment in fall 2014.

Q. How will nursing education change?

Regional Industry Information at a Glance

Updated nursing competencies will be incorporated into all nursing programs by 2020. Nursing competencies will continually be assessed and revised to ensure that all nurses are adequately educated as patient needs change.

Q. Will my nursing degree be the same?

All community or technical colleges will offer the Associates of Applied Science Transfer (AAS-T) degree in place of the Associate Degree of Nursing by 2020. Providing a transfer degree will encourage students to pursue their BSN or higher degree and will offer a set of core prerequisites for the entire state of Washington, making transitioning to higher education more intuitive. Generic BSN degrees will not change.

Q. What will my options for education be?

We are exploring more efficient and effective ways for students to transition from an AAS-T degree to a BSN. Check our [Website](#) regularly for updates or subscribe to our [newsletter](#).

Q. I'm a working RN and want to go back to school for my BSN; how will this help me?

The RWJF APIN grant does not grant scholarships to individuals. However, we will be working closely with nurse leaders and key individuals to develop policies that will make a BSN or higher degree more accessible.

Q. I'm a minority student; how will this grant help me?

We will ultimately give the "community," primarily minority nursing students and Washington State nursing educators (i.e., staff, faculty, and leadership), support to identify their needs and develop specific tactics for their success. The goal is to create a support system for minority students as they progress through school and into their careers.

Q. What is the goal?

The RWJF APIN grant's goal is a more highly educated nursing workforce that also reflects the racial/ethnic demographic of Washington State's population. In order to achieve these goals, we believe our curriculum models must be updated, and that agreement between education and practice on nurse competencies is critical.

Q. How can I get more information or get involved?

Email the Washington Center for Nursing
Info@Wcnursing.org

The Washington Center for Nursing

The Washington Center for Nursing's mission is to contribute to the health and wellness of people in Washington State by ensuring that there is an adequate nursing workforce to meet the current and future health care needs of our population.

Regional Industry Information at a Glance

About the Robert Wood Johnson Foundation *The Robert Wood Johnson Foundation focuses on the pressing health and health care issues facing our country. As the nation's largest philanthropy devoted exclusively to health and health care, the Foundation works with a diverse group of organizations and individuals to identify solutions and achieve comprehensive, measurable, and timely change. For 40 years the Foundation has brought experience, commitment, and a rigorous, balanced approach to the problems that affect the health and health care of those it serves. When it comes to helping Americans lead healthier lives and get the care they need, the Foundation expects to make a difference in your lifetime. For more information, visit www.rwjf.org. Follow the Foundation on Twitter www.rwjf.org/twitter or Facebook www.rwjf.org/facebook.*

Industry Sector: Professional & Technical

Date: 9/10/2012

Business Services Consultant: Jeff Miller, (509) 532-3136 or jemiller@esd.wa.gov

New Opportunities

Selected job posting opportunities:

- WA2307249 Mechanical Engineer(wage DOE)
- WA2308523 Accounts Payable Administrator (wage DOE)
- WA2308574 Business consultant (wage \$1800.00/month)
- WA2308794 Field Support Engineer – Electrical/Control Systems (wage DOE)
- WA2308877 Master Control Operator TV (wage DOE)
- WA2309865 Entry Level Foundry Worker (wage \$11.10/hr)
- WA2311259 Mfg. Cost Accountant (wage DOE)
- WA2311331 Project Cost Accountant (wage DOE)
- WA2312774 Quality Systems Specialist (wage DOE)
- WA2313283 Entry Level Civil CAD Drafter (wage DOE)
- WA2312930 Insurance Agent Assistant (wage \$10.00 to \$13.00/hr to start DOE)
- WA2316245 Janitor (wage \$9.04/hr to start)
- WA2316229 Parking Lot Attendant (wage is \$9.04/hr to start)
- WA2316228 Cashier (wage is 9.04/hr to start)
- WA2311622 Proto Machinists (wage is \$12.00 to \$25.00/hr to start DOE)

