

## **Technology and Access Task Force**

### **Meeting Notes – June 11, 2015**

**Attendees in person:** Amanda Dell (Workforce Board), James Walker (ESD/WS Pierce), Bruce Williams (University of Phoenix), Jim Kenney (DSHS/AL TSA), Marcelle Wellington (SeaKing WDC), Eric Wolf (Workforce Board), Molly Onkka (Commerce), Joyce Beebe (Commerce), Lisa Pan (ORIA/DSHS), Erin Blades (ESD/WS Pierce), Elizabeth Iaukea (State Library-OSOS), Jan Oswald (ESD), Kelly Lindseth (ESD), Mark Adreon (DSB)

**Attendees by phone:** Elizabeth Gordon (Workforce Snohomish), Priscilla Benavides-Campos (Worksource Vancouver), Agnes Balassa (ESD)

- Sign-in sheet sent around
- Mark welcomed group and went around the table for introductions of everyone in attendance and what their interest was in the group. Attendees by phone also introduced themselves

#### **Presentation of Monster Solutions by Kelly Lindseth and Jan Oswald, *Employment Security***

Providing information on Monster Solutions projects, has met with other organizations already about this project over the last couple of months.

- Current System in place now for Worksource job match system, has been around about 20 years, but decision last year that it's time to rethink how we engage with community and job seekers and how do we take this to a new level and create a more universal access and virtual world for job seekers and employers to have an exchange.
- Knew this would be a tremendous effort, but knew this would be able to take into the future to serve a broader group of job-seekers and businesses.
- Employment Services are leading this project with partners WDCs. A lot of input going into this system. People involved are bringing ideas from college, veterans, disability groups, etc.
- When will this be ready? Development of system on track to have end of 2015. Launch early 2016 (this means true exchange and ready for public display/use)
- 2 major systems (job match and client management data tracking)
- Will send 6Sense video to Mark to distribute to group [https://www.youtube.com/watch?v=SFXYGxptm\\_0](https://www.youtube.com/watch?v=SFXYGxptm_0)
- New system will provide robust job search and resume solutions for job seekers
- Product powered by Monster, but will be called "Workforce Integrated Technology Project", name of site will be Worksource WA [worksourcewa.com](http://worksourcewa.com)
- 2 groups of customers: Job seeker and Employer. Currently job seekers are more visible, but new system will be 50/50 split.
- Enter from wherever they are (home, Worksource, mobile, etc) For mobile, it's not an app, it's a scalable site. Job seekers and employers can create an account profile. Job seekers can search jobs, load resume, apply. Don't need an account to browse jobs, but will need account to apply. Employers can enter job openings, some employers have been pre-loaded into site so they will

have some pre-filled information when building profile can get support (still figuring out support system)

- Both job seekers and employers will be able to get help from others if they need assistance. Ability to impersonate employer or job seeker with permission. Database full of resumes from Worksource and Monster throughout Washington. Employer gets a choice to look at Washington, but can enhance with other resumes from internet to get a bigger variety of resumes.
- Monsters application does not have capability to filter by job demands (physical etc), but employer would need to put in job description.
- Is there a template for job description to keep level of consistency in the system? There is a template for job openings, but position description is free-form text. Group would like to at some stage see template.
- There is an analytical tool that goes in to look for phrases in job description such as “open bank account” to screen for potential flags. Can load with discriminatory words to scan if there are any words.
- Filter for names? Based on desire of job-seeker. Choice to filter name. Can up to 5 resumes at a time, but only 1 public resume where you can make choice to limit what is shown to employer (no name, contact information or information about last employer). In order for employer to contact if interested in skills, they can send internal email through system to be up to job-seeker to disclose further information.
- Language barrier for people who can do the job, is there a way to filter if limited language is required? System cannot recognize level of English that is required. Cannot sort potential mismatches, but job search specialists etc. can. We still need human element where system cannot. There are language capabilities in site; it supports English, Spanish and Russian. Can translate job description into another language. Software is a service, so we only have capabilities of commercial product.
- Job seeker tools:
  - Resume/Skills profile builder tool or upload resume in several formats
  - Semantic matching (resumes/skills profiles are match and ranked with job postings)
  - Access to Monster Aggregated Jobs
  - Job Seeker dashboard hold saved jobs and application history
  - Access to Career resources – including assessments
  - Prevention of fraudulent job postings
- Employer tools:
  - Job posting builder tool
  - Semantic Matching (job posting to resumes/skills profile)
  - Access to resumes Monster.com data base

#### Discussion and questions

- Employer has ability to prioritize high value matches. Algorithm will rate (ie 9.9, 9.8, 9.7 etc) Ranking is invisible to job-seeker, but job coach could go on as employer to see how resume is

ranking, see if job closed, or someone hired. Must be careful about confidentiality of the personal details of other applicants.

