

WDC Meeting

AGENDA

April 19, 2018
3:00-4:00 p.m.

Tacoma Rail 2601 SR 509 North Frontage Rd., Tacoma WA 98421

- Tim Owens, Chair
- April Gibson, 1st Vice-chair
- TBD, 2nd Vice-chair
- Joyce Conner
- Steve Gear
- April Gibson
- Darci Gibson
- Bruce Kendall
- Dale King
- Mandy Kipfer
- Nathe Lawver
- Mark Martinez
- Tim McGann
- Wayne Nakamura
- Dona Ponepinto
- Patty Rose
- David Shaw
- Dereck Spivey
- Ron Thalheimer
- Blaine Wolfe

WorkForce Central Staff
 Linda Nguyen, CEO
lnguyen@workforce-central.org

Deborah, Howell, COO
dhowell@workforce-central.org

Jan Adams, Executive Assistant
jadams@workforce-central.org

WorkForce Central
 3640 S. Cedar St. Suite E
 Tacoma, WA 98409
www.workforce-central.org

1. Welcome/Call to order/Safety Briefing
2. Introductions
3. Public Comment
4. WorkForce Central Executive Board update – Tim Owens
5. Consent Agenda
 - Approve March 20, 2018 minutes
6. WDC Committee Report Out
 - WDC Pierce Leadership Committee – Lori Strumpf, One Stop System Operator
 - WDC Business Services Committee – Dereck Spivey
 - WDC Youth & Young Adult Services Committee – Dale King
 - Quality Assurance and Certification Committee – David Shaw
7. PY18/FY19 Budget Discussion
8. CEO Report
 - Workforce Bold Goals Next Steps
 - National Association of Workforce Boards Conference Key Learnings
 - Tacoma Pierce County Economic development Board Award to JBLM American Job Center
 - Governor’s Discretionary Funds Upskill Backfill Contract Issue
 - Q3 Title 1 Dashboard
 - Pierce County Pre-Apprenticeship Center Effort
9. Other business
10. Adjourn

Future meetings:

WDC Meeting – Tim Owens, Chair	May 17	3:00-4:00
Business Services Committee – Dereck Spivey, Chair	April 23	8:00-9:00
Youth & Young Adult Services Committee – Dale King, Chair	May 22	10:30-11:30
WDC Pierce County Leadership Committee	June 13	1:00 – 3:00
Quality Assurance & Certification Committee – David Shaw	As needed	

WDC Meeting

MINUTES

March 15, 2018

3:00-4:00 p.m.

Tacoma Rail 2601 SR 509 North Frontage Rd., Tacoma WA 98421

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TBD, 2nd Vice-chair

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Steve Gear

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Attendees: Tim Owens, Tim McGann, Dona Ponepinto, Patty Rose, Nathe Lawver, Mandy Kipfer, David Shaw, Dale King

Staff: Linda Nguyen, Jan Adams, Christian Caple, Caleb Kraai

1. Welcome/Call to order/Safety Briefing

Tim called the meeting to order at 3:03 p.m. Dale provided the safety briefing.

2. Introductions

3. Public Comment

None

4. WorkForce Central Executive Board update – Tim Owens

Tim provided an update from this morning's board meeting.

5. Consent Agenda

• **Approve February 15, 2018 minutes**

Motion to approve made by Dale; seconded by Tim M. Approved.

6. WDC Committee Report Out

a. Youth & Young Adult Committee – Dale King

Dale noted their meeting happening next week in which they will be determining their strategic direction for the year.

b. Business Services Committee – Dereck Spivey

c. Pierce County Leadership Committee – Lori Strumpf

Will report out in April.

d. Quality Assurance & Certification Committee – Dave Shaw

7. Workforce Development Advocacy Agenda Continued – Bold declaration of focus and outcome desired

Linda gave a background explaining the statistics. She noted the Executive Board set a goal of reducing the number (16,214) of disconnected youth & young adults and those (38,475) without a high school diploma or GED by 50% by 2025. Dale noted he will present these two goals to the Youth & Young Adult Committee next week. All agreed with the board to work towards these two goals.

8. CEO Report

• **System Tracking Mechanism Development Update – Caleb Kraai**

Linda gave a background and introduced Caleb who presented the iDashboard overview and development. Dave asked how the wage data are calculated. He suggested citing the source of the data for wages. There was a suggestion to track the number who are receiving other assistance. Linda noted we hope to have this live by July 1

- **PY18/FY19 Initial Budget Discussion**

Linda gave an overview of the process and noted she projected a 5% decrease. Tim noted the board asked to do the budget projection with no change. Motion to keep the budget at a zero growth rate made by Dave; seconded by Dale. Approved.

- **Federal appropriations advocacy for FY18 and FY19**

Linda discussed the advocacy campaign that is currently in progress and asked everyone to join the effort.

- **The Faces of the Unemployed – Christian Cagle**

Linda gave a background and introduced Christian. He presented the data that covers Pierce County.

- **Regional Workforce Development Strategic Planning**

Linda gave an overview of the process that will start in April and noted who the participants will be.

9. Other business

Tim noted the WDC will be asked for input on the CEO evaluation via Survey Monkey, which will be due in about three weeks.

10. Adjourn

Motion to adjourn made by Dave; seconded by Tim M. Meeting adjourned at 3:49

One Stop System Operator (OSSO) Quarterly Report #1
Prepared by Strumpf Associates: Center for Strategic Change
For the Period: October 2017 through March 30, 2018

Strumpf Associates began working as the One Stop System Operator on October 1, 2017. This is the first quarterly report, which includes the timeframe October 2017 through March 30, 2018.

Under WIOA, *at a minimum, the one-stop operator must coordinate the service delivery of required one-stop partners and service providers. Local Workforce Development Boards (WDBs or in WA called WDCs) may establish additional roles of one-stop operator, including, but not limited to, coordinating service providers across the one-stop delivery system.* Locally, the Pierce County Workforce Development Council identified the following as the primary roles of the One Stop System Operator (OSSO).

