

# CEO HIGHLIGHTS

## Executive-Finance Committee

### August 2016

- A. Service Provider Transitions—see attached Memo from Corinne Daffern.**
- B. Personnel Changes and Updates—see attached Organization Chart**

Note that many of the formerly associated PacMtn staff now work for our new WIOA Service Providers. This provides good continuity and further acknowledges the capabilities of our staff and enhanced the contractor's alignment with us.

Sarah Wilkins left Youth Services to take the My JOB program manager position. The program manager who was running Journey to Jobs (grant serving long-term unemployed ended July 31), Stacey Anderson, became the new Youth Services and Special Populations program manager. Six of the seven individuals in My JOB (serving those in the WA State Juvenile Detention) are now in place and the lease for space near the WorkSource in Lewis County has been executed.

Bridget will be on maternity leave beginning early September. We will work with her to accommodate part-time and a flex-time schedule through end of the year.

- C. Admin Office Movement—see attached Floor Plan**

Additional space on the 3<sup>rd</sup> floor of WorkSource was approved in the budget. PacMtn is currently using ESD owned modular furnishings. We set a bid for similar furnishings and are finalizing pricing for that and the quotes for minor construction to make the wing fully functional for our needs. Those costs will be borne by the Unrestricted Fund. I will bring an approval item forward seeking authorization to spend, pursuant to the Unrestricted Fund policy, as soon as we have total estimates on all elements. I intend to use my authority for purchase (less than \$25,000) to cover any costs incurred before that approval.

- D. Department of Labor (DOL) America's Job Centers Research Project—see attached**

Of the more than 2500 certified One-Stop Centers, Affiliates and Connection Sites in this country WorkSource Mason was randomly chosen to participate in a national research project. Fifty (50) Centers from across the nation, representing urban, rural and remote areas will be studied to understand the variation across centers, partnering arrangements, funding, administration, and service delivery. The comprehensive study seeks to better understand the range of institutional features and dynamics that shape AJCs' day-to-day operations and customer experiences. A research team from Mathematica Policy Research will be on site in late November.



## MEMO

To: Cheryl Fambles  
 From: Corinne Daffern, Associate Director of Workforce Services  
 Re: WIOA Service Provider Transition Progress  
 Date: August 3, 2016

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### Observations

Contractors continue to be committed to a client-centered transition. This is clearly a time of learning for all parties and everyone is moving very quickly to hire staff and develop ways of doing things that will best serve customers. There are differences in how previous contractors have done things and how the new contractors execute the work. There is also a time of learning about the specific needs of the communities and how PacMtn wants things done. We are progressing forward and are comfortable that we have established good lines of communication to resolve issues that emerge.

The entire workforce system is affected by the implementation of the new Workforce Integrated Technology—WorkSource WA.com. The migration of data and the ability to pull reports and understand what currently exists is challenging. The new contractors came in the midst of a very complicated system migration and into a very long standing way in which individual contractors managed their own files and data. Sorting all those elements out is taking time.

As we move forward it will be important to get clarity on roles and levels of service in the new WIOA compliant world. The One-Stop Task Force will carry a great deal of responsibility for framing policy level discussions tied to WorkSource certification, One-Stop Operator and Memorandum of Understanding. They will be helpful in ensuring staff are covering all appropriate basis in the description and design of new systems and ways of providing service in the workforce system of the PacMtn region.

### ResCare : Contractor for WIOA Youth Services

- Staffing: ResCare Program Director Robin Fields, started 6/27/2016. Additional staff started on 7/1/16. Staff includes: 1 Program Director and 5 Talent Development Specialists. ResCare is still recruiting for a Program Accountant and a Program Supervisor. ResCare hired two Talent Development Specialists out of Thurston WorkSource with familiarity with regional youth and youth-serving programs. Grays Harbor TDS was a former Employment Security DW Case Manager.

