



**Employment  
Security  
Department**  
WASHINGTON STATE

**Values**

- Serving customers
- Empowering people
- Strengthening partnerships
- Acting with integrity
- Anticipating future needs
- Achieving goals

**Vision**

The right job for each person, every time.

**Mission**

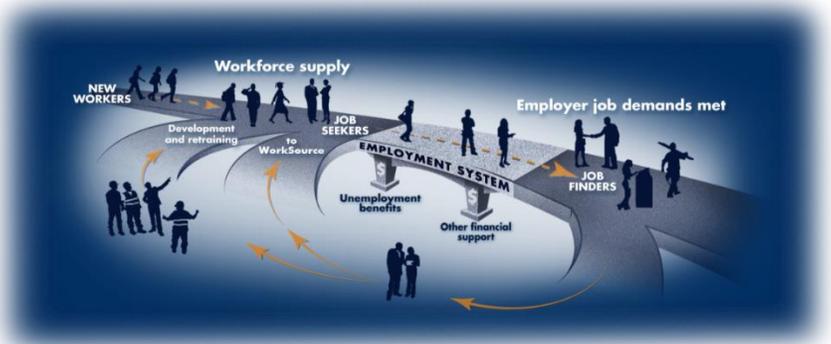
We partner to connect employers and job seekers – supporting transitions to new jobs and empowering careers.

**Employment Security Strategic Plan 2015-16**

Sponsor: Commissioner Dale Peinecke Owners: Executive Leadership Team

	ESD employees	Employers	Employment system	Future job seekers
<b>Goals</b>	ESD employees are valued, empowered and engaged to better serve our customers and can develop their skills and careers.	Employers have the skilled, stable work force they need to thrive.	Washington’s integrated workforce development system efficiently and effectively connects the unemployment, employment and careers needs of employers and job seekers.	Individuals have the information, competencies and workplace experience they need to be job-ready when they enter the workforce.
<b>Results WA linkage</b>	Supports <u>Goal 5</u> : Customer Satisfaction & Confidence 1.2.	Supports <u>Goal 2</u> : Business Vitality 1.1 & 1.2 and Thriving Washingtonians 2.1 & 2.2, and <u>Goal 1</u> : Increase career and workplace opportunities for students 1.2f & 1.3g		
<b>Metrics</b>	<ul style="list-style-type: none"> <li>• 100 percent of jobs competitively recruited</li> <li>• Increase % of staff who report:*               <ul style="list-style-type: none"> <li>○ They have opportunities at work to learn &amp; grow 68% by 2016Q2</li> <li>○ They feel a spirit of cooperation &amp; teamwork exists in their workgroup to 80% by 2016Q2</li> <li>○ They receive clear information about changes being made within the agency to 67% by 2016Q2</li> <li>○ Customer feedback is used to improve processes to 64% by 2016Q2</li> </ul> </li> </ul>	<p><b>Leading indicators</b></p> <ul style="list-style-type: none"> <li>• Increase # of employers served by WorkSource to 6,697 by 2016Q2</li> <li>• Increase # of job seekers served by WorkSource to 106,032 by 2016Q2</li> </ul>		<ul style="list-style-type: none"> <li>• Increase # of jobs filled through WorkSource to 139,000 by 2016Q2 (Entered employment)</li> <li>• Increase retention rate of jobs filled through WorkSource to 84% by 2016Q2 (Retention)</li> <li>• Increase wage upon re-employment to \$16,600 by 2016Q2 (Wages)</li> <li>• Decrease average duration for those claiming unemployment insurance benefits to 14.5 weeks by 2016Q2</li> <li>• Increase % of employees who report* customer feedback is used to improve processes to 64% by 2016Q2</li> </ul>

**Workforce development system**



Activities: FY 2016		Owner	Status?			
			3 <sup>rd</sup> -qtr 2015	4 <sup>th</sup> -qtr 2015	1 <sup>st</sup> -qtr 2016	2 <sup>nd</sup> -qtr 2016
	 On-Track  Action Req'd					
<b>ESD Employees</b>	1.1 Develop and implement plans to promote a strong culture of employee 1.1.a Health 1.1 b Safety	Cathy/Ron				
	1.2 Ensure all staff have a documented plan to provide for opportunities to learn and grow at work	Ron				
	1.3 Roll out engagement training to all new staff	Ron				
	1.4 Create and implement coordinated divisional engagement plans	Brenda				
	1.5 Develop/implement soft skills training for managers and supervisors	Ron				
	1.6 Develop and implement team-based activities (such as Fix-it team, Huddles, Lean Workshops, Division Planning teams, etc.) to improve collaboration in achieving improvement outcomes	Karl				
	1.7 Implement an agency-wide internal communication plan/ coordinated divisional communication plans including cascading meeting templates	Janelle				
	1.8 Develop and use staffing models that provide more stability and/or predictability for permanent employees in the face of cyclicity	Ron				
	1.9 Communicate how we use customers feedback in agency improvement activities	Janelle				
<b>Employers</b>	2.1 Link statewide and local sector strategies to ensure workforce development supports employer needs	Tim				
	2.2 Promote WorkSource reemployment services designed to meet employers' needs and strengthen relationships with employers	Janelle				
	2.2.a Develop and promote use of labor market tools and information to demonstrate the System's value to employers	Cynthia				
<b>Employment System</b>	3.1 Engage in local WIOA One-stop delivery system redesign, including outreach, business services, integrated service delivery, process flow, roles & responsibilities, facilities, and technology	Sandy				
	3.1.a Implement WorkSourceWA.com	Sandy				
	3.1.b Implement WorkSourceWA.com capability for internships, part time/summer jobs, work-based learning, and externships	Sandy				
	3.1.c Implement WorkSourceWA.com. employer portal and tools	Sandy				
	3.1.d Implement WorkSourceWA.com. job seeker portal and tools	Sandy				
	3.1.e Redesign WIOA quarterly reporting to improve information sharing and identify, replicate, and reward successful practices.	Sandy				
	3.1.f Promote use of labor market tools and information to inform job seekers in their job and career selection process	Cynthia				
	3.2 Improve quality and timeliness of UI claims services	Susan				
	3.3 Improve quality, capability & alignment of UI Tax and Wage, UI Benefits and WCDD to support employers and job seekers; engage employers	Sandy				
	3.3.a Stabilize NGTS (Remove on Dec 31)	Renee				
3.3.b Complete and implement UTAB	Neil					
<b>Future Job Seekers</b>	4.1 Engage in statewide WIOA planning and policy development	Tim				
	4.2 Develop, deploy and promote labor market tools that identify occupations forecasted to be in demand by employers and earnings of individuals completing specific education and training programs	Cynthia				
	4.3 Increase the number of transitioning job seekers enrolled in the WorkSource system (Previously 3.4)	Sandy				
	4.3.a Link high school students with education/training/apprenticeships that lead to employment or a defined educational pathway at exit; bring work relevance to learning through effective interaction between students, parents, teachers, and employers (Youth Works)	Tim				
	4.3.b Link CTC students with work-based opportunities that lead to jobs after graduation; bringing work relevance to learning through effective interaction between students, teachers, and employers	Tim				
	4.3.c Partner with Military Transition Council to prepare transitioning military to immediately transition into an employment or educational pathway at exit	Sandy				