PROCESS MANAGEMENT: To coordinate service delivery among the MOU partners. To ensure that the system integrators identified in the MOU are developed, designed, executed and sustained.

- Common data collection system, including customer satisfaction
- Information Sharing
- Cross Agency Training/Professional Development
- Common Referral System
- Workforce Skill Standards (common set of ‘work readiness’ competencies)
- Common Technology including an Integrated Platform (for data entry, portal, eligibility applications, etc.)
- Single point of contact, one system approach, for businesses to access services.

LEADERSHIP: To provide facilitation and direction to the partners to identify challenges to system integration. To ensure that all operations adhere to federal, state, and local regulations and policies. To report to the Workforce Development Council, on behalf of the WDC Leadership Committee, on operations, performance and continuous improvement recommendations.

INFORMATION AND ANALYSIS: Provide best and promising practice information and technical assistance based on Strumpf’s national workforce experience and expertise to inform the development and design of the system integrators.

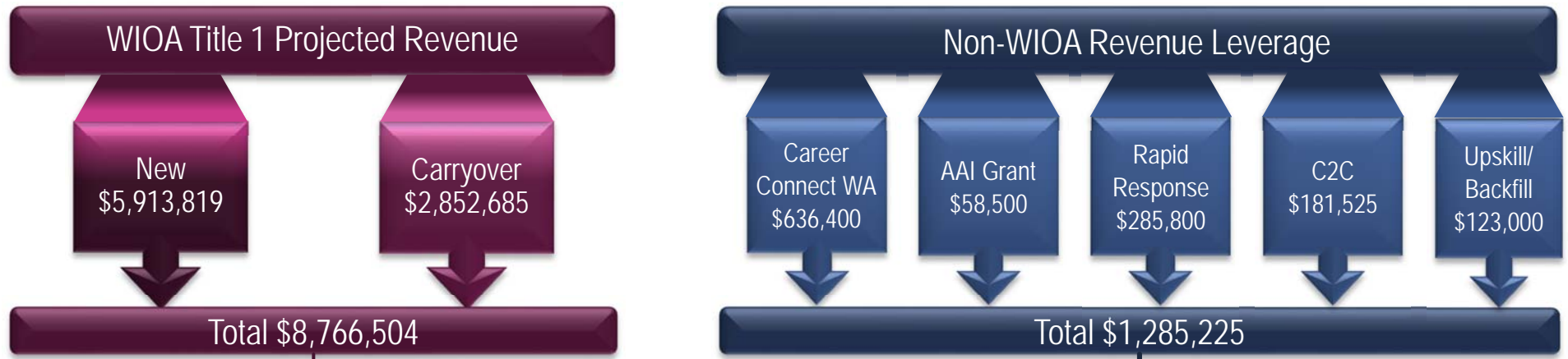
Activities during the quarter that support the roles

- Launched and facilitated 5 Leadership Committee meetings as specified in the MOU.
- Launched and facilitate 4 Subcommittee meetings.
- Conducted 3 meetings with the One Stop Center Leadership Team.
- Recruited a new partner to co-locate at the new center.
- Began the process of identifying key data elements for the WDC and Leadership Committee Dashboards.
- Recruited the Pierce County Accountable Community of Health organization to consider being an MOU partner – to expand capacity and create synergy.

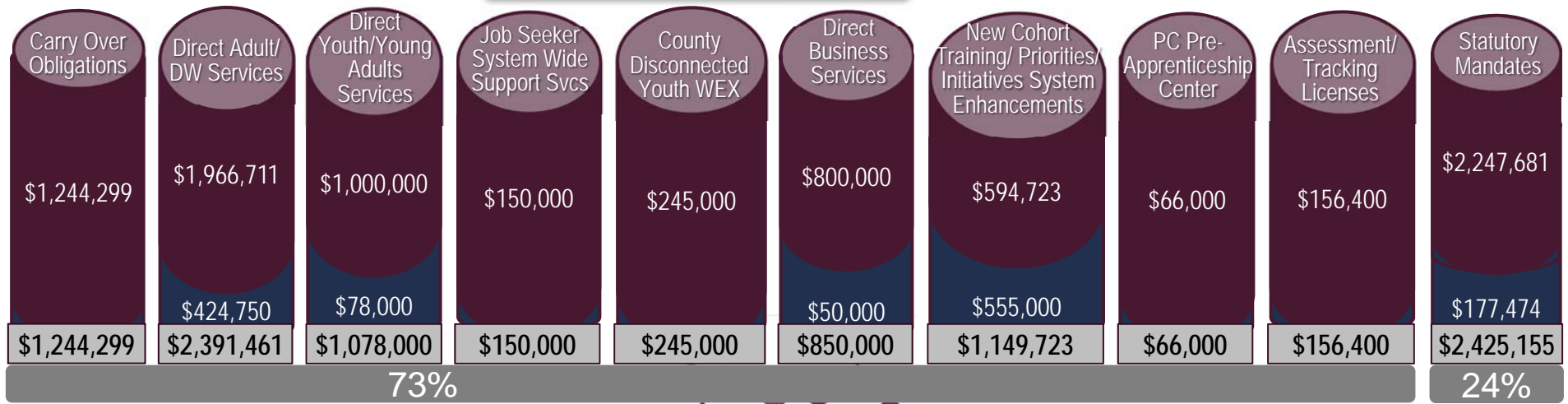
- Provided onboarding to JBLM Leadership Committee member.

Outcomes to Date

- Common data collection tool for customer satisfaction designed and launched.
 - Electronic comment card for job seekers and businesses to be used by all MOU partners
 - I-Dashboards to be used with all partners
- Center Leadership Team expanded to include partners who will be co-located in the new space.
 - Set agenda for the team to work on processes for the new space such as customer flow, communication among partners, handling of customer complaints, job description of the Center Manager.
- Convened three (3) design meetings with Employment Security Department (ESD) and all partners to provide input into the new Center design and layout.
- Obtained an ADA review of the new center facility, both internal and external. Discussed the elements needing improvement with ESD to ensure they were presented to the building owner.
- System Leadership Committee prioritized the design of a common referral system and single point of contact for businesses from the seven (7) system integrators in the MOU.



