



Business Services Team

April 26, 2006

9:00 a.m. to 3:00 p.m.

WorkSource Renton

919 SW Grady Way, Suite #125

Renton, WA 98055

Attendees: Albert Garza, Ross Hamann, Richard Berndt, Candice Bluechel, Rafeeka Gafoor, Kevin Cattran, John Strong, Dan Bernhard, Pam Cone, Rachel Johnston, and Gary Smith.

Facilitator: Bob Bartusch

WWA Staff: Holly Parkin - absent

Sponsor: Michelle Mann

Guests: Cheryl Boldt

Absent: Jeannie House, Lu Jewell, Jim McKenna, Jerry Petrick, Lisa Romine, and Bill Tarrow.

Welcome/Agenda Review

March meeting minutes were approved.

Richard Berndt was welcomed to the group. He replaces Sue Ambler from the Snohomish WDC. Please make sure he gets added to your email distributions lists.

SKIES Update (Rachel)

Rachel reported that they are working around the clock to fix the glitches that were caused with the changeover to go2worksource.com last weekend. She asked about having Joe Racek come to the meeting next month so he can hear firsthand what changes need to be made in go2worksource.com to be more useful to staff serving the business customer.

She also reported on the newly formed team called the Employment and Training Advisory Board (ETAB). Members are Paul Trause, Thomas Bynum, Nelson Meyers, Todd Dixon, Jennie Weber, Patrick Baldoz, Kris Stadelman, Ron Byington, Rachel Johnston, Rosie Macs, Kathy DiJulio, and Gary Gallwas. The purpose of the group is to better align the IT systems with the business of WorkSource. The group is over the existing change control boards and will focus on operational level decisions.

Rachel reported that her visits with Ron Byington to all 12 workforce areas gave them a really good idea of where we are with SKIES changes that are pending and have not yet been implemented. Some of the planned changes may not be needed now so a review is under way.

Rachel also mentioned a new tool, "Discover," that will be available for management reports. Power Users will be able to develop a report that can track common measures and GMAP outcomes. ESD is working out the bugs and putting together a pilot to test the tool.

Assignment: Rachel will invite Joe Racek to attend the May meeting.

Quality Job Order Task Team (Ross)

The subcommittee met to finalize their work and Ross brought us up to date on the purpose of the assignment. Their assignment was to:

- Gather current formats for job orders and review best practices
- Provide a template to be used on a statewide basis for consistency
- Identify training needs to implement a common format for job orders

He presented a "Recommended Common Job Order Format" and shared samples of what an actual job order would look like in SKIES for the job seekers and employers using the new format. Members approved the document with recommended minor changes. The new format is being piloted right now in Spokane (since mid-March), Pierce (since March 27th), and in Colville, Pullman, and Walla Walla (since April 17th). This will give us time to work with the format and iron out any bugs before statewide implementation. Feedback so far is from staff that have to do something a little differently for a short time as the change is made. No employers have provided feedback. Other areas are encouraged to begin use of the new format.

The subcommittee gathered information on how training might occur to implement the common format statewide. Included in the feedback:

- The theme appears to be around the need for localized training.
- Cheryl Boldt offered the possibility of a person from ESD Staff Development to assist.
- There is a need for training staff that make referrals on job orders to understand how and where to get the information to make the appropriate referral.
- Several names were mentioned as potential trainers for this task.

Assignments:

- Ross will email final document to the group members.
- Ross will work with Rachel to identify any potential SKIES changes as needed.
- The sub-committee will continue to work on planning for training related to the job orders and for staff making referrals.
- Michelle will present the document at the June WEOC meeting for approval and implementation on a statewide basis.

SKIES Employer Services Matrix (Kevin)

Kevin presented the matrix and the group finished the definitions for the nine categories of basic business services. This part of the assignment is completed.

Assignments:

- Kevin will continue to assist with developing the matrix to include definitions for intensive levels of service at a later date.
- Kevin will send the updated version of the matrix to the group members.
- Kevin will send a template to members so they can start recording the services that they are doing now that would count as intensive business services.
- Kevin will send the document to Rachel so she can share with her staff and surface any questions that may arise regarding how this will affect SKIES.
- Michelle will present the SKIES Employer Services matrix at the June WEOC meeting once the group finishes the discussion at the May 24th meeting.

New Common Measures for WIA and Wagner-Peyser Act (Pam)

Pam called attention to the recent training that John Chamberlin delivered about the new common measures that will take effect on July 1st. She shared a handout with information about the new measurements and how it could affect WorkSource centers and it could have an impact on Business Services in that they could become an important way to help meet the measures.

Assignments:

- Pam will send the handout to the absent members of the group today.
- Group members need to read TEGL No. 17-05 and familiarize themselves with the new changes that will affect our services.
- Michelle will check with Sam to see if Chamberlin may entertain some additional sessions since these were mostly attended by WIA funded staff.

Wrap Up/Tabled Discussions:

- The WTECB “Work Readiness Credential Profile” was distributed and discussion was tabled for a future meeting.
- Michelle will send the cover letter for the proposed Basic Business Services that went to WEOC for approval at the April meeting.
- Michelle will send information and instructions on completing a survey to see how all 12 areas are currently delivering the nine basic business services.

Assignments Still Pending:

Pam Cone and Lisa Romine will investigate the profile further and bring more information to a future meeting.

Next Meetings:

May, 24, 2006	WS Renton	9-3:00pm***
June 28, 2006	WS Renton	9-3:00pm

***NOTE: Lisa Nisenfeld will chair the May meeting since Michelle will not be available.

May Meeting Agenda:

1. Greg Weeks presentation about labor market information tools available for BSU staff.
2. Basic Business Services document: Rachel and Kevin will present questions and solutions for implementing the new definitions of the 9 basic business services in SKIES.
3. SKIES Management Reports feedback finalized. (Pam/Kevin)
4. Go2worksource.com: Joe Racek will attend to hear discussions on how the site can better serve the business customer.
5. Follow up on Quality Job Order Recommendations and Training Needs Assessment (Ross)