

One-Stop Partner Advisory Subcommittee

Agenda
April 18, 2018
8:30 am – 10:30 am

WorkSource Pierce Job Center
3650 South Cedar Street, Tacoma, WA

- Tim Owens, Chair
- April Gibson, 1st Vice-chair
- TBD, 2nd Vice-chair
- Joyce Conner
- Steve Gear
- 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

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 and Discussion)

- Center Move
- Agency Updates

WorkForce Central Staff
 Linda Nguyen, CEO
lnghuyen@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

<u>Meeting Dates/Time</u>	<u>Location</u>
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
July 11, 2018 8:30 am – 10:30 am	WorkSource Pierce Job Center
August 15, 2018 8:30 am – 10:30 am	WorkSource Pierce Job Center
September 26, 2018 8:30 am – 10:30 am	WorkSource Pierce Job Center
October 17, 2018 8:30 am – 10:30 am	WorkSource Pierce Job Center
November 14, 2018 8:30 am – 10:30 am	WorkSource Pierce Job Center
December 12, 2018 8:30 am – 10:30 am	WorkSource Pierce Job Center

WorkSource Pierce Job Center

Tim Owens, Chair
April Gibson, 1st Vice-chair
TBD, 2nd Vice-chair
Joyce Conner
Steve Gear
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

Present: Keith Johnson, Robin Gashi, Cristeen Crouchet, Kelli Johnston, Michelle Griffith, James Walker, Jim Kinney, Corey Mosesly, Deborah Howell, LaKesha Egardo-Jones, Don Redford, Amy Diehr, Greg Claycamp, Lori Strumpf, Deborah Howell, Blake Ingram

WFC Staff: Debbie Lean

Absent: Jaime Prothro, Michelle McNett, Jonathan Utrera

Presenters: Penny Belcher, Manager of United Way South Sound 2-1-1 and Staff

I. Referral System Development (Information and Discussion)

- Greg gave a report on his discussions with CHI Franciscan and the Transportation Coalition about their partnership experience with 2-1-1. Feedback was very positive. There were a couple of challenges and were very complimentary to the way they were resolved. Believes partnering with 2-1-1 would be a good idea. After discussion, subcommittee agreed to proceed with 2-1-1 as a tool.
- Committee discussed call volume, target population, challenges etc. with Penny Belcher, Manager of 2-1-1 and her staff.
 - Call volume – do not know how to predict that yet.
 - Target Population - There is some WIOA criteria but it is about the system so not everyone in the system will fit into that target.
 - Assessments – Right now there are a variety being used.
 - Referral – One of the charges of the MOU is to create a common referral system.

Action:

- **Subcommittee members will visit the 2-1-1 website and look at their respective agency information and if out of date contact Sara, 2-1-1 data manager at saraht@uwpc.org w/Subject: Workforce Update.**
- **Subcommittee members will also visit the 2-1-1 website and look at other MOU partner information so that we can have a conversation about what was learned about the other agencies.**
- **Penny will investigate what kind of technologies/common system 2-1-1 is using now and inform if there is something we could utilize.**
- **Before next meeting Corey or Penny will send what is in the database currently of the 17 partners that are listed on the MOU (Corey will provide Penny with list of MOU partners).**
- **Robin will send what TRM used for their survey last month. If others have questions, send to Debbie.**

WorkForce Central Staff
Linda Nguyen, CEO
lnghuyen@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

II. Review of Customer Data Collection System (Information)

- Leadership committee is implementing a comment card for job seekers and employers. They have revised the cards based on the samples provided and are now discussing ways to deploy:
 - Job Seeker Comment Card: Icon on all customer computer and signs that they distribute/place where necessary that says please fill out online comment card.
 - Employer Comment Card: 1) For employees that work with businesses put a link in their signature block; 2) define two or three employer journey points where if you are serving an employer you send the comment card with a common message; and 3) when you have an event – load it on laptop and ask that employer fill out card.
- These comment cards are the approved comment cards for the system and pursuant to the MOU, all partners are required to use them.
- Weekly/quarterly reports to one contact person in each organization to distribute to those needed. Contact person should be at a management level – name report (for manager) and no name report (for distribution to staff). Quarterly reports will also be provided to the WDC.

III. Operational Issues (Information and Discussion)

- Center Move:
 - Move has been changed to September 1 instead of July 1.
 - Thanked those that came to the design meetings.
 - Clover Park has asked for a cubicle and is now part of the new center leadership team.
 - DVR did an ADA assessment and ESD will work with the landlord on issues reported.
- Agency updates were given

IV. Next Meeting Discussion Topics

- Create initial assessment questions that the navigator should be asking at the front door using TRM's survey as a starting point.
- Examine how any initial assessment information might get to 211 and then how does 211 get that to the next referring place.
- What commitment can we make to getting information to 211 about when and if slots are closing or not closed.

TRM Education Services Survey

The purpose of this survey is to gather information that will help us understand the factors and motivations that encourage or hinder individuals from participating in job skills and/or education programs. This information will help the TRM Challenge Learning Center make decisions about the programs it offers.