Grand Total \$10,051,729



DRAFT 1

WorkForce Central
Program Year 2018 / Fiscal Year 2019

Budget Projection - No Change in WIOA Funding

		ADULT	DW	YOUTH	Total	Leverage	ADMIN
REVENUE							
Formula Funding		\$ 1,781,989	\$ 2,250,265	\$ 1,881,565	\$ 5,913,819		\$ 657,091
PY17/FY18 Carry-in Funds		\$ 727,122	\$ 1,025,358	\$ 1,100,205	\$ 2,852,685		\$ 236,938
Secondary sources of Admin Funding							\$ 42,600
Leverage		\$ 19,498	\$ 486,828	\$ 778,899	\$ 1,285,225	\$ 1,285,225	
Total Funds Available		\$ 2,528,609	\$ 3,762,451	\$ 3,760,669	\$ 10,051,729	\$ 1,285,225	\$ 936,629
INVESTMENT AREAS							
PY17/FY18 Carry-in Obligations - Projected (Detail Below)		\$ 382,083	\$ 394,933	\$ 467,283	\$ 1,244,299		5,950
Direct Services							
Job Seeker Contract		\$ 986,711	\$ 980,000	\$ 1,000,000	\$ 2,966,711		
Leverage		\$ -	\$ 424,750	\$ 78,000		\$ 502,750	
Job Seeker System Wide Support Services - Co-Enrollment Required		\$ 50,000	\$ 50,000	\$ 50,000	\$ 150,000		
County Disconnected Youth Paid WEX - 16-24 Years Old		\$ -	\$ -	\$ 245,000	\$ 245,000		
Business Services Contract		\$ 266,667	\$ 266,667	\$ 266,667	\$ 800,000		
Leverage		\$ 16,665	\$ 16,670	\$ 16,665		\$ 50,000	
New Cohort Training/Priority Initiatives/System Enhancements		\$ 135,637	\$ 309,086	\$ 150,000	\$ 594,723		
Leverage		\$ -	\$ -	\$ 555,000		\$ 555,000	
Pierce County Pre-Apprenticeship Center		\$ 33,000	\$ -	\$ 33,000	\$ 66,000		
Assessment/Tracking Licenses		\$ 43,796	\$ 43,809	\$ 68,796	\$ 156,400		
Statutory Mandates	13.5 FTEs	\$ 393,867	\$ 824,688	\$ 433,681	1,652,236		449,914
Leverage		\$ 2,429	\$ 37,920	\$ 113,128		\$ 153,477	
Implementation and oversight of 4 year local Plan							
Conduct Workforce Research and Region Labor Market Analysis							
Convene, Broker and leverage stakeholders and assets							
Lead employer engagement							
Lead career pathways development and implement with secondary and post secondary partners							
Lead effort to identify and promote proven and promising practices							
Develop technology based strategies for service access, engagement and delivery							
Oversee the local service delivery system and programs							
Negotiate local performance accountability							
Select one stop operator(s) and provider(s)							
Identify eligible training providers							
Ensure consumer choice							
Coordinate with education providers							
Approve and oversee budget and comply with federal/state/local laws and regulations in the administration of WIOA							
Statutory Mandates Operational Requirements		\$ 128,251	\$ 293,928	\$ 173,265	\$ 595,445		124,513
Leverage		\$ 404	\$ 7,487	\$ 16,106		\$ 23,997	
Administrative Reserve							323,398
5% Mitigation PY18/FY19		\$ 89,099	\$ 112,513	\$ 94,078	\$ 295,691	-	32,855
Total Budget Need		\$ 2,528,609	\$ 3,762,451	\$ 3,760,669	\$ 10,051,729	\$ 1,285,225	\$ 936,629

DETAIL CARRY-IN OBLIGATIONS - PROJECTED

ECONOMIC DEVELOPMENT PARTNERSHIPS					
Monthly Employment Reports		750	1,000	750	2,500
Sub-Total		750	1,000	750	2,500
TOTAL TRAINING & PLACEMENT INVESTMENTS					
		750	1,000	750	2,500
OTHER OBLIGATIONS					
ResCare PY2017 Youth		-	-	330,000	330,000
Career Path Services PY2017 Direct Services		260,000	240,000	-	500,000
ResCare PY2017 Business Services Provider		76,800	102,400	76,800	256,000
JayRay - Strategic Communications/Outreach		3,000	4,000	3,000	10,000
One Stop System Operator		23,533	23,533	23,533	70,599
One Stop System Facilitation and Technical Assistance		18,000	24,000	18,000	60,000
Youth Committee - FAFA		-	-	15,200	15,200
Sub-Total		381,333	393,933	466,533	1,241,799
TOTAL		382,083	394,933	467,283	1,244,299

FOR IMMEDIATE RELEASE

TACOMA, Wash. – The Economic Development Board (EDB) for Tacoma-Pierce County recognized the creation of the WorkSource site at Joint Base Lewis McChord (JBLM) as one of its “Excellent 10” award recipients during its annual meeting on Thursday at the Greater Tacoma Convention Center.



The EDB’s annual Excellent 10 awards seek to recognize 10 economic development projects that made a positive impact on the local economy and were either worked on or completed between January and December of the previous year.

Located at the Hawk Transition Center, the WorkSource JBLM site – an affiliate site within the WorkSource Pierce network – opened in July as the most comprehensive American Job Center site on a military base in the United States. A partnership between WorkForce Central, the Pacific Mountain (PacMtn) Workforce Development Council (serving Thurston, Grays Harbor, Lewis, Mason and Pacific counties), JBLM and other stakeholders led to the site’s creation.

