

One-Stop Partner Advisory Subcommittee

Agenda
May 16, 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

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 Tacoma, WA 98409
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<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

Meeting Notes
April 18, 2018
8:30 am - 10:30 am

WorkSource Pierce Job Center

Tim Owens, Chair
April Gibson, 1st Vice-chair
TBD, 2nd Vice-chair
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Dereck Spivey
Ron Thalheimer
Blaine Wolfe

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

WFC Staff: Debbie Lean

Absent: Michelle McNett, Don Redford, James Walker

Observers: Kim Ponsler, ESD and Lori Ozios-Townsend, DSB

I. Referral System Development (Information and Discussion)

Action updates:

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.

Response: Some have visited the site for information accuracy and those that haven't will by the next meeting.

Action: 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.

Response: Some have visited the site for information accuracy and those that haven't will by the next meeting.

Action: Penny will investigate what kind of technologies/common system 2-1-1 is using now and inform if there is something we could utilize.

Response: Corey shared that they have identified a way to do this and would like to demonstrate at the next meeting.

Action: 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).

Response: Done

Action: Robin will send what TRM used for their survey last month. If others have questions, send to Debbie.

Response: Robin sent survey to Debbie and it is part of today's agenda packet.

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Survey Drafting:

- By using Tacoma Rescue Mission's survey template, the committee developed survey questions for the navigators/call center operators.
- Committee might decide that a small work group could meet with Penny regarding the questions and ask for any input she may have.

Action:

- *Corey will find out if there is a template of questions that already are being asked by the call center and report at next meeting what they are. If not, committee will look adding to our draft survey (age, education level, etc.)*
- *Debbie and Lori will revise the questions and will send a draft out prior to the next meeting for review.*

Protocol:

- Committee agreed that the questions once finalized should be the same set of questions (or added questions to an already existing survey) being collected at each agency. Staff may say that it is double data entry but leaders have to be committed to it. It is about the customer's experience and service.
- Things to think about at the door of each agency:
 - Single point of contact or sets of contacts for referrals at each agency with collective training along with 2-1-1 staff.
 - Consider a message and practical detail sheet for customers that all agencies would have at their doors that could be handed out to customers (something welcoming and hopeful).
 - Consider a next appointment card/email to the next partner.
 - Depending on having the 2-1-1 workforce navigation component in place and initial staff training has been conducted, committee set a launch date of October 1st.
 - Once there is a better understanding of the call volume it is hard to determine if United Way 2-1-1 will need some subsidy from this group to support this work. Committee will need to visit this at a later date.

II. Operational Issues ((Information and Discussion)

- Comment Cards: Lori gave an update on the comment card and wants to make sure everyone is getting them on their systems and that they are being distributing them to staff
- Center Move: Move has been changed to September 1
- Agency updates were given

WORKFORCE SYSTEM REFERRAL QUESTIONS DRAFT

The purpose of this questionnaire is to gather information that will help us understand the customer's workforce needs. This information will enable us to make an appropriate referral to a program and/or resource.

1. 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

2. 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

3. 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: _____

4. 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

5. 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: _____

6. 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

7. 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
- Transportation
- Disability
- Accessibility – ADA, technology, access to information
- Other _____

8. Are there skill areas you want to improve? **Please check all boxes that apply**

- Computer/Technology skills
- Math
- Reading
- Writing
- Interviewing techniques
- Job search & application skills
- Resume writing
- Workplace communication
- Supervisory skills
- Other _____

9. Are there barriers that have prevented you from being able to participate in training in the past? If yes, what are they?

- Childcare
- Transportation
- Knowledge of available classes
- Money to pay for classes
- Work schedule
- Priority
- Housing
- Health
- Other - Please describe _____

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

Please check any boxes that apply

- WorkSource Pierce Job Center
- Department of Vocational Rehabilitation
- Department of Labor and Industries
- Department of Social and Health Services/TANF
- Department of Services for the Blind
- WA Employment Security Department
- Job Corps
- Clover Park Technical College
- Pierce College
- Tacoma Community College
- Bates Technical College
- Pierce County Libraries
- Goodwill
- Tacoma Community House
- Tacoma Rescue Mission
- United Way of Pierce County
- Tacoma Housing Authority
- Other _____