

**WDC Pierce County Leadership Committee**

**Agenda**

**February 14, 2018**

**1:00 pm - 3:00 pm**

**WorkForce Central**

**3640 South Cedar, Suite E, 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. Common Technology (Discussion)
  - I-Dashboards demonstration
  - Begin discussion on data sets
- II. MOU Priorities
  - Single Point of Contact for Business Services (Discussion and Action)
  - Customer satisfaction data collection (Discussion and Action)
- III. Operational Issues Occurring within the System (Information and Discussion)
  - ETO
  - Center Move
- IV. Overview of WFC changed roles and responsibilities (Information and Discussion)

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 Linda Nguyen, CEO  
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Deborah, Howell, COO  
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Meeting Dates/Times

Location

September 22, 2017	8:00 – 10:00 am	WorkForce Central
November 2, 2017	1:00 – 3:00 pm	WorkForce Central
December 21, 2017	1:00 – 3:00 pm	WorkForce Central
January 23, 2018	1:30 – 3:30 pm	Goodwill
February 14, 2018	1:00 – 3:00 pm	WorkForce Central
March 21, 2018	1:00 – 3:00 pm	WorkForce Central
April 18, 2018	1:00 – 3:00 pm	WorkForce Central
May 16, 2018	1:00 – 3:00 pm	WorkForce Central
June 13, 2018	1:00 – 3:00 pm	WorkForce Central

PIERCE COUNTY  
**WORKFORCE**  
DEVELOPMENT COUNCIL

**WDC PIERCE COUNTY LEADERSHIP COMMITTEE**

(formal committee of the WDC approved May 2017)

Title 1 – Employment & Training	<p><b>Linda Nguyen</b> Chief Executive Officer WorkForce Central <a href="mailto:lnguyen@workforce-central.org">lnguyen@workforce-central.org</a></p>	
Title 2 – Adult Basic Education	<p><b>Jason Scales</b> Director of Client Services Tacoma Community House <a href="mailto:jscases@tacomacommunityhouse.org">jscases@tacomacommunityhouse.org</a></p>	
Title 3 – Wagner-Peyser	<p><b>Tim McGann</b> Central Sound Regional Director Employment Security Department <a href="mailto:tmcgann@esd.wa.gov">tmcgann@esd.wa.gov</a></p>	
Title 4 – Rehabilitation Act	<p><b>Mandy Kipfer</b> Supervisor Department of Vocational Rehabilitation <a href="mailto:kipfeaj@dshs.wa.gov">kipfeaj@dshs.wa.gov</a></p>	
DSHS TANF	<p><b>Hillary Bryan</b> Administrator, Community Service Division Department of Social and Health Services <a href="mailto:bryanhhd@dshs.wa.gov">bryanhhd@dshs.wa.gov</a></p>	
1 Affiliate	<p><b>Dan Fey</b> Senior Vice President of Workforce Development Goodwill of the Olympics &amp; Rainier Region <a href="mailto:danf@goodwillwa.org">danf@goodwillwa.org</a></p>	
1 Connection/Satellite	<p><b>Vacant –</b> No connection site yet. Will add in the future</p>	
2 College Workforce	<p><b>Mabel Edmonds</b> Interim Vice President for Instruction Clover Park Technical College <a href="mailto:mabel.edmonds@cptc.edu">mabel.edmonds@cptc.edu</a></p>	<p><b>Susan Cable</b> Director of Workforce Development Pierce College <a href="mailto:scable@pierce.ctc.edu">scable@pierce.ctc.edu</a></p>
1 Required Partners	<p><b>Richard Nannini</b> Project Director Job Corps <a href="mailto:rnannini@nwdesi.org">rnannini@nwdesi.org</a></p>	

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1 Non Required Partner  
(Military)

**Jason B. Matheney**  
Transition Support Specialist  
JBLM, SFL TAP  
[jason.b.matheney.civ@mail.mil](mailto:jason.b.matheney.civ@mail.mil)

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1 Non Voting Member

**Lori Strumpf**  
One-Stop Systems Operator  
[strumpfctr@aol.com](mailto:strumpfctr@aol.com)

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WorkForce Central Staff Contact	
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<b>Deborah Howell, COO</b> 253.254.7618 <a href="mailto:dhowell@workforce-central.org">dhowell@workforce-central.org</a>	<b>Debbie Lean, Executive Assistant</b> 253.414-0141 <a href="mailto:dlean@workforce-central.org">dlean@workforce-central.org</a>
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## WDC Pierce County Leadership Team

Meeting Notes  
January 23, 2018  
1:30 pm - 3:30 pm

### Goodwill of the Olympics & Rainier Region Boardroom 714 South 26<sup>th</sup> 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

Present: Lori Strumpf, Jason Scales, Dan Fey, Mabel Edmonds, Susan Cable, Hillary Bryan, Mandy Kipfer, Tim McGann via phone, Rebecca (Strumpf Associates) via phone

Absent: Linda Nguyen, Rich Nannini, Jason B. Matheney

WorkForce Central Staff: Deborah Howell, Debbie Lean

#### I. MOU System Integrators

Committee reviewed and discussed the 7 MOU System Integrators. The Committee discussed turning the common referral system, which was the first priority to work on, over to the Operations Committee. The Committee discussed a timeline to provide to the Subcommittee. It was decided to recommend a 3-month timeline for completion with a check in, if needed.

Lori shared that the 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.

Tim gave an update on the ETO revamp and the voice of the customer sessions that are occurring around the state.

#### Action:

- Lori will share with the subcommittee at their next meeting the 3-month timeline to complete the common data collection system work.
- Susan to present the referral system to date, including the key principles, at Subcommittee meeting
- Lori will bring draft comment card information to next meeting for review
- Tim will invite an individual to provide an ETO Q&I session

#### II. Priority Setting for MOU Items

By consensus, the committee identified two areas as the next priorities – Common Data collection, beginning with customer satisfaction. In addition, the committee decided to begin work on a Single Point of Contact for business.

Single Point of Contact Challenges:

- Hillary shared that DSHS has Employment Pipeline

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- Mandy shared that DVR has its own process and has staff that work with businesses
- Tim shared that there is a Business Solutions Team

Committee discussed an electronic platform.

- Colleges contract with InVista who uses SalesForce
- Tacoma Community House will begin using SalesForce March 31<sup>st</sup>
- WorkForce Central uses it as a tool internally for business solutions

**Action:**

Committee ‘pre-think’ principles around business services for discussion at next meeting.

**III. Operational Issues Occurring with the System**

Lori provided committee with the Partner Commitment Matrix Debbie prepared from each partners MOU Appendix A.

Deborah shared negotiations for a permanent center on State Street are being discussed.

Lori shared that the Center will be the hub of the system and encourage partners to consider having a presence there.

Lori shared that she is working as the OSSO with the current partners who reside in the current temporary space to ensure that they have a set of core processes, leadership team, etc. that move to the new place.

Mabel would like to hear more about WorkForce Central’s changed role within the system.

Lori asked if this was a useful standing agenda item. All agreed it was.

**IV. Report to WDC**

Committee agreed that a report out to the WDC will take place quarterly and believe it is within the One Stop System Operator role to do the reporting.

**Action:** OSSO will report out quarterly to the WDC.