

**One-Stop Partner Advisory Subcommittee**

**Agenda**  
**June 13, 2018**  
**8:30 am – 10:30 am**

**WorkSource Pierce Job Center**  
**3650 South Cedar 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
- Nathe Lawver
- Mark Martinez
- Tim McGann
- Wayne Nakamura
- Dona Ponepinto
- Patty Rose
- David Shaw
- Dereck Spivey
- Ron Thalheimer
- Blaine Wolfe

- I. Comment Card Reports (Review and Discussion)
- II. Referral System Development (Information and Discussion)
- III. Single Point of Contact for Business
  - Status Update from WDC Pierce County Leadership Committee
- IV. Operational Issues (Information and Discussion)
  - Center Move
  - Agency Updates

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<u>Meeting Dates/Time</u>	<u>Location</u>
<del>December 20, 2017 10:30 am - 12:00 pm</del>	<del>WorkSource Pierce Job Center</del>
<del>January 26, 2018 8:30 am - 10:30 am</del>	<del>WorkSource Pierce Job Center</del>
<del>February 14, 2018 8:30 am - 10:30 am</del>	<del>Tacoma Rescue Mission</del>
<del>March 21, 2018 8:30 am - 10:30 am</del>	<del>WorkSource Pierce Job Center</del>
<del>April 18, 2018 8:30 am - 10:30 am</del>	<del>WorkSource Pierce Job Center</del>
<del>May 16, 2018 8:30 am - 10:30 am</del>	<del>WorkSource Pierce Job Center</del>
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  
May 16, 2018  
8:30 am - 10:30 am

**WorkSource Pierce Job Center**

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**Present:** Keith Johnson, Corey Mosesly, Don Redford, Amy Diehr, Robin Gashi, Kelli Johnston, Michelle Griffith, Jim Kinney, Blake Ingram, Michelle McNett, Deborah Howell, Lori Strumpf, Jonathan Utrera, Caroline Cabellon

**WFC Staff:** Debbie Lean

**Absent:** James Walker, ESD

**I. Referral System Development (Information and Discussion)**

Corey gave a presentation and provided a flow chart:

- The platform is web based and in the cloud.
- Smart sheet is a project management tool used to create a form for incoming calls or at a partner site and is in the cloud. To have access to any information behind the form, partners will have access to Smart Sheet.
- Partners would only see the referrals that are sent to them. Through the pilot process, the subcommittee will need to discuss how much information should be shared and what should be reported quarterly.
- Everyone would have two smart sheets – referrals received/sent and a network wide referral type. Eventually a dashboard would be added that would be some indicators in terms of how many referrals are in the que that have not been accepted yet, charts – those kind of metrics.

Subcommittee discussed the presentation:

- Connection is the success – this is the quality check on the referral not the outcome.
- Set up to allow a maximum of two separate agency referrals.
- Mandate that a referral reason be noted in the comment section of the form.
- After time, if a customer were referred again you will be able to see him/her in the system and there would be assigned permissions to be able to change any details previously given.
- This system is not a case management system.
- Would like to add a line for an email address to the form.
- Consensus of the committee is that this tool could be utilized easily after staff training.

Standards and Protocol:

- Partners need to identify the people in respective organization that will be the navigators.

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- Navigators would have a protocol that says you must be checking & opening in two business days and there must be a contact made with the customer within three business days from then (5 days total).
- If the matter is urgent, need to pick up the phone and call appropriate partner.
- Need to establish the protocols, create the language for the confidentiality form.
- All partners have to make the commitment to have either the navigator function or the position.
- We will pilot and will want those assigned coming to the training in August.

*Action:*

- *By June meeting, all partner need to identify the people in respective organization that will be the navigators.*
- *Lori will draft a couple of common language sentences for the confidentiality form for subcommittee to review.*
- *Lori will inform the partners that were not present of this discussion:*
  - *ESD*
  - *ResCare*
  - *Library – Jaime Prothro*
  - *Clover Park - Cristeen*

## **II. Operational Issues ((Information and Discussion)**

- Lori gave an update on the comment cards and wants to make sure everyone is getting them on their systems and that they are being distributing them to staff
- Center move has been changed to October 1. Lori is taking a visit to CI Showroom to look at furniture. The lease has not been signed yet – WFC is negotiating based on the ADA report.
- Agency updates were given

PIERCE COUNTY  
**WORKFORCE**  
DEVELOPMENT COUNCIL

**ONE-STOP PARTNER ADVISORY SUBCOMMITTEE**

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