“Workforce development and economic development must go hand-in-hand if we want to cultivate a thriving economy in Pierce County,” said Linda Nguyen, CEO of WorkForce Central. “We are thrilled to work closely with an Economic Development Board that recognizes not only the importance of this project and our military community, but the importance of workforce development and the WorkSource Pierce system to the health of our economy.”

WorkSource JBLM is home to the highly successful Camo2Commerce program, offered via a partnership between PacMtn and WorkForce Central. Since its inception, Camo2Commerce – which offers services such as career counseling, on-the-job training opportunities, civilian career skills programs and more to transitioning military personnel and their families – has placed more than 1,200 participants into jobs. This is important not only for the jobseekers who are entering new careers, but for local Pierce County businesses who rely on the WorkSource Pierce system to help find the talent they need.

Camo2Commerce has declared 2018 the “Year of the Spouse,” with a focus on expanding services to spouses of military service members.

WorkSource JBLM is one of eight WorkSource affiliate sites in Pierce County, in addition to the comprehensive One-Stop WorkSource Pierce Job Center.

WorkForce Central strengthens the Pierce County economy by identifying skill gaps between jobseekers and employment opportunities, fostering data-driven decision making, and connecting workforce development partners into a cohesive, collaborative and effective network.

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A proud partner of the AmericanJobCenter network

April 10, 2018

Ms. Eleni Papadakis, Executive Director
epapadakis@wtb.wa.gov
WA State Workforce Training and Education Coordinating Board
128 – 10th Avenue Southwest
Olympia, WA 98501

Dear Eleni:

The process for negotiating performance measures for Title IB of the Workforce Innovation and Opportunity Act programs in the State of Washington is in the initial phase of development and will soon move into actual negotiations with the twelve local Workforce Development Councils.

The Washington Workforce Association and its members discussed the upcoming process at its April Board meeting. We are very concerned that after nearly four years of transitioning from the Workforce Investment Act to the Workforce Opportunity and Innovation Act, the State of Washington has made little progress in providing complete and reliable data for the federal performance negotiation process. Absent reliable performance data that is collected, tracked and reported by Washington State, the twelve local Workforce Development Boards (LWDBs) cannot in good faith negotiate federal performance targets for the new program year.

Locally, the Workforce Development Boards are led by private sector executives and decision makers in collaboration with the Chief Elected Officials. These individuals are responsible for stewardship of the workforce development funds that are allocated to their respective areas. To provide them with a performance system that is based on partial or unreliable data does not reflect the principles of accountability, strategic planning, and quality improvement that drive their decision-making. More importantly, it does not allow the local areas to have the data necessary to best serve and meet the needs of our customers.

Every effort should be put into resolving this issue immediately. LWDBs are aware that Washington State and the U.S. Department of Labor have temporarily eased any sanctions related to performance. However, LWDBs and their Chief Elected Officials hold themselves accountable and meaningful performance data is necessary to guide operational decision-making and ensure local workforce systems are effectively serving the needs of their customers and their communities.

Thank you for your attention to this matter. We look forward to reviewing the strategy that the Workforce Training and Education Coordinating Board is proposing to utilize in its negotiations with DOL in light of the absence of complete and reliable data, and seeing what changes the State Workforce Training and Education Coordinating Board is able to make in this area.

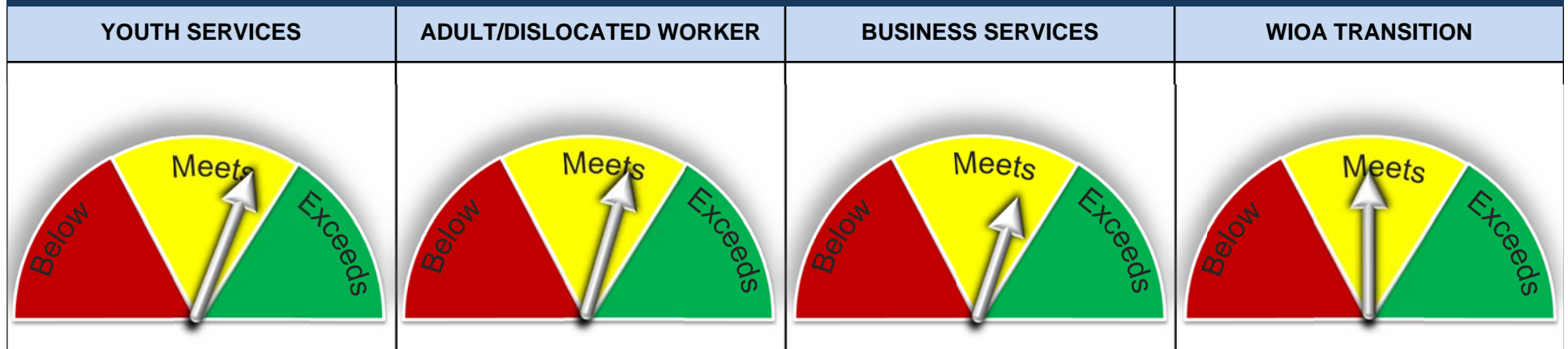
Sincerely,



Linda Nguyen, President
Washington Workforce Association

cc: Perry England, Workforce Training Board Chair
John Aultman, Governor's Office
John Bailey, Department of Labor, Region 6
Carol Padovan, Department of Labor, Region 6
Washington Workforce Association Members – Local Workforce Development Council Executives

Q3 Summary of Dashboard: Adult/DW/Youth PY17/FY18



The summary sheet is designed to give a snapshot of progress overall. Not all items are reflected on the summary sheet but can be found the detail dashboard. Items in red lettering indicate that we are implementing action plans to increase outcome.

