



Business Services Team
August 16, 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 Bernht, Dan Bernhard, Ross Hamann, Kevin Cattran, Jerry Petrick, Gary Smith, Candice Bluechel and Pam Cone.

Facilitator: Bob Bartusch
WWA Staff: Holly Parkin
Sponsor: Michelle Mann

Absent: Rachel Johnston, Jennifer Jaske, Aaron Washington, Rafeeka Gafoor, Bill Tarrow and Lisa Romine.

Welcome/Agenda Review

Agenda approved.

Employer Services Matrix

A few of the remaining automated Core Services definitions were clarified before the group discussed Intensive Services in the matrix. Options to provide more than one type of follow up service were explored for both core and intensive. A follow up service was added under the "Applicant Referral" category in the core services section. The intensive service categories in the matrix were identified and defined.

Intensive Services Categories:

1. Hiring Events
2. Business Education & Seminars
3. Business Diagnostics
4. Applicant Management
5. Public Relations
6. Future Workforce Initiatives
7. Workforce Training
8. Economic Development

Agenda Item: Possible New SKIES Changer Order Request – "Follow Up" activities added as a category for the SKIES Employer Notes screen for local tracking. (Lead: Kevin)

Assignment: Pam will create a survey on possible ramifications of the changer order request for Follow up in the Notes screen. Survey must be completed by the Business Services Team by August 23, 2006.

Assignment: Kevin will incorporate the definitions of the main 8 Intensive Services into the matrix and send to team by August 18th. Feedback on order of preference, additions and comments from group must be sent to Kevin by August 25th. A conference call to finalize the intensive services will take place on August 30th, details to follow.

Quality Job Order Format: Next Steps

The Business Services Team's recommendations for the quality job order format was incorporated into the WorkSource Service Delivery System Policy dated August 2006 (for final approval in the WWA Policy Committee August 17th). Job Order taking training was discussed with E&T Division after implementation of the policy, and Greg Newton was recommended as an option for Business Services professional development training. Also discussed was an idea to recommend SKIES training on quality job referrals to get statewide consistency.

Assignment: Michelle will communicate with E&T on what training the Business Services Team is exploring. She will also follow up with Greg Newton on bulleted outcomes from his training in Benton-Franklin, and send to group by August 25, 2006. Feedback from the group on training outcomes must be sent to Michelle by September 8th.

Assignment: Holly will send the WorkSource Service Delivery System Policy to the group for review.

Agenda Item: Next steps for identifying training needs for the quality job order policy.

WorkSource Request for Applicants Form

An electronic template to send to employers to complete and return to field staff was explored. Discussion was tabled. Ross will come up with an electronic form that mirrors the quality job order format and will send to the group by September 15, 2006. Recommendations of format option must be sent to Ross before that date.

SKIES Duplicate Records Change Request:

The Change Order Request from the Business Services Team was sent to the SKIES Change Control Board for review. Candice reported they may ask more questions and request clarification. The option of roles identified for staff that can enter job orders was discussed again.

Assignment: Holly will send the updated Change Order Request to the team.

Agenda Item: SKIES security assignment for inputting job orders option.

Next Meetings:

August 30, 2006	Teleconference	9:00-11:00 AM
November 15, 2006	Tacoma (or WS Renton)	9:00-3:00 PM

August 30, 2006 Agenda:

1. SKIES Employer Services – Intensive Services

November Meeting Agenda:

1. New SKIES Change Order Request – Employer Notes Screen for Employer Follow up Activities (Kevin) and Survey Results (Pam).
2. SKIES security assignment for inputting job orders discussion option (All).
3. Next steps for identifying training for the quality job order policy. (Ross)