

Frequently Asked Questions

1. How will you establish a cost effective and efficient delivery of services through the Workforce Development System?

Establishing a cost effective and efficient system for delivering services to individuals and employers has been a priority in Area Six for the past few years. This is evident, as we have continued to keep the actual cost of placements below the planned goal. Factors that have contributed to this success include but are not limited to, a reduction in staff, elimination of duplication of job assignments, and serving a larger number of participants.

2. How will you improve the awareness of the State Workforce Development System through marketing?

Past marketing efforts include direct mail, newspaper and radio coverage, participation with the industrial boards, and Chamber of Commerce memberships. It appears however, the most effective way to increase awareness has been word of mouth by employers who have used our services. The number of employees, providing on-the-job training to individuals has increased significantly, as well as employers now taking advantage of the incumbent worker program. Person to person exchange of information continues to be most effective in improving awareness of the Workforce Board System.

3. How will you implement common measures throughout the Workforce Development System?

Workforce Investment Area Six will implement common measures throughout the seven county service area. Career Centers will assist in identifying eligible participants and directing youth to approved contracts. Youth contractors will assure that participants are placed in appropriate and result-driven activities leading to positive outcome. All will be held accountable for advancing youth in education, career development and gainful employment. In support of this change from Core to Common Measures, Dan Holton provided local Common Measures training August 2004. Since this training, additional meetings have been held for local contractors. Training will continue for both staff and Youth Council members throughout the transition period. Area Six is committed to understanding and communicating the scope of the work and ensuring continued improvement of services.

Partnerships enabling holistic services will be addressed in each Application of Funding. These will include, but are not limited to, Adult Education, Rehabilitation Services, Family Assistance, Education, and Corrections and Housing Authorities. Initially, participants' functional levels will be determined and other assessment instruments will be administered in order to effectively map essential individual services.

Finally, Common Measures will be an integral part of each youth grant. Progress will be monitored and reported to both the Youth Council and Local Workforce Investment Board every quarter.

4. How will you promote partnership with employers to enhance employment opportunities?

The continued growth of the on-the-job training contract program has proven to be extremely successful. Over 300 individuals have been trained through this program in the first nine months of program year 2004-2005. Our staff will continue to work closely with Economic and Community Development and their fast-track program to expand the employer base of on-the-job training contracts.

5. How do you plan to address skill shortages in high-growth, high demand industries?

To address skill shortages in Local Area Six, we plan to continue working with the eligible training providers to provide training in areas such as L.P.N. and other health related fields, computer A-1 certification, industrial maintenance, and industrial electricity. On-the-job training contracts with local industries in the seven counties of Local Area Six have proven to be highly successful in training for demand occupations for specific industries. The number of employers utilizing the on-the-job training contracts has increased significantly.

6. List the process improvements you have made in 2004 (e.g. cycle time study for participants receiving services).

Cross training is another process improvement that has contributed to a seamless and efficient delivery of services to participants. For example, the participant's initial point of contact is the receptionist who is instrumental in directing the flow of services. Every staff member at the Career Center can effectively serve as the receptionist. Additionally, every staff member at the Career Center is knowledgeable of the partner services and can therefore make appropriate referrals.

Another process improvement is in the area of on-the-job training. Year after year the number of participants served has greatly increased due in part to the process improvement of WIA staff meeting with OJT employers and trainees at the location of the employer. Required documentation can be processed immediately on-site.

7. List and demonstrate the measurements you are using to assess the effectiveness of your organization.

The effectiveness of our organization is evident in the increased number of individuals we have served each year, while reducing the overall costs of core and intensive training, and placement services. The cost per individual placed in unsubsidized employment is listed below for the past four years.

YEAR
 (Adult & Dislocated Worker) PARTICIPANTS PLACED
 COST PER PLACEMENT

As of 3/05
 699
 \$1,275.31

2004
646
\$1,829.14

2003
674
\$1,890.63

2002
598
\$1,805.86

8. Provide data by race, sex and age of the participants served in 2004. (e. g. % of the total).

See Attachments: "Demographic Report for Active Participants in WIA"

9. Do you use a customer satisfaction survey for participants and/or businesses?

We currently use the University of Memphis customer satisfaction survey for participants however; we have periodically utilized a form specifically designed by Workforce Solutions.

10. What cost savings were implemented this year? (e.g. percent of budget). What happened to these funds?

The implementation of cost saving measures has been an ongoing process for the past few years. The two major factors that have contributed to the reduction of the cost of operations are

1) An indirect cost of 10% of total salaries was eliminated when Workforce Solutions was approved to serve as the administrative entity

2) A 40% reduction in the number of staff

All savings have been reinvested in additional services to individuals and employers throughout the Local Area Six.

11. What are the titles of all organizations leaders?

LWIA 6 - Chief Elected Officials

LWIA 6 - Executive Committee

Workforce Solutions Organizational Chart