<u>Position</u>	<u>Serving</u>	<u>Location</u>
Program Operator	All Counties	Olympia/Tumwater
Program Supervisor	All Counties	Olympia, Tumwater
Program Accountant	All Counties	Olympia/Tumwater
Talent Development Specialist 1	Thurston	Olympia/Tumwater
Talent Development Specialist 2	Thurston	Olympia/Tumwater
Talent Development Specialist 3	Thurston/Mason	Olympia/Tumwater
Talent Development Specialist 4	Grays Harbor/Pacific	WorkSource Grays Harbor
Talent Development Specialist 5	Lewis/Pacific	WorkSource Lewis

- The effective contract date will be 6/27/2016, which was the date program staff started on-site. Finalized contracts are to be completed on or before August 15, 2016.
- ResCare assumed responsibility of all files and services on 7/25/2016. Currently, they are reviewing files, contacting current active and follow up participants and establishing meaningful relationships in the community by scheduling meet-and-greets with participants and partners.
- ResCare has thorough training for all employees. All employees trained throughout the month of July (three full weeks) on a variety of topics (Uplift!, WIOA Policy and Procedure, WorkSource, WIT, File Review, Business Services and ResCare Tools).
- ResCare has established offices in Thurston County WorkSource, Lewis County WorkSource and Grays Harbor WorkSource. ResCare will evaluate additional office space based on needs and functionality of space. ResCare will remain in WorkSource Thurston for the next six months while searching for a space that fills identified needs. Because of ResCare being new to the area, all office space had to be secured before starting services. ResCare is still evaluating what youth friendly space is available throughout the region that fits within budget.
- Carry-in numbers were much lower than expected. Planned carry-in of active participants dropped from projected numbers provided by the incumbent. This required additional time be spent on contract, budgets and estimated performance measures.
- Transition of the WorkSource Integrated Technology system (WIT), WorkSourceWA.com has made data sharing between past/current contractors quite challenging.

**Career Path Services: Contractor for Adult and Dislocated Worker Services**

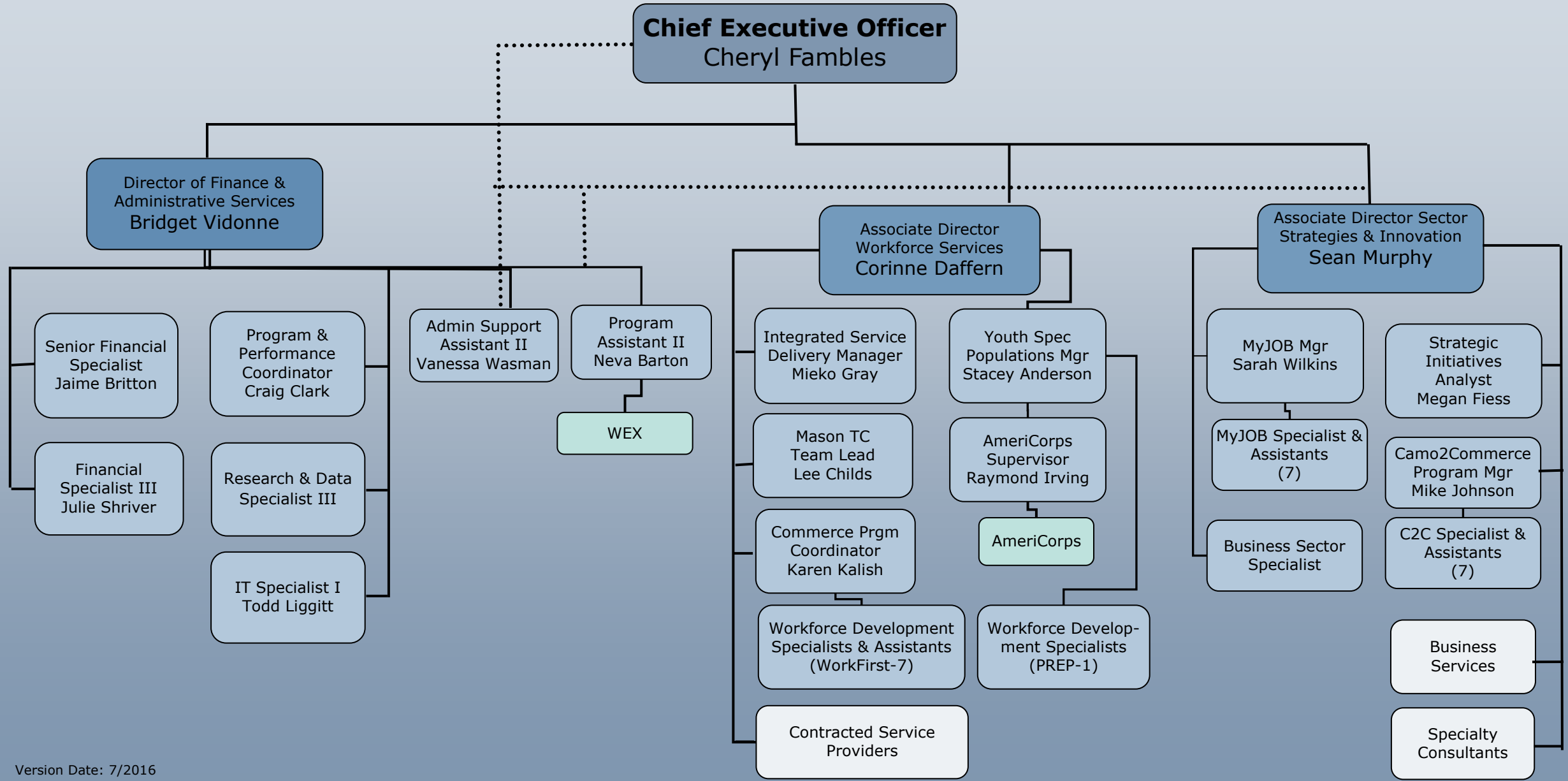
- All Career Path Services staff started on June 20, 2017. Staff model is below:

