

Policy Clarification | Q&A | Other

Number: WIN - 0013 Change 1
Date: April 11, 2012
Expiration Date: N/A

TO: Workforce Development System Partners
FROM: Amy Smith-Rubeck, Deputy Assistant Commissioner
SUBJECT: Policy Standards, Measures & Monitoring Expectations

Purpose:

To provide the WorkSource System with information on the removal of existing policy standards and measures and the Employment Security Department's intent to replace them with Monitoring Expectations.

Action Required:

Workforce Development Councils and their contractors, as well as Employment Security Area Directors, must distribute this guidance broadly throughout the system to ensure that WorkSource System staff are familiar with its content and requirements.

Summary:

The WorkSource System policies provide a framework to achieve the following goals for the system:

1. Provide a more effective, consistent and efficient approach to delivering employer and job-seeker services.
2. Focus on helping low-income, low-skilled populations obtain jobs and develop their skills to become economically self-sufficient.
3. Serve customers jointly through the integration of services delivered within the WorkSource System.

WorkSource Standards & Integration Division (WSID) monitoring activities have shifted to emphasize process observation and identification of risks that could impede successful process outcomes versus compliance-only reviews. The on-site observation process is designed to evaluate the implementation of the state's policy objectives to guide improvements to the WorkSource System and ensure compliance with federal requirements. Policy and documentation reviews will be utilized to support the monitoring process.

As the policies are reviewed and revised over the next year, the WorkSource System policies will be updated to reflect monitoring expectations and intended outcomes rather than standards and

measures of numerical performance targets.

Monitoring expectations represent the spirit of the policies by focusing on intended outcomes and federal requirements, while eliminating requirements for explicit numerical standards and measures. All existing base federal requirements will be represented in the new monitoring expectations. The existing standards and measures will be modified to align with the new format and will not be removed entirely (e.g.: existing standards/measures which mirror federal requirements will not be removed).

Monitoring expectations will guide the assessment process by providing the WorkSource System with clear policy expectations and establishing a framework for evaluating the implementation of policy.

The following is an **example** (not an actual revision) of how a measure may be replaced with a monitoring expectation:

- **Old Measure:** "Documentation is maintained showing a minimum of 80% of staff assigned to front-end functions are trained or can demonstrate knowledge of programs and front-end service delivery."
- **New Monitoring Expectation:** "Staff demonstrate a sufficient level of knowledge of all WorkSource Programs to accurately guide customers to appropriate WorkSource or community services."

After full implementation, WSID may modify monitoring expectations at any time and they should not be considered the sole criteria upon which a WDA will be assessed to determine compliance with policy requirements. Review of documentation will still occur to ensure compliance with federal and state requirements. This type of review may take place as updates/changes occur and will not be limited to timeframes established for annual onsite monitoring visits.

In the interim, effective January 10, 2012, the WSID Monitoring Team will no longer utilize the existing numeric targets contained in the policy standards and measures to evaluate Workforce Development Area compliance with and implementation of state policies. The WSID Monitoring Team will continue to monitor for compliance with the requirements contained in federal or state law and where applicable, the State Plan.

Website:

http://www.wa.gov/esd/1stop/policies/state_guidance.htm

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