

InterOffice Memo

Department of Workforce Development

Date: March 22, 2006

File Ref:

To: Job Service Staff, Supervisors, and Directors

Cc: Workforce Development Board Directors; DVR WDA Managers; Job Center Managers

From: Brian Solomon, Director, Job Service Bureau

Subject: **Announcing the Job Order Alert System**

Job Order Policy memos in the past have discussed denial, suspension, or discontinuance of job order services. This memo announces a tracking system for these policy decisions.

Discussion:

The tracking system consists of three components:

- A new **Job Order Alerts web page** to record policy decisions,
- The **JobNet Business email list-serve** to inform staff of new decisions, and
- A staff **reporting procedure**.

The **new web page** is part of the Job Order Quality Assurance web pages and will allow staff to check the status of employers who have been sanctioned. The page is located at:

- http://dwdworkweb/dws/employer_services/jo_quality_assurance/jo_alerts.htm or
- http://workweb.dwd.state.wi.us/dws/employer_services/jo_quality_assurance/jo_alerts.htm for partners using the Extranet.

The **list-serve** is the primary method of communicating policy directives to all staff involved with job orders or JobNet Business. Most of you already are on this list. To sign up, go to <http://www.wisconsinjobcenter.org/signup>. To see the archive of prior messages, go to <http://www.wisconsinjobcenter.org/jobnetbiz>. Any actions to restrict service to a specific employer will be distributed using this list-serve.

Staff reporting is the most important component. In most cases, local staff will be the first to have knowledge of situations requiring action. Local labor disputes and customer complaints regarding companies, job orders, discrimination, sexual harassment, and wages should be reported. There is a link on Job Order Alerts page for reporting local situations.

ACTION REQUIRED:

1. All job center staff involved with writing job orders should be aware of the web site and visit it regularly. If they haven't already, staff should sign up for the list-serve.
2. All Job Center staff should be alert to customer complaints or local news reports that could indicate a need for action. Local staff should notify management when they suspect action may be needed.
3. Be aware that a formal Job Center complaint may be appropriate as well. Each Job Center has a complaint coordinator.

If you have any questions or comments, please feel free to contact Jesus Guerrero at 608-266-0487 or Phil Anderson at 608-261-6974.