YOUTH SERVICES	ADULT/DISLOCATED WORKER	BUSINESS SERVICES	WIOA TRANSITION																																																																																																																																																												
<p>JOB SEEKER (RESCARE)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Target</th> <th>YTD Actual</th> </tr> </thead> <tbody> <tr><td>• Placements</td><td>68.8%</td></tr> <tr><td>• Degree/Certificate</td><td>53.3%</td></tr> <tr><td>• Median Earnings</td><td>\$2,282</td></tr> <tr><td>• 4th Qtr Placements</td><td>65.9%</td></tr> <tr><td>• Enrollments</td><td>340 300</td></tr> <tr><td>• Exits to Emp./Education</td><td>107 74</td></tr> <tr><td>• Tacoma/Pierce Split</td><td>50%/50% 54%/46%</td></tr> <tr><td>• In School/Out</td><td>20%/80% 20.6%/79.4%</td></tr> </tbody> </table> <p>Work Base Training</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr><td>• Other Summer Emp./Intern (WEX)</td><td>45</td><td>38</td></tr> <tr><td>• On the Job Training</td><td>7</td><td style="color: red;">2</td></tr> </tbody> </table> <p>YouthWorks Program</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr><td>• Graduation Coaches</td><td>250</td><td>626</td></tr> <tr><td>• Career Goals</td><td>1,500</td><td>1415</td></tr> <tr><td>• Career Cruising</td><td>1,400</td><td>1394</td></tr> <tr><td>• Enrollments</td><td>64</td><td>62</td></tr> <tr><td>• Student Internships</td><td>125</td><td>190</td></tr> <tr><td>• Increase Grad Rate</td><td>83%</td><td>86.1</td></tr> <tr><td>• Career Day</td><td>\$40k/2k</td><td>\$29.5k/2,152</td></tr> <tr><td>• Health Career Day</td><td>\$25k/800</td><td></td></tr> </tbody> </table>	Target	YTD Actual	• Placements	68.8%	• Degree/Certificate	53.3%	• Median Earnings	\$2,282	• 4 th Qtr Placements	65.9%	• Enrollments	340 300	• Exits to Emp./Education	107 74	• Tacoma/Pierce Split	50%/50% 54%/46%	• In School/Out	20%/80% 20.6%/79.4%	• Other Summer Emp./Intern (WEX)	45	38	• On the Job Training	7	2	• Graduation Coaches	250	626	• Career Goals	1,500	1415	• Career Cruising	1,400	1394	• Enrollments	64	62	• Student Internships	125	190	• Increase Grad Rate	83%	86.1	• Career Day	\$40k/2k	\$29.5k/2,152	• Health Career Day	\$25k/800		<p>JOB SEEKER (CAREER PATH)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Target</th> <th>YTD Actual</th> </tr> </thead> <tbody> <tr><td>Enrollments</td><td></td></tr> <tr><td> Adult</td><td>340 301</td></tr> <tr><td> Dislocated Worker</td><td>380 467</td></tr> <tr><td>Career Fair</td><td></td></tr> <tr><td> Events</td><td>2 2</td></tr> <tr><td> Adult Job Seekers</td><td>300 331</td></tr> <tr><td>Follow-up Services</td><td>190 204</td></tr> <tr><td>ITAs</td><td></td></tr> <tr><td> Adult</td><td>100 75</td></tr> <tr><td> Dislocated Worker</td><td>80 90</td></tr> <tr><td>Cohort Training</td><td></td></tr> <tr><td> Adult</td><td>20 style="color: red;">6</td></tr> <tr><td> Dislocated Worker</td><td>20 14</td></tr> <tr><td>Military Placements</td><td>68 63</td></tr> <tr><td>Work Based Training</td><td></td></tr> <tr><td> OTJ</td><td>5 3</td></tr> <tr><td> Work Experience</td><td>10 5</td></tr> </tbody> </table>	Target	YTD Actual	Enrollments		Adult	340 301	Dislocated Worker	380 467	Career Fair		Events	2 2	Adult Job Seekers	300 331	Follow-up Services	190 204	ITAs		Adult	100 75	Dislocated Worker	80 90	Cohort Training		Adult	20 style="color: red;">6	Dislocated Worker	20 14	Military Placements	68 63	Work Based Training		OTJ	5 3	Work Experience	10 5	<p>BUSINESS SERVICES (TBD)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Target</th> <th>YTD Actual</th> </tr> </thead> <tbody> <tr><td>Sector Partnerships</td><td>4 3</td></tr> <tr><td>Employer Roundtables</td><td>7 4</td></tr> <tr><td>Coordinated Bus. 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• Enrollments	340 300																																																																																																																																																														
• Exits to Emp./Education	107 74																																																																																																																																																														
• Tacoma/Pierce Split	50%/50% 54%/46%																																																																																																																																																														
• In School/Out	20%/80% 20.6%/79.4%																																																																																																																																																														
• Other Summer Emp./Intern (WEX)	45	38																																																																																																																																																													
• On the Job Training	7	2																																																																																																																																																													
• Graduation Coaches	250	626																																																																																																																																																													
• Career Goals	1,500	1415																																																																																																																																																													
• Career Cruising	1,400	1394																																																																																																																																																													
• Enrollments	64	62																																																																																																																																																													
• Student Internships	125	190																																																																																																																																																													
• Increase Grad Rate	83%	86.1																																																																																																																																																													
• Career Day	\$40k/2k	\$29.5k/2,152																																																																																																																																																													
• Health Career Day	\$25k/800																																																																																																																																																														
Target	YTD Actual																																																																																																																																																														
Enrollments																																																																																																																																																															
Adult	340 301																																																																																																																																																														
Dislocated Worker	380 467																																																																																																																																																														
Career Fair																																																																																																																																																															
Events	2 2																																																																																																																																																														
Adult Job Seekers	300 331																																																																																																																																																														
Follow-up Services	190 204																																																																																																																																																														
ITAs																																																																																																																																																															
Adult	100 75																																																																																																																																																														
Dislocated Worker	80 90																																																																																																																																																														
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Dislocated Worker	20 14																																																																																																																																																														
Military Placements	68 63																																																																																																																																																														
Work Based Training																																																																																																																																																															
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Work Experience	10 5																																																																																																																																																														
Target	YTD Actual																																																																																																																																																														
Sector Partnerships	4 3																																																																																																																																																														
Employer Roundtables	7 4																																																																																																																																																														
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Job Openings	900 1,370																																																																																																																																																														
Job Placements	400 438																																																																																																																																																														
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Employer Services																																																																																																																																																															
Employer Services	700 1,154																																																																																																																																																														
Businesses	220 168																																																																																																																																																														
Business Referrals	60 43																																																																																																																																																														
CareerLink Employers	75 77																																																																																																																																																														
JobFest	300																																																																																																																																																														
Apprenticeship/Adv. Training	7 7																																																																																																																																																														
On-the-Job Training	10 7																																																																																																																																																														
Work Experience	10 6																																																																																																																																																														
Training Programs identified	3 2																																																																																																																																																														
1. Implementation/oversight 4-year plan	Ongoing																																																																																																																																																														
2. Workforce Research/Market Analysis	Ongoing																																																																																																																																																														
3. Convene, broker and leverage stakeholders and assets	Ongoing																																																																																																																																																														
4. Lead employer engagement	Ongoing																																																																																																																																																														
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6. Identify/promote proven/promising practices	Ongoing																																																																																																																																																														
7. Develop technology based strategies	Ongoing																																																																																																																																																														
8. Oversee local service delivery system	Ongoing																																																																																																																																																														
9. Negotiate local performance accountability	Ongoing																																																																																																																																																														
10. Select One-stop, Job Seeker and Business Services Providers	Complete																																																																																																																																																														
11. Identify eligible training providers	Ongoing																																																																																																																																																														
12. Ensure consumer choice	Ongoing																																																																																																																																																														
13. Coordinate with education providers	Ongoing																																																																																																																																																														
14. Approve and oversee budget	Ongoing																																																																																																																																																														
Comply with all WIOA Regulations																																																																																																																																																															
SAO Audit	No findings																																																																																																																																																														
ESD Performance Measures	No findings																																																																																																																																																														
Direct Service Provider Monitoring	No findings																																																																																																																																																														

