



## **Business Services Team**

January 18, 2006  
9:00 a.m. to 3:00 p.m.  
WorkSource Renton  
919 SW Grady Way, Suite #125  
Renton, WA 98055

### **Meeting Summary**

**Attendees:** Rafeeka Gafoor, Gary Smith, Albert Garza, Ross Hamann, Candice Bluechel, Sue Ambler, Lu Jewell, Jeannie House, Kevin Cattran, John Strong, Dan Bernard, Jerry Petrick and Bill Tarrow.

**Facilitator:** Bob Bartusch

**WWA Staff:** Holly Parkin

**Guests:** Mike Hudson and Rachel Johnston

#### **Welcome/Agenda Review**

---

November 2005 meeting minutes were approved.

#### **SKIES Employer Services Screen**

---

- A brief background of the need of this discussion was given. The group reached a consensus that they would come up with recommendations on definitions of employer services in SKIES.
- The value of the "Other Services Provided" in SKIES employer services screen was discussed, and the impacts on performance measuring.

**Assignment:** Kevin Cattran will pull all the employer services data tables with existing definitions in SKIES and send it in spreadsheet form to Holly (by 1/24) to distribute to group with standards, percentages of use for state, and WDA area comments. Team will provide survey comments to Holly by 1/31.

**Assignment:** Holly will compile the definitions/comments into a matrix and send to group (by 2/8) for 2/15 meeting.

**Assignment:** Kevin will check with Sandy Miller on deadline and next steps of the SKIES reports pilot project with ES.

**Future Agenda Item:** Employer Services Screen definitions matrix. Look at the entire list, and narrow it down to needed services. (Similar to discussions of job seeker services)

**Future Agenda Item:** Consolidation of Management Reports for March meeting.

### **Business/Employer Feedback**

---

- Mike Hudson (AWB) gave a presentation on responding to business needs. AWB is an intermediary between businesses and education/workforce and economic development organizations. This is not a result of a survey or focus group, but rather comments/conceptions/perceptions that businesses have expressed over the last few years.
- Included in presentation: What employer have said in the past 2-3 years, 10 things employers want from WorkSource, 4 things businesses want overall – increasing profitability, reducing liability, improving productivity and convenience. Businesses are just creatures of habit, like other people. They usually do what they are used to doing.
- Team was encouraged to use the information to understand how businesses think, build a culture of continuous improvement and add value.
- AWB is interested in increasing business members to use WorkSource system by creating a database of employers who have expressed an interest in being on WDC boards. Mike will send the web cast link on WDC/WorkSource to Holly for the group.
- Dream It! Do it! Awareness Program – part of the National Association of Manufacturers presentation whose primary objective is to encourage young people/parents/educators that manufacturing is a viable career option.
- In Demand Scholarship programs were discussed. If interesting in participating in a tour of the sites, contact Holly.

**Assignment:** Holly will send electronic copy of manufacturing outreach program to group (PDF), the results of ES Employer Survey (Bill Tarrow), Mike Hudson's contact information and a copy of Mike's presentation (by 1/20)

**Assignment:** Bill Tarrow will work with Mike on using links to go2worksource.biz and email distribution information.

### **Labor Shortage Subcommittee**

---

- The committee reported discussion points from December 20<sup>th</sup> teleconference including: the lack of unemployed workers with open positions in the same field, skill assessments, marketing go2worksource, using CPP tool, SKIES Power User "new registered users" report and the SKIES job matching capability.
- The team provided feedback on using the CPP tool as a labor pool. Best practices were shared by the team, and this subject was linked to Management Reports in SKIES.
- Subcommittee will come up with an action plan to report to the team, and will meet periodically.

- Subcommittee name change: “Workforce Supply and Demand Subcommittee” based on statewide sharing of data.
- Group will support subcommittee on ideas for job matching, ES reports committee and a new registrations report.

