

## Workforce Development Council of Seattle-King County Technical Assistance #03

Subject: Washington WorkSource Tracking System Guidance

Reference: Washington State WorkSource Tracking System Guide  
Consolidated Business Plan, Tracking Universal Self-service Activities

Date: April 19, 2004

### **Background**

The Washington Workforce Association and the Washington State Employment Security Department collaborated in developing the Consolidated Business Plan for statewide tracking of universal self-service activities. WorkSource partnerships provide a range of universal self-service activities to all customers. The demand for these activities continues to grow and constitutes a substantial investment of time and resources. The state-wide tracking system was adopted to more accurately track volume and better manage resources.

### **Local Implementation**

WDC staff began installing and providing technical assistance on site in June 2003. From the partnership group a design team was formed to choose the common services displayed on screen and develop a common membership card form.

- Required services screen elements:
  - Fax/Copier/Telephones
  - Meet Employers
  - Schedule Appointment
  - Use Computers
  - Job Leads/Job Referrals
  - Research – Labor Market, Wages, Training
  - Unemployment Insurance Info.
  - Workshops
  
- Membership card form information includes:
  - First name, last name, middle initial
  - Date of birth
  - Social security number/Pseudo-number
  - Zip code
  - Gender
  - English/Spanish
  - Questionnaire (optional):
    - Currently employed
    - Receiving Unemployment
    - Laid off

- US Veteran
- Receiving TANF/welfare
- Email address
- Phone number

All translated versions must contain the same required services screen elements.

Requests for changes or additions must be made in writing to the WDC. The WDC and the Operators Consortium will review requests and make a determination.

### **Administration**

An Office Administrator is appointed for each WorkSource Tracking System office. This person's duties include: creating and maintaining staff accounts for the local office; running local office reports; and maintaining the services to be displayed.

The WDC will appoint a Regional Administrator whose duties include: creating and maintaining offices; appointing office administrators; running varied reports for any or all offices; and editing text and hyperlinks that appear on the response page.

Site administrators are responsible to oversee customer flow and staff responsible for entering initial customer data and producing swipe cards.

### **Maintenance and Technical Assistance**

The WDC will provide technical assistance to sites through June 2004, the first year of implementation.

The Operator Consortium will identify a system point of contact for technical assistance and line item budget for WorkSource Tracking System maintenance beginning July 2004. The purchase of replacement/additional equipment, membership cards and related supplies will be administered through the Operator Consortium.