

InterOffice Memo

Department of Workforce Development

Date: 06 December 2004

File Ref:

To: Job Service Staff, Supervisors, and District Directors

Cc: Workforce Development Boards, DVR WDA Managers, Job Center Managers

From: Brian Solomon, Director, Job Service Bureau

Subject: **Job Order Quality Assurance Program: Statewide Implementation**

Background:

In January 2004, the Job Order Quality Assurance Program was announced. The goal of the program is to foster continuous improvement by providing staff, supervisors, and employers with the feedback, training, and tools needed to create quality job orders. Six WDAs volunteered to pilot the program. The results of the pilots indicate that the program is feasible and it improves job order quality. Therefore, the program will now be implemented statewide.

Information on the Job Order Quality Assurance Program is available at http://dwdworkweb/dws/employer_services/jo_quality_assurance/qa.htm or http://workweb.dwd.state.wi.us/dws/employer_services/jo_quality_assurance/qa.htm for partners using the Extranet.

Implementation:

The program will officially begin January 1, 2005. Areas currently doing local quality reviews will continue. Other areas will implement the program as soon as possible on, or after January 1. The state level review of job orders will begin January 1. Samples will be taken every six months beginning with the last half of 2004. Results will be reported by WDA.

Assistance with local implementation can be arranged, including presentations on the program for staff, partners, business groups or others. Staff training as needed and requested by local management is also available. Please contact Phil Anderson at 608-261-6974 or philip.anderson@dwd.state.wi.us with implementation questions or requests for training.

Action Required:

1. Job Center staff and managers should begin implementing local quality review procedures as soon as possible. Each WDA's quality review activities may vary depending on available resources and circumstances. Local management can design procedures that best fit their local situation.

2. All staff taking or writing job orders should review the Job Order Policies and Procedures
http://www.dwd.state.wi.us/dws/staff/job_order/policies_procedures/default.htm
and the Job Order Quality Assurance Program
http://dwdworkweb/dws/employer_services/jo_quality_assurance/default.htm.
3. Other staff should become familiar with the program and quality standards. Staff working with employers or with job seekers using job orders should be aware of the program in order to respond to questions or quality related complaints.
4. All staff should inform their supervisors of any training needed to participate effectively in this program. Supervisors should, collect, summarize and forward training requested to District management and the central office (Phil Anderson and Jesus Guerrero).

Quality review of job orders is a value-added service only available from Wisconsin Job Centers. In a self-service Internet matching system, job listings that are clear, accurate and complete produce better outcomes for both job seekers and employers. Employers receive a more effective, complete, legal, and professional advertisement of their job opening. Job seekers have the assurance that the job listing honestly describes the situation and represents a real job with a real employer. You can use this Wisconsin difference to promote JobNet and your Job Center.

Thank you in advance for your cooperation in this effort.

If you have any questions, please contact Phil Anderson at 608-261-6974, philip.anderson@dwd.state.wi.us or Jesus Guerrero at 608-266-0487, jesus.guerrero@dwd.state.wi.us.