**Assignment:** Management reports (spreadsheets) sent to Holly will be compiled for the March meeting discussion.

**Assignment:** Bill will send out a press release on “hot jobs” (on 1/19) and will share labor statistics to team, and will find data sharing language for using CPP tool.

**Future Agenda Item:** Data Sharing - How can we share data? Ex: CPP tool, SKIES, labor pool information. (Bill Tarrow)

### **SKIES Changes Subcommittee**

---

Rachel Johnston from SKIES team joined the group. The subcommittee asked for clarification and proposed change to SKIES on several issues. Proposals, implementations, agenda/minutes are all posted on the InsideSKIES web site.

#### 1. Employer Record Duplicates:

- Version 7.0 of go2worksource.com is being implemented this April. The duplicate employer records will be reduced with this new version, because it will not create a new employer record with each job listing, and the employers will use their tax number when posting jobs.
- The SKIES team is also working on allowing SKIES to share one employer record for multiple (WorkSource) offices, which will help eliminate the need to duplicate manually.
- Using FEIN or UBI number as a required field is being explored. This is being seen as a business discussion only.
- Merging records using the technology has some issues because the technology is not able to determine which record should be used, and which ones should be deleted. Using the tax identification number is not enough.
- Allowing creation of an employer record without a UBI number is being explored through the SKIES change control board, and agreed upon standards are in discussion.

#### 2. Adding Job Referrals After Job Order is Closed:

Rachel reported this is a business decision. It will need to be explored through GMAP, performance measures and common measures. The group discussed how this will affect entered employment (Job Seeker) versus placement (Employer) measures.

#### 3. Job Order Summary Screen (Change Order request)

The change order proposal was distributed for group feedback. The team reached a consensus that it should be sent to the SKIES change control board with an addition of a “number of hires” column added along with the “number of referrals” column. Rachel requested that proposals include a contact person which should be a savvy user that the SKIES team can use as a reference.

**Assignment:** Rachel will send UBI or ES tax code requirements information to the group.

**Assignment:** Holly will add Rachel to distribution list for meeting agendas/minutes.

### **Quality Job Orders**

---

Group is interested in taking on this task, and a subcommittee was formed to expedite the process.

Subcommittee volunteers included:

Ross Hamann (Lead)	Eastern
Pam Cone	Tacoma - Pierce
Jim McKenna	Olympic
Albert Garza	Spokane
Jerry Petrick	Southwest

**Assignment:** Holly will report to Sandy Miller on group decision.

**Assignment:** Ross will check with Sandy Miller on deadlines for this input.

### **Business Services Web Site Resources**

---

It was suggested a list of employer resource web sites be compiled outside of the meeting. The group will send suggested web sites to Kevin Cattran, who will compile them together. Holly will send out expectation to those who did not attend meeting.

**Future Agenda Item:** Follow up on web site resources for employers (Kevin).

### **Marketing Team Updates (Added)**

---

- Resource funds for purchasing WorkSource marketing products are being explored.
- Feedback is being requested on a marketing form for employer's to navigate the go2worksource web site. Bill Tarrow needs input from all offices. Version 7.0 may impact the form, and it may change.

**Assignment:** Bill Tarrow will talk to Joe Racek on next version of go2worksource and check with North Central WDC to determine what steps are causing problems for their employers.

### **Next Meetings:**

---

February 15, 2006	WS Renton	9-3:00pm
March 15, 2006	WS Renton	9-3:00pm

**February 15, 2006 Agenda:**

1. Data Sharing - How can we share data? (Bill Tarrow)
2. Employer Services Screen definitions matrix. (Kevin Cattran)
3. Web Site Resources for Employers. (Kevin Cattran)
4. Quality Job Orders (Ross Hamann)
5. Press Releases (Bill Tarrow)
6. SKIES Changes (Rachel Johnston – afternoon only)
7. Workforce Supply and Demand Committee (Pam Cone)

**March 15, 2006 Agenda:**

1. Consolidation of Management Business Reports