


In the
SPOT  *light*

for **BEST PRACTICES**



PERIODICALLY the Gulf Coast Workforce Board recognizes good work going on in The WorkSource system. At their April meeting, Board members were introduced to a staff workgroup that helped the system improve its basic production. The ad hoc group worked to improve production numbers while continuing to concentrate on how to give customers what each wanted and needed to build a successful career. The group showed creativity in making changes to printed materials, orientation scripts for customers, and written directions for staff on how to count. It also identified changes that were needed in the management of information systems and helped solve several customer service problems.

Nory Angel, Workforce Director, SER

Robyn Antoine, Supervisor, The WorkSource - Denver Harbor, SER

JB Castrinos, Supervisor, The WorkSource - Northwest, Interfaith

Beverly Giles, Manager, The WorkSource - Lake Jackson, Arbor E&T

Larry Greene, Quality Control, Houston Works

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