

Eastern Washington Partnership

WorkSource System Update

February 26, 2015

WorkSource Technology Systems Replacement Progresses Rapidly

Following an earlier update on efforts to replace the Go2WorkSource (job match) website, and the SKIES (customer management) system utilized by WorkSource partner staffs, several key actions have occurred.

In late December, **Monster Government Solutions** was announced as the successful bidder to lead the redesign and implementation efforts of the integrated replacement system. Monster is recognized as a global leader in designing self-service technology systems that allow employers and job seekers the capability to effectively seek employment matches. Monster has also sub-contracted a company named **Social Solutions** to develop and implement the staff functionality needed in the integrated system.

A formal project launch occurred in Olympia during late January, with a mix of Monster technical and project staff, Employment Security, WDC, and WorkSource Partner staffs from around the state meeting to conduct a comprehensive review of the business requirements of the new system. Because of the extensive experience and project expertise that Monster brings to the redesign effort, the expected timelines for completion of the new system have been shortened dramatically to November 2015.

Next steps will include multiple small group meetings between Monster project / technical staff and designated subject matter experts from around the state WorkSource system, testing to confirm required functionality and content of the new system, and development of a state training plan to support the late fall launch. At the present time, it is forecasted that there will be approximately 1,100 staff that will require training prior to the implementation.

Kinross Announces Plans for Closure

Kinross Mines announced they plan to close the Buckhorn mountain project in late 2015. An estimated 300 workers including contractors engaged with the mine activities will be impacted. WorkSource Colville staffs have been meeting with Kinross Human Resource staff to determine a timeline for providing WorkSource services to the workers and their families. Kinross anticipates some of the workers will leave prior to the closure for other job opportunities, but they expect the majority of workers will continue to work at the mine until closure. Kinross is planning to file a petition for Trade Act certification later this spring.

Employment Security implements regional service delivery model

Under the leadership of Jennie Weber, Eastern Regional Director, staffs from WorkSource Walla Walla, WorkSource Columbia Basin, WorkSource Spokane and WorkSource Colville have been working to develop and implement a more coordinated and strategic service delivery model to meet the needs of employers, migrant seasonal farmworkers and veterans. Staff reductions in all offices across the region have challenged the former service delivery model. By establishing a regional approach with increased coordination and collaboration, greater efficiencies are being realized resulting in improved customer service.

Career Pathway Navigators connect higher skilled workers with mid-level jobs

The Employment Security Department has funded each WDA with a Career Pathway Navigator position to help connect higher skilled and qualified job seekers (students exiting from formal and informal training programs and institutions, apprenticeship programs, mid-level career changes, etc.) to local/regional employers seeking their particular skills, competencies, education, and experience. The Career Pathway Navigator will conduct outreach to employers and the business community to assist in marketing WorkSource resources and securing employment opportunities for mid-level career professionals. The Career Pathway Navigator will also coordinate with local/regional educational institutions, including community and technical college career centers to ensure graduating and exiting students get connected with WorkSource for employment packaging and job match assistance. Recruitment is underway at this time with an expected date of hire by the first of April.