<u>Position</u>	<u>Serving</u>	<u>Location</u>
Program Operator	All Counties	Olympia/Tumwater
Program Analyst	All Counties	Olympia/Tumwater
Practitioner 1	Thurston	Olympia/Tumwater
Practitioner 2	Thurston	Olympia/Tumwater
Practitioner 3	Thurston	Olympia/Tumwater
Practitioner 4	Grays Harbor/Pacific County	WorkSource Grays Harbor
Practitioner 5	Lewis/Pacific County	WorkSource Lewis
Practitioner 6	Mason	WorkSource Mason -Transition Center
Practitioner 7	Mason	WorkSource Mason

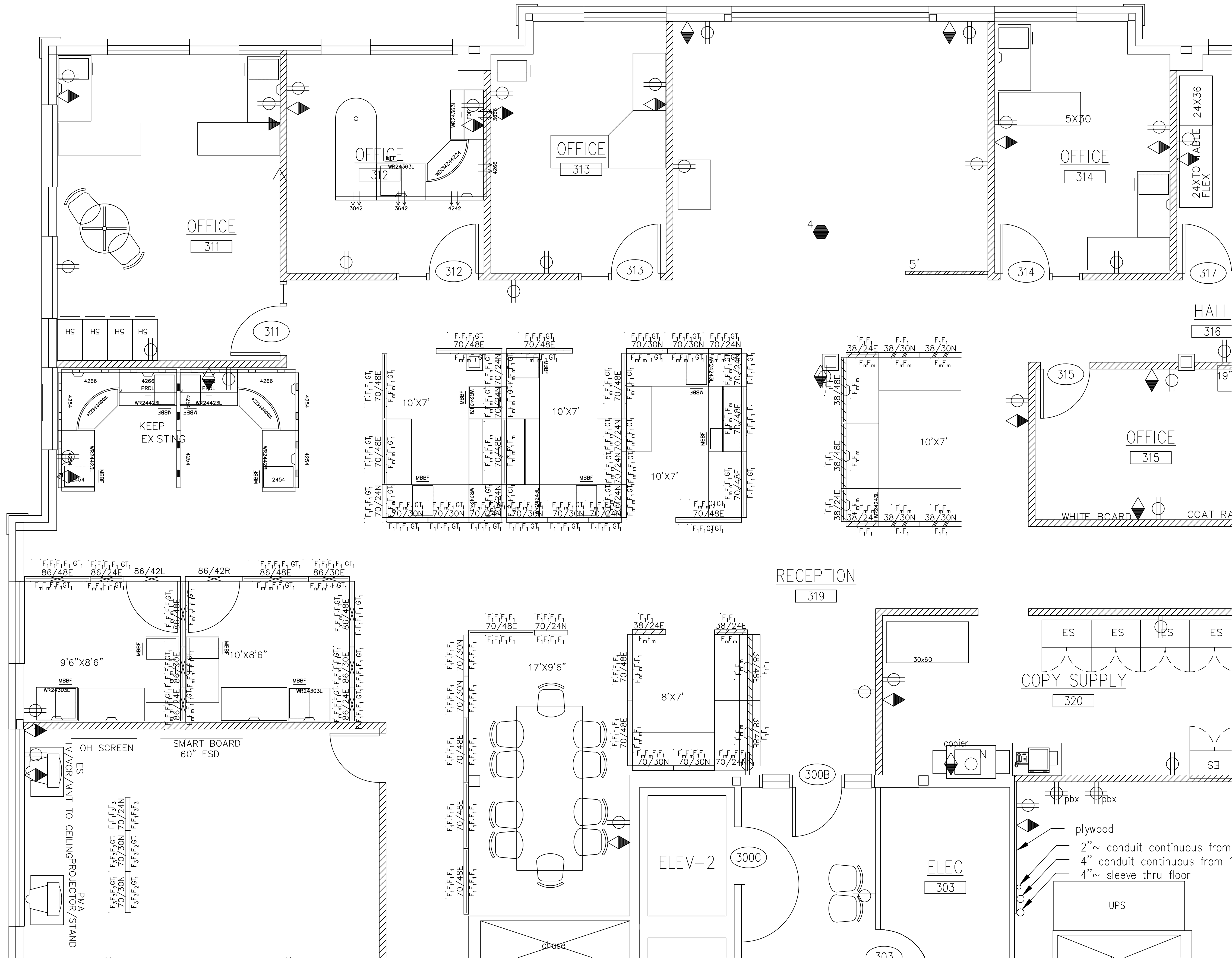
- Career Path hired two existing staff from PacMtn, and one existing staff from Employment Security.
- Career Path signed contracts were effective 6/1/16, and fully executed by 7/1/2016.
- As of now, Career Path Services have staff in all Comprehensive and Affiliate WorkSource offices within the PacMtn Region. Throughout the month of July they worked on scheduling face to face meetings with all active participants.



