



**WORKFORCE INVESTMENT BOARD
REGIONAL ONE-STOP SYSTEM COMMITTEE**

6/16/11

8:30 – 10:30 a.m.

Worksystems, Inc.

1618 SW 1st Ave., Suite 450
(corner of 1st and Market)

1. Introductions

2. Update on PY10 Center Review Follow-up

3. Review of PY11 Committee Goals

4. PY11 Annual Work Plan

Worksystems, Inc. is an equal opportunity program employer. Auxiliary aids are available upon request. To request accommodations for this meeting please contact Jenny Weller at 503-478-7366 or jweller@worksystems.org



1618 SW First Ave., Suite 450
Portland, OR 97201

One-Stop Committee Recommendations Approved by Board on January 14, 2011

- 1. Develop integrated framework for employment services.** WSI is working to incorporate a review of employment services in this year's Center Review.

Progress to Date:

- Training Completer Initiative
- Investigation of Promising Practices: SW Washington and Seattle
- Proposed Secret Shopper Project

- 2. Continue effort to standardize and systematize regional services.**

Progress to Date:

- Implemented customer evaluations of WorkSource Services
- Began providing customer evaluation results and analysis to Center management quarterly
- Conducted research on training completers
- Launched Workgroup to standardize Resume Workshop
- Launched Workgroup to Develop Social Media Workshop

- 3. Ensure that integration model functions effectively in changing environment**

Progress to Date:

- Conducted a scan of current state of service delivery in Centers
- Scheduled planning meeting between WSI and OED to agree on Program Year 2011 staff deployment and service delivery to fulfill State Map and Regional Integration Agreement

- 4. Provide professional development opportunities for Center staff**

Progress to Date:

- Center Managers using WorkSource customer evaluation feedback in staff reviews
- WSI developing training program for Center staff focused on customer service—has engaged Volunteers of America to provide first training on identifying and responding to signs of crisis

- 5. Move to formal certification process in 2012**

Progress to Date:

- Program Year 2011 Center Review to be conducted October-November 2011
- WSI to align Center Review process with State Center Certification process when guidance is available

REGIONAL ONE-STOP SYSTEM COMMITTEE

GOAL

Enhance the effectiveness of the public workforce system by aligning and coordinating resources/services, engaging partners, and connecting job seekers to high demand, high-growth jobs

FOCUS

Quality assurance and continuous improvement of the regional public workforce system

DELIVERABLES

- Develop integrated framework for business services
- Continue effort to standardize and systematize regional services
- Ensure that integration model functions effectively in changing environment
- Provide professional development opportunities for Center staff
- Move to formal certification process in 2012

WIB Regional One-Stop Committee

6/16/2011

Meeting Notes

Attendees: Sheila Holden – Committee Chair, Kevin Dull, Tricia Ryan, Sean Kelly, Rik Mackay, John Gardner, Jenny Weller

Update on PY10 Center Review Follow-Up

Sean Kelly reviewed the committee recommendations that were approved by the WIB at the 1/14/2011 Board meeting.

The main recommendation is to incorporate review of employment services as part of the center review process. We are working with deDrae Cottrell to agree on what we will exactly be adding to the review for the November center reviews. There are some policies at the state level that impede the integration process. We have a system. We need to measure the system and then look at where improvements can be made to the system. As part of the center review we measure the following:

- center status and or progress on the Training Graduate Program #'s and % by center
- # of system placements and Center Staff assisted Placements into employment

Staff will show the new template for the review process to the committee at the next meeting. Staff will move forward with the review in November.

Discussed the Secret Shopper program to see how well the process is working from an employers and job seekers perspective. Staff has looked at a model that is used nationally. The purpose of the secret shopper project is to determine the average length, and quality and employer customer experience when listing a job with WorkSource to establish a base line. Staff will look at developing a timeline around the secret shopper.

Since January, customers have been asked to complete a survey concerning their satisfaction of with workshops attended at the centers. Training completers have also been surveyed about their experiences with training providers. Job placement was the piece that training completers were least satisfied with from the training providers.

With reductions in resources, we have to look at how to deploy staff. WSI and OED staffs are meeting at the end of the month to work on an agreement around deployment and service delivery.

We are working with the other regions to push best practices ideas to the state.

Review of the Committee Goals

Sean reviewed the Committee Goals and progress toward meeting these goals since January.

The group discussed how to take advantage and leverage out other services available in the community to assist our job seekers --- Information and referral services sheet – has it been developed and available at the centers. The Centers are providing information and referral services but it's not systemized. Our relationships with other organizations such as Sun and Home Forward help us move people through the system and we can be assured that person receives assistance. We also have some partner agencies that have staff in the centers. It's something that staff will look at providing.

The committee also asked how we can mobilize our board, committee and end users to be supportive of our goals to the Central office. How can we articulate what we do and what are the barriers. The Secret shopper would give us an opportunity to see what is working and not working from perspective of job seeker and the employer. Need to have someone really look at our system, learning what it is, checking it out and giving us feedback to inform us of gaps and opportunities for improvement.