



Business Services Team

May 24, 2006

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

WorkSource Renton

919 SW Grady Way, Suite #125

Renton, WA 98055

Attendees: Mollie Patshkowski, Richard Berndt, Rachel Johnston, Dan Bernhard, Ross Hamann, Rafeeka Gafoor, Lu Jewell, Jerry Petrick, John Strong, Jim McKenna, Pam Cone.

Facilitator: Bob Bartusch

WWA Staff: Holly Parkin

Sponsor: Lisa Nisenfeld

Absent: Candice Bluechel, Lisa Romine, Kevin Cattran, Gary Smith, Bill Tarrow and Jeannie House.

Welcome/Agenda Review

Introductions were made, Lisa Nisenfeld sponsored the meeting and new team members were welcomed.

Some agenda items were moved around due to flight schedules.

LMI for Businesses: LMEA

- Ivars Graudins began with a presentation on the LMEA functions, including gathering statistical information extracted from surveys, annual reports, Unemployment Insurance and employer tax information.
- The team was encouraged to contact LMEA or the local Regional Economist with specific requests.
- Tim Norris went through the sections of Workforce Explorer that employers and businesses may be interested in. He went through a demonstration on the web site on how to find projection data and summary reports. The group offered tips and feedback on possible reports and additional links that would be helpful for employers. www.wilma.org/occinfo
- Tim Norris will be the main liaison from LMEA and will follow up with reports from this group's inquiries.
- LMEA encourages invitations for them to attend business forums or meetings in the local WDAs.

Action: Rafeeka, Pam and Jim (Lead) volunteered to work with Tim Norris on a demonstration of an ES tool and to explore alternatives for access to other LMEA resources. As a team, they will also act as liaison for the BSU to LMEA for future questions.

Quality Job Order Recommendations

- The project summary was reported on, including tasks accomplished and areas that still need decisions by the team.
- The need for staff training was discussed. It was decided that some statewide training can be done for consistency, and the rest can be taken care of locally.
- A change to the go2worksource.com referral process was discussed. It was recommended by the team that it is not a statewide need at this time.

Action: Team recommends that the statewide training curriculum focus on completing the job order format (common elements and why) is available to local areas to be used in conjunction with their business services training.

Action: The team recommends that the current template from the WorkSource catalog is an option for BSU staff to use for information extraction. Local staff can decide to use it or not.

Assignment: Ross will communicate with the Marketing Team the option of making the template available.

Assignment: Michelle or Lisa Nisenfeld will present to WEOC.

Assignment: Ross will put recommendations into a format for WEOC and send to Holly and Michelle.

Basic Business Services (Document) Team Survey

The survey was completed and the report was discussed.

Assignment: Michelle will submit survey results to WEOC.

SKIES Employer Services Matrix

Matrix will be finalized in the June meeting. Kevin will be the liaison with SKIES to forward matrix information to Jennifer Jaske and the direct contact for Rachel.

Assignment: Kevin will submit a change order form to control board.

SKIES Management Reports

Pam distributed the feedback on reports requested in SKIES from the BSU. Kevin will make some of these available to Power Users if the Discover tool is not available yet. Rachel anticipates that reports will be available by the end of June. Kevin will need to establish which reports are for general staff or management use to establish roles in SKIES. Kevin/Pam will work with Rachel to prioritize the top ten on the report.

Assignment: Pam will email the reports matrix to BSU team and work with Kevin to prioritize the reports.

SKIES “Multiple Office to One Employer Record”

The background of the requested change was discussed. Decisions such as which employer record to use or share should be made locally.

Agenda Item: SKIES Duplicate employer records: Develop a recommendation to determine how to eliminate duplicate employer records that exceed SKIES change request.

Assignment: Jennifer Jaske will communicate on SKIES technological capability for merging Employer Records to John Strong.

Assignment: John Strong will send the information to the group before the June meeting. Holly will bring that information to the June meeting, as John will not be attending.

Go2worksource.com

Feedback was given to Joe Racek on how the site can better serve businesses including:

1. Automatic closing date confuses customer with actual end date. (Done)
2. Staffing agencies that list job orders: The proposal is to add a confidentiality statement to allow resumes to be emailed directly to business and add a line in the Job Seeker user agreement that addresses privacy. The BSU Team supports that quick fix and Rachel will send recommendation to the change control board.
3. Search capability in resume database could have technology issues, but it is being explored by the change control board.

The SKIES change control board role will change. The Employment and Training Advisory Board (ETAB) will have an overarching responsibility to provide direction to the change control board.

Wrap Up/Tabled Discussions:

- The WTECB work readiness credential profile was tabled until the June meeting.

Next Meeting:

June 28, 2006

WS Renton (Room F)

9-3:00pm

June Meeting Agenda:

1. SKIES Employer Services Matrix definitions. (Kevin)
2. SKIES Duplicate employer records. (Rachel)
3. WTECB Work Readiness Credential. (Pam)