

Twenty Questions to Answer to Revitalize, Reengineer, and Reinvent Labor Exchange Services for Employers

Role of Labor Exchange within the Workforce System

1. What are business, employer, and employment services and how are they both distinct and connected?
2. What is the role of labor exchange within business and employer services and what is its contribution to workforce system success?
3. How will you ensure labor exchange employer services support the employment services of One-Stop Centers?

Labor Exchange Priorities for Employer Services

4. What are the labor exchange employer services that most need to be enhanced and given priority for continuous improvement?
5. What are the definitions of:
 - self-service and staff-assisted services;
 - suppressed and unsuppressed listings;
 - exclusive and nonexclusive job ordersand how do employer service expectations vary?
6. What are the success indicators and accountable performance metrics for employer services?

Labor Exchange Employer Services Staffing

7. Who is responsible for delivering labor exchange employer services and is it a dedicated and/or shared role?
8. Will you deliver employer services by center, by region, and/or statewide?
9. What are the roles, responsibilities, and priorities of labor exchange business service representatives?
10. What are the accountable performance metrics for labor exchange business service representatives?
11. What are the roles and responsibilities of Veteran Representatives in the delivery of labor exchange employer services?

Delivery of Quality Labor Exchange Employer Services

12. What are the procedures and protocols to consistently deliver priority employer labor exchange services on a statewide basis?
13. How will you triage the servicing of job orders, determine who will manage them, and how they will be managed?
14. Who has the responsibility to match outward from the job order and not just outward from the job seeker?
15. Who is responsible for ensuring the quality of referrals to staff-assisted, suppressed job openings?
16. How will you ensure the quality of job order and job seeker coding achieve better and more appropriate matches?

17. How will you increase the quantity and quality of job referrals from the center staff to job openings?
18. How will you improve the referral process to increase the number of referrals that convert to hire?

Continuous Improvement of Employer Services

19. What data is available and needed to inform these decisions and to serve as a baseline for continuous improvement?
20. What are your next steps to revitalize, reengineer, and reinvent labor exchange services for employers?

Greg is ready to help you revitalize, reengineer and reinvent your labor exchange services for employers

- ✓ Answer the twenty key questions
- ✓ Facilitate a process to motivate change and adopt statewide procedures for quality service delivery
- ✓ Recommend customized decisions responding to your current economy, diminishing resources, and policy goals
- ✓ Provide tangible, benchmarking examples of what other states are doing to update labor exchange services

Training and technical assistance is available through onsite delivery, webinars, and/or telephone consultation.

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