- Adaptable to assisted technology, but not built in to Monster system.
- Question about software accessibility testing vs. user testing. Jennifer Forest professional services director for Monster Services Solutions was contacted by phone to answer. She explained that they do a combination of both software and users' perspectives by testers (internal QA team) Also hire 3<sup>rd</sup> party with hands-on testers. 508 is standard, but if you need something higher, she will need to know. (State is in process of going to higher standard.
- Job seeker with current Monster profile will need to create a new one specific to Washington
- Regarding 503 compliant forms for mandatory disclosure form for people with disability, is it part of the system? Can system utilize mandatory form to be in compliance with 503? Job seekers with disability would like to click on something to be identified as person with disability. We may need to add something into system. Can help 503 contractors searching for people with disability to meet their federal requirements for 503. Form could be stored as part of job-seekers profile. Mark will send form through to Monster.
- For people accessing from home, how do they get coaching/virtual support? Looking at different options (phone, live chat, etc.) This would be for job-seekers, employers and staff. Currently in discussions with where this will be on the site. This will be trackable. Staff includes partners of Worksource system.
- You don't have to be a Washington resident to look for jobs across borders (ie Vancouver/Portland). Need an account on the State system to apply for jobs.
- Any tie in with UI benefits and job search log? In process of development. Claims agents will be given access. New system will have better matching and directions to apply for jobs.
- Any targeted questions, send to Amanda to feed through to Kelly and her team.
- How do we track progress? Follow blog (info in packet) to get constant updates of what is happening. <http://go2worksourcenews.com>
- Need to have continued conversations about paperless one-stop
- Job seeker can choose to have a flag for disability or transitioning military/veterans to filter through to employers seeking to employ those people

#### Discussion on Draft Certification Recommendation

1. Certification process for WDC (Workforce Development Councils) fed up through Workforce Boards
2. WDCs create local plan moved up to Workforce Board based on guidelines from Workforce Board. Submit to Board for approval.
3. WDC responsible for One-stop certification based on guidelines set by State.

Mark stated that he would like to get a motion to move this recommendation to present to Steering Committee this week. Mark gave background to why this recommendation is coming through this task force. This is an infrastructure piece that will support change through the system.

- Look at definition of people with disability and barriers

- Introduce recommendation and see how it fits into framework
- Recommendation doesn't come directly from WIOA, but access committee is meant to think broadly. Sets minimum floor of people. Focus was supposed to be broader than people with disabilities.
- Committee would represent entire WDC.
- If we approve recommendation and present to steering committee, they can choose for it to go to Sectors Committee for comment. Looking for it to align with work from Sectors committee, but want it to come from this task force. This puts it at the decision table
- Overview of what the recommendation will accomplish including monitoring, reporting, measuring and creates a paper trail.
- Can't measure people with barriers, because they are not in the system
- Data has been produced over last 2 years collected by EOs regarding adverse impact.
- System has not worked well with barrier for mental health customers .
- Whole idea is to support universal barrier removal and universal access.
- Who is funding infrastructure to collect data from uncollectables? Committees not there to collect data, but to help system at WDC level. Annual report based on issues identified and solutions aimed at, community driven.
- Recommendation isn't down into strategic operational plan of advisory committee.
- Bigger force, more than just one-stop, but also WDC that includes WorkForce training programs CTC
- Motivational drive will be coming from members on the committee that understand the issue. Brings voice of people that are having barriers to the table.
- Concern voiced that this recommendation doesn't represent all members of this group. WDCs would like to have more discussion before making a recommendation to Steering Committee.
- Asked to help us strengthen the recommendation
- Suggestion to present to steering committee as a preview (not for vote or action) next week and start a conversation about our intention "draft strategy" while we work out the details and send on to Sectors Committee and make sure One-Stop task force is aware of this. After aligned from other groups it will be presented to the Steering Committee from this task force.
- Suggestion that the word recommendation might be presented differently (intent, draft strategy), might need to be a part of many committees.

Closing: Final comments, request for people who can speak at next task force, in August = methodical process of aligning our recommendations

Meeting adjourned 12:08pm