Industry Employment Trends & Observations

- Wear-Tek a West Plains employer, is currently hiring for an entry level foundry worker (WA2309865) and will soon post a swing shift Millwright position.
- Proto Technologies in Liberty Lake is recruiting for 3 to 5 CNC prototype machinists (WA2309865), and will shortly post positions for parts finishing techs (3) and a urethane casting tech (1).
- Siemers Farms, a Greenbluff Family Farm, is recruiting cashiers (WA2316228), Parking Lot Attendants (WA2316229), and Janitors (WA2316245) for the upcoming Greenbluff Festival, which starts Sept. 22nd.

Mary Stanton, WorkSource's Aerospace Industry Navigator has made several employer contacts and recruited new students for Air Washington funded classes. Mary has recently conducted four workshops to students in the A&P programs and Avionics classroom groups regarding how to target a resume and how to do a proper skills assessment of technical and performance skills. She's reached over 20+ students in this effort. Mary has also coordinated a tour of the Spokane International Airport's GEG Tower.

Wage Information

OLYMPIA – Washington State unemployment increased from 8.3%. to 8.5% for the month of July (latest figures) Statewide. Industries that lost jobs include professional, business services, and government.

Industry Sector: Transportation & Warehousing

Date: September 10, 2012

Business Services Consultant: Dirk Vastrick – (509) 532-3038 or dvastrick@esd.wa.gov

New Opportunities

- Automotive Mechanic – Blue Chip Autos – WA2314052
- Dump and Pup Commercial Driver Local – Express Delivery - WA231067
- Warehouse Associate – Caterpillar – WA2309067
- Office Installation Service And Warehouse Technician- Devries Business Services - WA2308512
- Warehouse Liaison – Transtector Systems – WA2308083

Trends

Long term employment opportunities remain strong due to projected growth, retirement or disqualification of existing commercial drivers and pilots, and industry “churn.” The “Compliance, Safety and Accountability” program (CSA 2010) has had a large impact in identifying high risk drivers, publishing safety measurement reports by carrier and reducing vehicle safety violations at inspection points nationwide. More information on new regulations to come is included below in “Noteworthy News”.

Wage Information – Top 5 Current Median Annual Wage Occupations for Spokane County in This Sector

- General and Operations Managers – \$102,041
- Air Traffic Controllers – \$100,094
- Computer & Information Systems Managers – \$96,610
- Administrative Services Managers – \$93,287
- Financial Managers – \$92, 138

The highest number of individuals employed in Spokane County in a single occupation within this sector is Tractor-Trailer Commercial Drivers with employment estimated at 1,369 drivers and a Median Wage of \$39,584.

Noteworthy News

FMCSA Announces December 2012 Improvements to the SMS (Safety Management System for CSA)

August 24, 2012 – Washington DC - Today, the Federal Motor Carrier Safety Administration (FMCSA) is announcing improvements to its Compliance, Safety, Accountability (CSA) program that incorporate public comments received from a preview of proposed changes to the Agency’s Safety Measurement System (SMS) website. The changes are the latest round of improvements to the CSA program following public input.

The public is already seeing improved commercial motor vehicle (CMV) safety under CSA. In its first year, 30 million visits were made to the Agency’s SMS Website, and violations per roadside inspection were down 8% and driver violations per inspection were down 10% — the most dramatic drop in safety violations in a decade.



Regional Industry Information at a Glance

In March 2012, FMCSA announced an opportunity for enforcement personnel and motor carriers to preview proposed changes to CSA's SMS, and encourage public comment on the proposed changes. The Agency also conducted webinars to guide motor carriers through the preview.

SMS already enables FMCSA and its state enforcement partners to better focus on high risk motor carriers. In fact, motor carriers identified as high risk by SMS have future crash rates more than double the crash rate of all active carriers.