



Title: Job Referral Workgroup Standardized Referral Tools & Resources

Summary

A Workgroup was organized to refine and implement recommendations on three specific topics connected to quality job referrals. Members were: Dretha Phillips (WDA10), Peggy Barnett (WDA1), Richard Taylor (WDA8), Bill Watson (WDA11), Toni Franks (WDA 11), Audrey Mills (WDA9), Mike Schulte (WDA4), Carol Young (WDA4), Sam Virgil (WDA4), Keith Ertell (WDA11), Lyle Moholt (WDA12), and Candice Bluechel (WDA11). The three assignments were: review current tools, make process and implementation recommendations: design, develop questions to assess employer workforce needs; and review SKIES requests, determine any new request needed, refer to ITSD.

Background

Phase I of this task was completed in 2010. Phase II's expected outcomes are to attach a quality job referral procedure to the Selection and Referral policy; make curriculum recommendations for the training academy; identify staff needing additional training, review tools currently being used and make recommendations on the the tools that are most effective and implement; design and develop questions for employer workforce needs assessment; review process between Business Services and Labor Exchange and make recommendations on what is effective; review current SKIES upgrade requests and determine if additional ones are needed.

Effect on ESD, stakeholders, etc.

The goal of this assignment is to strengthen and enhance the services provided to the business community. The strategy is to provide employers with qualified applicants and/or other appropriate services to assist them with their employment needs. This assignment is centered on improving the quality of job referrals and to ensure that employers find qualified applicants.

Data needed to support to inform decision

The Workgroup received data from Phase I for review and consideration. All Workgroup members shared documents used in local areas, the project materials in progress with Joe Racek, training materials that seemed appropriate, and brainstormed on what else needed to be addressed.

Status report

The Workgroup held three conference calls, emailed documents and suggestions/comments, and reviewed this document in draft form. The following are our recommendations.

Recommendation(s)

4. Review current tools, make process and implementation recommendations.

Recommendations:

- Ensure that appropriate staff has received training on current LX Policy and Procedure for Selection and Referral.
- Implement the John Garofalo training and expand his diagnosis sample sheet (pages 29-34 of his training manual).
- Begin the process with the employer by gathering the necessary information for a quality job order without use of a form that leads to potential EEO issues and requires further discussion. The job order form being tested in Snohomish County was shared as a potential tool for statewide use.
- Standardize use of “Special Instructions” area of job order (some offices use this area for job seeker use and others use it for staff instructions).
- Standardize referral document usage (some areas print off the job order, others have referral forms). There needs to be some method used in order for the employer to know that this candidate was actually referred by WorkSource and felt to qualify for the position.
- Incorporate the job seeker’s resume into the SKIES record in order to assist with job match activities and allow for a quick review that the resume is appropriate for submittal when required.
- Create a referral decision model/flow chart.
- Create and implement a referral checklist to ensure that the candidate is appropriate and incorporate next steps for the candidate if the referral doesn’t occur.
- Train staff on how to say “no” by use of segment found in Business Services training and Customer Flow training. Incorporate actual role plays to practice the responses.
- Provide access and training to Business Services staff on use of the CPR tool in order to conduct job match activities.
- Update the O*Net title list in SKIES.
- Consider utilizing “Code Buster” lists in local WDA areas (Spokane has shared theirs) to diminish number of O*Net titles used in order to conduct more successful job matches; these would be developed unique to each WDA.

5. Design, develop questions to assess employer workforce needs.

Recommendations:

- Ensure that appropriate staff has received training on current job order policy.
- Develop a checklist for potential EEO and other issues to assist with creating the job posting:

7. Review SKIES requests, determine any new requests needed, refer to ITSD.

Recommendations:

The first seven bullets are from the previous workgroup and are found still relevant. The balance of recommendations is believed to be viable and inexpensive to implement.

- Populate SKIES with skills, abilities, and job experience information that seekers enter into go2worksource when they open an account in order to increase accuracy of job referrals.
- Enable SKIES to attach employer applications to job order.
- Enable keyword searches in SKIES, specifically for skills and abilities; certifications, education, and training; and job experience.
- Enable Guide system to populate SKIES with job seeker email addresses to increase outreach to

seekers that meet employer needs.

- Separately from “Special Instructions”, create a form for each Job Order that lists specific application instructions in a checklist format that can be given to each job seeker that is referred to a job opening.
 - Create a printable version of the job order for both employer and job seeker review that does not contain HTML code, confidential information, or staff instructions.
 - Allow CPR tool, and other job matching systems, to view a statewide pool of candidates (not limit searches to the WDA level).
 - Provide a current O*Net list in SKIES.
 - Implement a key word search connected to job seeker resume in job seeker SKIES record (this keyword process has been developed in one WDA and could easily be adapted to the other 11 areas).
 - Standardize use of the “Special Instructions” area of the Job Order.
 - Ability to attach job applications and job flyers to job orders.
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Contact

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