Dashboard Report for Program Year 2017 – Q3 (PY17 = July 2017 – June 2018)

Measures	Annual Goal	Quarterly Outcomes					Comments/ Action Plans	Status	
		1st Qtr	2nd Qtr.	3rd Qtr.	4th Qtr.	YTD/%			
YOUTH & YOUNG ADULT DIRECT SERVICES									
Objective: Provide registered Pierce County youth and young adults with comprehensive and intensive services resulting in attainment of employment and/or education degree or certification. Support student career identification/exploration, increase graduation rates and employment opportunities, and provide a strong link between the workforce development and education initiatives with Public Schools.									
Job Seeker Services Contract (ResCare) Meet all Local Measures and Performance Targets									
• Placement in Employment or Education*	Federal Target	68.8%						Data is currently not available for Federal Targets.	
• Attainment of Degree or Certificate*	Federal Target	53.3%						Data is currently not available for Federal Targets.	
• Median Earnings 2 nd Quarter after exit* (established baseline in PY16)	RWS/Federal Baseline	\$2,282						Data is currently not available for Federal Targets.	
• 4 th Quarter Placement in Employment or Education* (established baseline in PY16)	Federal Target	65.9%						Data is currently not available for Federal Targets.	
• Number of Enrollments* (Carryover from PY16 – 17 in-school; 77 Out-of-school)	WIOA Youth	340	P85/A130	P85/A106	P85/A64	P85/A	300/88%		↑
• Number of Exits*	Youth Exited to employment and/or education	107	P27/A29	P27/A19	P26/A26	P27/A	74/69%		↑
• Tacoma/Pierce County residential split	Enrolled youth in Pierce County(PC)	50%	P50%/50%	P50%/46%	P50%/41%	P50%/	46%	Additional efforts on the YouthWorks program increased the number of City of Tacoma youth enrolled in the third quarter. Now focusing on increasing number of Pierce County youth enrollments	↔
	Enrolled youth in the City of Tacoma(COT)	50%	P50%/50%	P50%/54%	P50%/59%	P50%/	54%		
• In School/Out of School enrollment splits*	Enrolled youth are In-School (ISY)	20%	P20%/A21.1%	P20%/A20%	P20%/23%	P20%/A	20.55%		↑
	Enrolled youth are Out-of-School (OSY)	80%	P80%/A78.8%	P80%/A80%	P80%/77%	P80%/A	79.4%		
Work Base Training – Required by Law									
• Subsidized Employment/Internship (WEX)*		45	P11/A1	P11/A17	P12/A20	P11/A	38/84%		↑
• On the Job Training (OJT)		7	P1/A1	P2/A1	P1/A0	P3/A	2/29%	Reorganized staff duties to place more emphasis on this measure. OJTs for youth are challenging at this time due to labor market conditions and employers hiring youth without using the benefits of OJT	↓
YouthWorks Program: Strengthen educational/career pathways for youth in partnership with Tacoma Public Schools (TPS) and Other Public Schools (Leverage)									
• Students connect with Graduation Coaches for minimum of 10 hrs.		250	P62/A171	P63/A185	P62/A270	P63/A	626/250%	YouthWorks ended 3/31/18. Additional staff assigned to program in Q3 made concerted effort to connect TPS students with services	↑
• Identify Career Goals		1,500	P375/A512	P375/A376	P375/A527	P375/A	1415/94%		↑
• Students complete Career Cruising Assessment		1,400	P350/A446	P350/432	P350/A516	P350/A	1394/99%		↑
• In School WIOA Youth Enrollment		64	P16/A27	P16/A30	P16/A5	P16/A	62/97%		↑
• Student internships (90-hrs/student/school year)		125	P0/A175	P0/A0	P25/A15	P100/A	190/152%		↑
• Graduation rate for TPS schools		83%	P0/A	P83/A/86.1	P83/A	P83/A	86.1%/104%		↑
ADULT/DISLOCATED WORKER DIRECT SERVICES									
Objective: Enable job seekers to identify pathways to success via education and training and preparation for successful job search and employment opportunities.									
• Adult/DW Enrollments (Carryover from PY16 – 17 Adult; 180, DW 221)	Adult	340	P85/A215	P85/A43	P85/A43	P85/A	301/89%	Recruitment strategies, such as referrals from training providers and CBOs provided a continuous flow of referrals. On track to meet PY performance measure with 39 enrollments remaining.	↑
	DW	380	P95/A293	P95/A97	P95/A107	P95/A	497/131%	Enrollment continued steadily in Q3. exceeded total enrollment targets serving 87 additional customers.	↑
• Partner with ResCare to host mini employer and job seeker engagements.	Events	2	P0/A0	P1/A1	P0/A1	P1/A	2/100%	Bus Solutions assisted in creating a targeted hiring event for healthcare sector. The mini event on 2/20, included employers: ResCare Home Care, CHI Franciscan, KWA & Advanced Healthcare. Occupations: CNAs, LPNs, Patient Access Reps, Caregivers, RNs	↑
	Adult /DW Job Seekers	300	P75/A152	P75/A83	P75/A331	P75/A	331/110%	Supported events at both Cedar and Tac Ave WorkSource locations. Hiring events included: Fastenal, Hire Call, ETCH, AeroTech, ABM Housekeeping. As a result, with referral from case managers and front end staff, there were 96 attendees referred	↑
• Assist job seekers with employment resources (job leads, employment portfolios, employer events leading to employment. working with ResCare when engaging employers)		190	P48/A30	P48/A61	P48/A113	P46/A	204/107%	We had an increase in Employed Exits in both Adult and DW. To date, we have exceeded the 190 target on the dashboard. We will continue the SMART plan implemented at the end of Q2 as we work to further exceed our employed exit goal. SMART plan includes: monthly exit goals for individual staff, weekly check in on progress to exit strategy and referring job seekers to hiring events	↑