1. What is your gender? **Please check only one box**

- M
- F
- Prefer not to say

2. What is your current age? **Please check only one box**

- Under 18
- 19-25
- 26-30
- 31-35
- 36-40
- 41-45
- 46-50
- 51-55
- 56-60
- 61-65
- 66-70
- 71-75
- Over 76

3. What's your current education level? **Please check only one box**

- No schooling
- Grade 1-5
- Grade 6-9
- Grade 9-12 (no diploma)
- High School Diploma
- High School Equivalent (GED)
- Some college or technical college, no degree
- College or professional degree
- Not Sure/Don't Know

4. How many years have you worked? **Please check only one box**

- 0-1
- 2-5
- 6-10
- 11-15
- 16-20
- 21-25
- 26-30
- 31 or more

TRM Education Services Survey

5. Are you currently working? **Please check only one box**

- No
- Yes, less than 10 hours a week
- Yes, between 11-20 hours a week
- Yes, between 21-30 hours a week
- Yes, between 31-40 hours a week
- Yes, more than 41 hours a week

6. If you are working is it: **Please check only one box**

- Permanent/long-term (expected to last more than 1 year)
- Contract (expected to last less than 1 year)
- Seasonal (expected to last 3-6 months)
- Day Labor/Temporary (varies day-to-day or week-to-week)
- Other: _____

7. If you are working, what is your current hourly wage? **Please check only one box**

- Less than \$11.49
- \$11.50 – 15.99
- \$16.00 – \$20.99
- \$21.00 -- \$24.99
- \$25.00 or more

8. If you are not currently working, are you looking for work? **Please check only one box**

- No, I don't plan to look for work
- Yes, in about 6 months to 1 year
- Yes, in 3-6 months
- Yes, in 1-2 months
- Yes, I am actively looking for work right now

9. If you are not looking for work right now, why are you not looking? **Please check only one box**

- Retired
- Injury/Illness
- Waiting for benefits (SSI, SSDI, L&I, etc.)
- Other: _____

10. Do you have long-term employment goals? **Please check only one box**

- Yes
- No
- Not Sure/Don't Know

TRM Education Services Survey

11. If you do have long-term employment goals, what are they? **Please check all boxes that apply**

- Return to a previous career field
- Enter a new career field where I can apply the skills I already have
- Find a position with on-the-job training in a new career field
- Complete some training to enter a new career field
- Complete a certificate program to enter a new career field
- Complete an apprenticeship to enter a new career field
- Complete a degree to enter a new career field
 - Associate of Arts or Sciences
 - Bachelor of Arts or Sciences
 - Master of Arts or Sciences
 - Other: _____
- Complete a degree to advance in my current career field
 - Associate of Arts or Sciences
 - Bachelor of Arts or Sciences
 - Master of Arts or Sciences
 - Other: _____

12. Do you have any barriers or challenges that are standing in the way of achieving your employment goals?

- Yes
- No
- Not Sure/Don't Know

13. If yes, what are they? **Please check any boxes that apply**

- lack of childcare
- attendance/tardiness
- funds for job-related equipment, clothing, certifications, dues, etc.
- alcohol/substance abuse
- credit check/credit issues
- family break-up
- job loss
- displacement/loss of housing
- aged out of foster care
- lack of job skills
- past or present legal issues/conviction (misdemeanor/felony)
- language barrier
- Other _____

14. Are you lacking any basic educational skills that keep you from obtaining self-sustaining employment? (self-sustaining meaning a job food, clothing, transportation, and shelter) **Please check all boxes that apply**

- Computer/Technology skills
- Math
- Reading
- Writing
- Other _____

TRM Education Services Survey

15. Are you lacking any job skills that you believe are preventing you from obtaining self-sustaining employment?
- Yes
 - No
 - Not Sure/Don't Know
16. If yes, what are they? **Please check all boxes that apply**
- Interviewing techniques
 - Job Search & application skills
 - Resume writing
 - Workplace communication
 - Supervisory skills
 - Other _____
17. Are there barriers that have prevented you from being able to participate in training in the past?
- Yes
 - No
18. If yes, what are they? **Please check any boxes that apply**
- Childcare
 - Transportation
 - Knowledge of available classes
 - Money to pay for classes
 - Work Schedule
 - Priority
 - Housing
 - Health
 - Other - Please describe _____
19. Do you feel you are facing (or have faced) any biases or discrimination that have hindered your ability to get or keep a job?
- Yes
 - No
 - Not Sure/Don't Know
20. If so, what are they? **Please check any boxes that apply**
- Criminal History
 - Religion
 - Race, Culture, or Ethnicity
 - Age
 - Gender
 - Disability
 - Other: _____

TRM Education Services Survey

21. Where have you accessed job search skills, resume writing & soft skills training?

Please check any boxes that apply

- Work Source (Employment Security offices)
- Libraries
- Goodwill
- Tacoma Community House
- DSHS
- MDC
- Community College
- Tacoma Rescue Mission
- Other _____

22. Do you know about the services offered at the TRM Challenge Learning Center?

- Yes
- No

If yes, what do you know and how did you learn about these services?

23. Are there any basic education, computer/technology, or job skills classes you would like to see us offer?

- Yes
- No
- Don't Know

24. If yes, what are they? **Please check any boxes that apply**

- Math
- Reading
- Writing
- Basic Computers
- Internet/Email
- Online Job Search
- Microsoft Office Software
- Google Office Software
- Smart Phones/Apps
- Other: _____

Thank you for taking time to help us improve our services!