# PacMtn Admin and Program Staffing 2016



# OPTION 1



## *The Institutional Analysis of American Job Centers*

<b>Study Rationale</b>	<p>The cornerstone of the public workforce investment system is the American Job Center (AJC) or one-stop system. The one-stop delivery system brings together many key partner programs and entities responsible for workforce development, educational, and other human resource programs. The Workforce Innovation and Opportunity Act of 2014, which replaced the Workforce Investment Act of 1998, reaffirms the role of the customer-focused one-stop delivery system at the community level and encourages greater collaboration and coordination to achieve an integrated and seamless service delivery system for job seekers and employers.</p> <p>While all AJCs provide employment-related services, there is variation across centers in their organization, partnering arrangements, funding, administration, and service delivery. The U.S. Department of Labor (DOL) is sponsoring a comprehensive study to better understand the range of institutional features and dynamics that shape AJCs' day-to-day operations and customer experiences.</p>
<b>Study Goals</b>	<p>The goals of the <i>Institutional Analysis of American Job Centers</i> (AJCs) are to systematically document key institutional characteristics of AJCs; present a comprehensive description of AJC funding, organization, administration and management, and service delivery structures and processes; and develop typologies of AJCs that capture the institutional variations documented.</p>
<b>Study Topics</b>	<p>To achieve these goals, the study will systematically document AJC operations across ten research domains: (1) administrative structure (2) staffing (3) partnerships (4) management and performance (5) service delivery for job seekers (6) service delivery for employers (7) marketing and outreach (8) data systems and sharing (9) funding and financial data, and (10) state and local context.</p>
<b>Data Collection</b>	<p>Key elements of the study's data collection include:</p> <ul style="list-style-type: none"><li>• Conducting in-depth site visits to 50 AJCs and their LWIBs that include interviews with AJC managers and key partner managers, AJC line staff, and LWIB staff; and observations of center operations and client flow;</li><li>• Developing an inventory of the types of center-level administrative, fiscal and performance data collected and documenting how such data is used by AJCs; and</li><li>• Administering a partner network survey of AJC partners in selected AJC sites.</li></ul>
<b>Study Schedule</b>	<p>Site visits and other data collection efforts will take place in 2016. A study brief will be submitted to DOL in mid-2017 and a final report will be submitted in winter 2017.</p>
<b>The Study Team</b>	<p>Mathematica Policy Research and its partners—The George Washington University, Social Policy Research Associates, and Capital Research Corporation—are conducting this study for the Chief Evaluation Office of DOL.</p>
<b>To Find Out More</b>	<p>Please contact the U.S. DOL project officer Jonathan Simonetta, by phone at (202) 693-5085 or by email at <a href="mailto:Simonetta.Jonathan@dol.gov">Simonetta.Jonathan@dol.gov</a>; or contact the Mathematica project director Pamela Holcomb by phone at (202) 250-3573 or by email at <a href="mailto:PHolcomb@mathematica-mpr.com">PHolcomb@mathematica-mpr.com</a>.</p>