Measures	Annual Goal	Quarterly Outcomes					YTD/%	Comments/ Action Plans	Status
		1 st Qtr	2 nd Qtr.	3 rd Qtr.	4 th Qtr.				
• Individual Training Accounts (ITAs) to serve students	Adult	100	P25/A25	P25/A26	P25/A24	P25/A	75/75%	Started 24 new Adult ITAs, supporting training in Healthcare, Constr. and IT sectors. On pace to meet target working with community colleges for Spring quarter, dental assisting and Project Mgmt programs	↑
	DW	80	P20/A45	P20/A18	P20/A27	P20/A	90/113%	Q2 started new DW emphasizing IT, Healthcare and Administrative training, such as HR certifications. Examples of training providers include UWT, Pierce College, Pacific NW Driving, TCC, Bates, Clover Park, Blossom, Excel and ProCare.	↑
• Students in cohort training	Adult	20	P5/A6	P5/A0	P5/A	P5/A	6/30%	No new cohorts occurred this quarter. We began identifying training providers that may be interested in utilizing a cohort model (i.e., Dental Assisting certification through National Dental Assisting School).	↓
	DW	20	P5/A0	P5/A14	P5/A	P5/A	14/70%		↔
• Place military transition members in employment in partnership with other resources		68	P17/A13	P17/A27	P17/A23	P17/A	63/92%	We continue to anticipate a large exit percentage through Q4 as current caseload continue to transition and gain employment, supported by credentials earned by completing CSP approved trainings.	↑
• Coordinate with Business Services to provide work based training	On-the-Job Training	5	P1/A1	P1/A1	P2/A1	P1/A	3/60%	Partnering w/ResCare, started 3 OJTs. CPS and ResCare teams meet weekly to discuss OJT opportunities and to refer job seekers	↔
	Work Experience	10	P2/A2	P3/A1	P2/A2	P3/A	5/50%		Started two new WEXs and have 5 additional WEX candidates in the pipeline for Q4 with approved host sites.

ONE STOP SYSTEM OPERATION WIOA LEVERAGE

Objective: Support a seamless interactive customer service delivery system

• Common data collection system, including customer satisfaction	Narrative Only							In progress/development	
• Information Sharing								In progress	
• Cross Agency Training/Professional Development								In progress	
• Common Referral System								In progress	
• Workforce Skill Standards (common set of 'work readiness' competencies)								In progress	
• Single point of contact, one system approach, for businesses to access services.								In progress	

