Employment Security Administration and Policy (ESAP) Cross-Training Plan

Agency: Employment Security Department, ESD

Project Impact
This cross-training plan, for policy staff, will directly impact Washington State unemployment insurance benefit recipients, employers requesting unemployment insurance tax information and the WorkSource system customers with the ability to provide policy guidance in a timely manner with accuracy.

Project Summary

Currently, ESAP's scope of policy responsibility has expanded from working exclusively with UI benefits to subsequently encompassing UI tax and WorkSource System programs. Though the unit's role has expanded, incumbent staff typically maintain subject matter expertise in only one of three areas. This cross-training plan allows for the development of familiarity, knowledge and skill to provide additional skill development with staff in all three areas. As a result, the plan will impact the unit's ability to provide timely and accurate policy guidance.

Currently ESAP is providing policy guidance to UI benefits division, UI Tax division and WorkSource system customers 50% of the time within a 72 hour period compared to our target of a 90% response rate in 72 hours, which we want to reach by July 1, 2018.

Improvements made include:
- A comprehensive cross-training development plan
- A comprehensive cross-training schedule
- The creation of a cross-training matrix
- Identifying staff members and the programs they will learn, how they will gain the required knowledge and by when in order to provide accurate policy guidance in a timely manner

Time
Providing timely and accurate policy guidance to UI benefits, unemployment tax and WorkSource system customers

Customer Satisfaction
ESAP policy staff can more quickly respond to request for policy guidance from UI benefits, UI Tax and WorkSource

Employee Engagement
All EASP staff were involved in the cross-training plan

Project Details

Date improvement project was initiated: 6/16/2017
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