

**Eastern Washington Partnership**  
**WorkSource System Update**  
 February 25, 2016

**WorkSoureWA Launch Coming Soon**

Following earlier updates on efforts to replace Go2WorkSource (job match) website and the SKIES (customer management) system utilized by WorkSource partner staff, progress is being made toward a full launch. The job match side is working well, but the customer management side needs additional time to ensure a successful implementation.

**Tri-County Economic Development District (TEDD) and Colville WorkSource exploring options to provide Customer Service Training**

Staff from TEDD, Division of Vocational Rehabilitation, Employment Security and Rural Resources are working together to develop Customer Service Training. The idea is to develop a program that will help to place value on customer service and begin to create a culture of excellent customer service in the Tri-County area. A survey is being designed to receive input from local employers/businesses.

<b>Customer Flow Boxes</b>	<b>December 2015</b>	<b>January 2016</b>
All Customers	1,400	1,632
Staff Assisted Customers	897	1,088
Self-Service Only	503	544
<b>Management Indicators</b>	<b>December 2015</b>	<b>January 2016</b>
Job Leads	552	592
Assessments	413	435
Skills Development	68	65
Referral to Additional	121	147
<b>Customers</b>	<b>December 2015</b>	<b>January 2016</b>
UI Claimants Served	469	534
WorkFirst	101	114
Vets	76	79
MSFW	70	71
WIA	38	25
Non-targeted	143	74
<b>Employer Services</b>	<b>December 2015</b>	<b>January 2016</b>
WS Job Openings	399	416
WS Job Orders	235	220
Customers/Job Openings Ratio	2.25	2.62