



Retooling Washington Work Group #1:

Coordinated outreach to unemployment insurance (UI) exhaustees

Amy Leneker
Employment Security Department
June 14, 2011

Directive

“Coordinated outreach to UI exhaustees, including demographic breakdown of who is in the pool, some market analysis of skills available and work history, development of service tool chest and identification of service points for referral. Also includes development of the actual outreach strategy (materials, single website, etc.).”

Deliverables

The three key deliverables are:

- 1) **Exhaustee data**
- 2) **Exhaustee outreach plan/resource referral information for exhaustees**
- 3) **Resource referral toolkits for service providers**

Schedule

Description	Due date	Status
Convene workgroup	10/27/10	Completed
Convene monthly meetings	Ongoing	Ongoing
WTECB approve charter	11/18/10	Completed
Present updates at WTECB meetings	As scheduled	Ongoing
Present 6 month progress report to WTECB	5/5/11	Completed
Present 1 year progress report to WTECB	10/1/11	

Indicators (data as of June 8th)

Description/target	1st quarter*	2nd quarter*	3rd quarter*
1) Exhaustee data			
Number of exhaustees	47,429	53,649	
2) Exhaustee outreach plan/resource referral information			
Number of statewide auto-dialer messages	N/A	44,475	
Number of exhaustees who received the Resource Guide	230,000**	33,400	
Percentage of those surveyed who found the Resource Guide helpful	80%	83%	
Number of exhaustees who visited WorkSource after they exhausted	1,977	807	
Number of claimants close to exhausting who visited WorkSource			
3) Resource referral toolkits for service providers			
Number of frontline and partner staff who received Motivational Interviewing training	N/A	33	
4) Outcomes			
Number of exhaustees who found employment			
Percentage of exhaustees who filed a new claim			

*1st quarter (January – March); 2nd quarter (April – June) ; 3rd quarter (July – September)

**Mailing from December 2010.



Retooling Washington Work Group #2

On-the-Job and other Direct-Connect Training

Bryan Wilson
Workforce Board
June 14, 2011

Directive

Increase the use of On-the-Job Training (OJT) and other forms of direct-connect training, including Microsoft E-Learning. Increase the availability of college credit for on-the-job learning and make more hybrid courses accessible to unemployed and incumbent workers.

Deliverables

- 1) OJTs and other employer-based training
- 2) Individualized Certificate Programs (ICPs)
New hybrid courses
- 3) Microsoft E-Learning (Self-Help Approach)

Schedule

Description	Due date	Status
Convene workgroup	10/2010	Completed
Convene monthly meetings	Ongoing	Ongoing
WTECB approve charter	11/18/10	Completed
Present updates at WTECB meetings	As scheduled	Ongoing
Present six month progress report	6/14/11	
Present one year progress report	10/6/11	

Indicators*

	June Report		
1) OJTs and Other Employer-Based Training**			
Number of participants	268		
Training Completion Rate	83%		
Employment Rate (with OJT employer)	64%		
2) College Credit for New Direct-Connect Training			
Number of students	209		
Number of credits completed	197		
Number of credentials completed	19***		
3) Microsoft E-Learning (Self-Help Approach)			
Number of people taking at least one course	10,072		
Number of courses started	21,970		
Number of people completing at least 75 percent of a course	3,620		
# of courses at least 75% completed	10,885		
Number of specialist's certifications	50		

***Cumulative results** since the beginning of the fiscal year.

**See the next page for additional detail.

***Most students are still enrolled and have not yet completed.



Retooling Washington Work Group #2

On-the-Job and other Direct-Connect Training

Bryan Wilson
Workforce Board
June 14, 2011

Indicator Details

1) OJTs and Other Employer-Based Training

The June Report contains data on OJTs only and include OJTs reported by WSID, WorkFirst/ESD, and DVR. For WSID, the numbers include OJTs funded by WIA formula, WIA 10%, or the National Emergency Grant. For WSID and DVR the numbers include OJTs between July 1, 2010 and March 31, 2011. For WorkFirst the end date of the data is April 30. The training completion rate is among those OJT participants who have exited (there were 123 exiters), the percentage who completed their OJT. The employment rate is among those OJT participants exiting, the percentage who continued employment with their OJT employer after the end of their OJT. There were 212 WIA OJT participants, 67 exiters, 58 of whom had completed their OJT, and 37 of whom were employed by their OJT employer. There were 35 DVR participants, 35 exiters, of whom 32 had completed their OJT and 30 were employed by their OJT employer. There were 21 WorkFirst participants, all of whom had exited, 12 had completed their OJT, and 11 of whom were employed.



Retooling Washington Work Group #3

Coordinated Employer Outreach and Improved Job Referral/Skills Matching

Bryan Wilson
Workforce Board
June 14, 2011

Directive

Improve the coordination and quality of business outreach efforts and the matching of employers with job seekers.

Deliverables

- 1) Integrated business outreach teams
- 2) Quality information for employers
- 3) Employer and job seeker skill matching
- 4) Quality job candidate referrals

Schedule

Description	Due date	Status
Convene workgroup	10/2010	Completed
Convene monthly meetings	Ongoing	Ongoing
WTECB approve charter	11/18/10	Completed
Present updates at WTECB meetings	As scheduled	Ongoing
Present six month progress report	6/14/11	
Present one year progress report	10/6/11	

Indicators

	June Report		
1) Local Integration of Business Teams			
Percent of outreach staff who report they are part of an ongoing inter-agency outreach team.	48%		
Percent of outreach staff who report duplication of effort is not a problem in their area.	59%		
The workgroup is exploring adding an indicator based on criteria on an integration checklist.	--		
2) Employer Satisfaction With Business Outreach			
Percent of employers who report that duplication of outreach efforts is not a problem in their area.	NA		
Percent of employers who are satisfied with outreach services.	NA		
3) Job Orders That Match Local Inventories			
Number of new staff assisted job orders	2,200		
The number of new employers* listing a staff assisted job order with WorkSource. (*Employers who have not used any WorkSource services in the past six months.)	577		
Indicator of the match between job orders and inventory of job seekers. (TBD)	NA		
4) Quality of Job Referrals			
Percent of employers listing staff assisted job orders who are satisfied with the quality of the candidates referred by WorkSource partners.	45%		