



TWS 06-06

December 11, 2006

To: The WorkSource Contractor Management

From: Rodney Bradshaw
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Subject: Reporting Direct Placements and Staffing Agency On-sites

PURPOSE

To inform The WorkSource staff of a change in reporting direct placements and to provide guidance in allocating The WorkSource resources – staff time and office space.

BACKGROUND

We have been concerned for some time about the effort offices make for on-site interviews – and particularly about the percentage of direct placements coming from temporary agencies who repeatedly use our offices to recruit for high-turnover, low-wage work.

CURRENT SITUATION

Reporting Direct Placements

We will now report direct placements from most temporary agencies hiring on-site separately from those made by referrals to other job postings.

Each direct placement will be credited equally to The WorkSource staff and office. We will report the placements in two categories:

- Category 1 - All direct placements except those reported in category 2.
- Category 2 - Direct placements made with staffing agencies interviewing on-site and not interviewing as the payroll agent for a single client company. *For example, Staffmark represents Hewlett Packard when they recruit and hire assembly workers. The WorkSource customers are hired to work at Hewlett Packard but paid through Staffmark. These direct placements will be reported in category 1.*

Allocating The WorkSource Resources to Fulfill our Mission

The WorkSource strives to help employers solve their workforce problems and residents build careers. A quality placement should do both. The WorkSource considers a quality placement one that satisfies both customers – the employer posting the job and the resident accepting the job.

Temporary agencies placing our resident customers in low wage/high turnover jobs seldom provide the best way to help those customers build careers.

We expect career office contractors and office managers to use good judgment when considering using scarce space and staff resources for staffing agency on-site interviews.

Although an office may certainly choose to provide space and limited staff help for staffing/temporary agency on-site events, we expect that managers will limit the frequency of such events and the staff resources devoted to them.

Office managers may choose not to provide space or help as well.

As in all matters concerning employers, we expect that office managers will work closely with business consultants when necessary.

ACTION

1. Career office contractors must make sure office managers implement The WorkSource expectations discussed above.
2. Office managers will ensure their staff are aware of these expectations and will know how the office will implement them.

QUESTIONS

Staff should direct questions to their managers or supervisors first.

Direct questions for the Board staff to Betty Drake betty.drake@theworksource.org, or submit questions to The WorkSource Q&A at <http://theworksource.org/staff/webqa.html>