BUSINESS SOLUTIONS

Objective: Coordinate business services to support employer needs

• Convene and facilitate new sector partnerships –strengthen regional partnerships		4	P1/1A	P1/1A	P1/A1	P1/A	3/75%		↑
• Convene employer engagement via employer roundtables		7	P1/A1	P2/A2	P2/1A	P2/A	4/57%	Conducted Warehouse/Logistics Roundtable. IT/Cyber Security anticipated in March but delayed until Q4. Remainder achievable by Q4 .	
• Direct coordinated business services to support employer's needs- List Job openings for businesses and place job applicants	Job Openings	900	P225/A606	P225/A408	P225/A356	P225/A	1370/152%	The total for three quarters exceeds yearly target by 38. This metric will have a continued strong focus in Q4.	↑
	Job Placements	400	P100/A170	P100/A180	P100/A88	P100/A	438/110%		↑
• Provide at least 2 career fairs to include construction and other sectors	Career Fair attendees	2	P0/A0	P1/A1	P0/A0	P1/A	1/50%	JobFest held on April 18, 2018, reported Q4	↑
		500	P0/A0	P0/A0	P0/A	P500/A	0/0%		
• Provide employer services to businesses	Employer Services	700	P175/A626	P175/A180	P175/A348	P175/A	1154/165%	The Suite of Services material have provided interest from employers to utilizing more tools for hiring, such as TalentWise, Prove It and Berke. JobFest community outreach included the Suite of Services, providing additional exposure to the tools and team.	↑
	Businesses	220	P55/A58	P55/A55	P55/A55	P55/A	168/76%		↑
• Increase Employer Engagement – Receive business referrals from Economic Development Board (EDB) and other partners and businesses.		60	P0/A0	P20/23A	P20/A20	P20/A	43/72%		↑
• CareerLink Pierce County: Engage employers with Career Link		75	P18/A18	P19/A19	P19/A40	P19/A	77/103%	Staff did assessment on current mentor participants and developed an outreach strategy on digital and social media outreach, person to person contact, including under represented populations and careers for mentors	↑
• Conduct JobFest Career Fair for WA State youth		300	P0/A0	P0/A0	P0/A	P300/A	0/0%	JobFest Career Fair April 18, 2018 reported in Q4	
• Apprenticeship or other Advanced Training (used by Adult/DW and Youth)*		7	P1/A1	P2/A4	P2/A2	P2/A	7/100%	Through ResCare's Youth program connection to JobCorps, youth staff were able to funnel interested youth into JobCorps through the different programs offered, guidelines and info sessions.	↑
• On-The-Job-Training (OJT) and Work Experience (WEX)* On-the-Job Training Sites	Work Experience Sites	10	P2/A2	P3/A5	P2/A0	P3/A	7/70%	No new sites in Q3. Will have a strong focus in Q4; This metric now added to the weekly scorecard to track execution efforts	↑
		10	P2/A2	P3/A3	P2/A1	P3/A	6/60%		↔
• Identify training programs within targeted industries specific to employer's needs.		3	P0/A0	P1/A1	P1/A1	P1/A	2/67%	Working very closely with Niagara Bottling in identifying training programs with Pierce County Skills Center.	↑
• Pierce County Career Day	Leverage partner contributions	\$40,000					\$29,500		↑
	Youth Served	2,000					2,152		
• Health Career Day	Leverage partner contributions	\$25,000							
	Youth Served	800							

Measures	Annual Goal	Quarterly Outcomes					Comments/ Action Plans	Status
		1 st Qtr	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	YTD/%		
STATUTORY MANDATES								
Objective: Respond and support WIOA mandated responsibilities for Chief Local Elected Officers (CLEOS) and Workforce Development Council (WDC). Comply with all WIOA regulations and stay updated on new guidance.								
Activities include but are not limited to the following:	Narrative Only							
1. Implementation and oversight of 4-year Local Plan							Ongoing	
2. Conduct Workforce Research and Region Labor Market Analysis							Ongoing – data reports housed on WFC website. Performing data presentations. New job board in progress.	
3. Convene, Broker and leverage stakeholders and assets							In Progress – Goal: Create a formal process and time line	
4. Lead employer engagement							Ongoing – via round tables, employer hosted events, representation on committees.	
5. Lead career pathways development and implement with secondary and post-secondary partners							In development - partnering with educators and industry experts to review and create career pathways.	
6. Lead effort to identify and promote proven and promising practices							In progress – formalizing vetting process for best practices	
7. Develop technology based strategies for service access, engagement and delivery							To be developed – planning discussions engaged.	
8. Oversee local service delivery system and programs							Ongoing	
9. Negotiate local performance accountability							Ongoing–WFC engaged in performance metrics conversation with State	
10. Select one-stop operator(s), job seeker and business services providers							Completed	
11. Identify eligible training providers							Ongoing	
12. Ensure consumer choice							In process – evaluating customer survey	
13. Coordinate with education providers							Ongoing -	
14. Approve and oversee budget and comply with federal/state/local laws and regulations in the administration of WIOA							Ongoing and budget approval completed.	
Comply with all WIOA regulations								
<ul style="list-style-type: none"> Continue designation as low risk by the State Auditor's Office (SAO) No findings from annual monitoring by Employment Security Department Meet or exceed all federal and local performance measures 	Low Risk No Findings	Low Risk No findings	Low Risk No findings					
<ul style="list-style-type: none"> Complete annual local monitoring of Youth, Adult and DW Programs, including EO <ul style="list-style-type: none"> Provide technical assistance to RWS as it relates to Federal, State and local performance and contractual obligations Common Measure Report Provision Reports Performance Roll-Up Reports Desktop Monitoring Communicate and post policy revisions within 5 days of publication; provide training as needed 	Quarterly Bi-Weekly Monthly Monthly Ongoing						Monitoring of Youth & Young Adult, Adult and DW programs complete.	
<ul style="list-style-type: none"> Manage contracts to include modifications, invoicing, corrective actions, performance monitoring and RFP process when applicable 							Ongoing – Utilizing continuous quality improvement/	
<ul style="list-style-type: none"> Budget Compliance 							Ongoing and in compliance	
5% MITIGATION PY17/FY18								
Objective: Address future cuts and/or support new opportunities.								
	Narrative Only							

GLOSSARY							
B2S	Boots 2 Shoes	ESD	Employment Security Department	NEG	National Emergency Grant	TPCGP	Tacoma-Pierce County Growth Partnership
B2W	Boots 2 Work	FTE	Full Time Employee	OJT	On the Job Training	WDC	Workforce Development Council
C2C	Camouflage 2 Commerce	FY	Fiscal Year	P/A	Planned / Actual	WFC	WorkForce Central
CLEOs	Chief Local Elected Officers	ITA	Individual Training Account	PY	Program Year	WEX	Work Experience
DOL	Department of Labor	LTU	Long Term Unemployed	RFP	Request for Proposal	WIA	Workforce Investment Act
DW	Dislocated Worker	MA	Manufacturing Academy	RFO	Request for Quote	WIOA	Workforce Innovation and Opportunity Act
EDB	Economic Development Board	NAC	Nursing Assistant Certified	RRLTU	Rapid Response Long Term Unemployed	WSSFL	Washington State Service Member For Life Summit
EO	Equal Opportunity	NAWB	National Association of Workforce Boards	SAO	State Auditor's Office	WTECB	Workforce Training, Education and Coordinating Board