

**One-Stop Partner Advisory Subcommittee**

**Agenda**  
**February 14, 2018**  
**8:30 am – 10:30 am**

**Tacoma Rescue Mission**  
**2909 S Adams Street, Tacoma, WA**

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

- I. Referral System Development (Information and Discussion)
  - Design principles:
    - High touch at front end – provide the customer choice
    - Ability to provide access to people
    - Navigation – helping people navigate
    - Expand the access to resources
    - Follow up – ability to have a feedback loop
    - Providing a warm hand off
    - Supported by technology
    - Assessing an individual to help them navigate
- II. Operational Issues (Information Discussion)
  - Center Move (Information)
  - Certification (Information)
  - Agency Updates

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Meeting Dates/Time

Location

December 20, 2017	10:30 am – 12:00 pm	WorkSource Pierce Job Center
January 26, 2018	8:30 am – 10:30 am	WorkSource Pierce Job Center
February 14, 2018	8:30 am – 10:30 am	Tacoma Rescue Mission
March 21, 2018	8:30 am – 10:30 am	WorkSource Pierce Job Center
April 18, 2018	8:30 am – 10:30 am	WorkSource Pierce Job Center
May 16, 2018	8:30 am – 10:30 am	WorkSource Pierce Job Center
June 13, 2018	8:30 am – 10:30 am	WorkSource Pierce Job Center

PIERCE COUNTY  
**WORKFORCE**  
 DEVELOPMENT COUNCIL

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## One-Stop Partner Advisory Subcommittee

Meeting Notes  
January 26, 2018  
8:30 am - 10:30 am

WorkSource Pierce Job Center, Classroom 1  
3650 S. Cedar St, Tacoma, WA

Tim Owens, Chair

April Gibson, 1<sup>st</sup> Vice-chair

TBD, 2<sup>nd</sup> Vice-chair

Joyce Conner

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Dale King

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Wayne Nakamura

Dona Ponepinto

Patty Rose

David Shaw

Dereck Spivey

Ron Thalheimer

Blaine Wolfe

**Present:** Keith Johnson, Michelle McNett, Kelli Johnston, Cristeen Crouchet, Michelle Griffith, Amy Diehr, Jonathan Utrera, Corey Mosesly, Jim Kinney, LaKesha Egardo-Jones, Greg Claycamp, Jaime Prothro, Blake Ingram, Robin Gashi, Lori Strumpf, Deborah Howell

**WFC Staff:** Debbie Lean

**Absent:** James Walker, Don Redford

### I. Revised Charter for Approval (Action)

At the recommendation of the subcommittee, Lori shared the updated Charter with the introductory first paragraph added.

**Action:** Subcommittee Approved Charter as revised.

### II. Referral System Development ((Information and Discussion)

The Leadership Committee chose the Referral Development System integrator as its first priority of work. The Leadership Committee member scheduled to provide the overview of the referral discussions to date could not attend. In their absence, Lori provided an overview of the work and a flowchart (platform) the work to date by the previous workgroup.

The Leadership Committee had a conversation about what they want to tell this group are the critical design principles. The Leadership Committee said it is about ensuring that we have navigators – navigator function when people come in the door that they know enough about what all services are available in the system.

Key principals:

- High touch on the front end based on the customer choice.
- Ability to provide access to people
- Navigation – we are providing navigation. Find out what their needs are and connect appropriately
- Expand the access to resources
- Follow up
- Providing a warm hand off
- Supported by technology
- Providing some assessment to the individual

Leadership Committee is asking that this group provide some sort of product within three months (May). Someone from this group to present at May 16<sup>th</sup> meeting. There can be a check in at their April meeting, if needed.

After discussion about how to structure the subcommittee to begin this work, the subcommittee decided to start this work as a big group conversation and then if we need to break into smaller groups if appropriate. The committee then began the discussion, starting at various points: do we need to know how referrals happen now; do we need to determine what it will look like when it is complete (the will be state); should we begin at the beginning? The Committee decided that we should begin work with the end in mind.

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After discussion about navigator/navigation, it was decided that in the initial thinking we are talking about navigation as a function and Navigator as a resource expert. Navigation as a function happens throughout the system and the system is providing expert Navigators to assist with that function when necessary.

**Action:**

- Jaime Prothro agreed to do some benchmarking research on organizations that use navigation/referral process and bring back to the next meeting
- Corey said he could bring some integrated service delivery assessment tool
- Lori will work on a flow chart from the customer perspective
- Corey will see if someone can come to the next meeting for an overview of the 211 systems, as this may be able to be used as an existing tool/resource.
- For next meeting, subcommittee to 'pre-think' about at your own front door do you have people who do a navigation function (however you define it)

**III. Review of MOU's System Integrators (Information and Discussion)**

Subcommittee reviewed and discussed the 7 MOU System Integrators.

Lori shared the second priority the Leadership Committee chose to work on is Single Point of Contact for business— one system approach for businesses to access service.

WDC has bought a system called I-Dashboard as a platform to collect data system-wide. Partners will be engaged in developing what metrics ought to be and what the drilldowns would look like.