

WDC Pierce County Leadership Committee

Agenda
March 21, 2018
1:00 pm - 3:00 pm

WorkForce Central
3640 South Cedar, Suite E, 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
- 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)
 - 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 (Discussion)
- IV. Overview of WFC changed roles and responsibilities (Information and Discussion)

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

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WDC Pierce County Leadership Team

Meeting Notes
February 14, 2018
1:00 pm - 3:00 pm

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Present: Lori Strumpf, Jason Scales, Susan Cable, Hillary Bryan, Mandy Kipfer, Tim McGann, Rich Nannini, Linda Nguyen, Dan Fey, Mabel Edmonds via phone

Absent: Jeff Wheeler

WorkForce Central Staff: Deborah Howell, Debbie Lean

I. Common Technology

Caleb Kraai, Information Systems and Data Manager for WFC gave an overview of the iDashboard tool and its capabilities. iDashboard is:

- A data visualization software
- Allows for easy analysis of each level of the data set
- Data can be uploaded from a variety of sources (excel, Csv, Salesforce)
- Shared a sample dashboard of what the executive board or WDC might see. Three main sections (which can be drilled down):
 - Job Seeker
 - Customer Satisfaction
 - Business Solutions
- Has capacity to pull data from other software programs as long as there is not a firewall.

Linda shared that to make leadership decisions the WDC wanted something where they could see system wide data. The WDC will be buying licenses for each MOU partner for first year. Linda stated that iDashboards is first and foremost a tool for the WDC to use to carry out their governance role. It is also a tool for the partnership to use to collect and track data for other accountability purposes.

Action:

Debbie will send the common data list the WDC is asking for and committee members need to look at the list and come to the next meeting prepared to decide what would be the one common definition of each data source and then discuss what other data elements we want to see as a one-stop system.

II. MOU Priorities

Single Point of Contact for Business Services (Discussion and Action):
(Tabled until next meeting)

Customer Satisfaction data collection (Discussion and Action):

- A comprehensive customer satisfaction data collection system usually has at least three methods to collect customer data. First method committee chose to use was an electronic comment card for both job seekers and businesses:

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- Comment cards are designed to capture the customer's experience in the moment. The methodology needs to be electronic.
- Until there is a method to manage it locally, Strumpf Associates will host on their website. For job seekers, the comment card would be under our logo on computers at all sites. Recommendation for the business card is that all partners and all staff put the comment card link in signature block "we want to hear from you..."
- Report comes on a weekly basis. Two reports – one you share with all staff and a scrubbed report that goes to the manager.
- Committee reviewed and discussed the draft comment cards Lori sent out prior to the meeting.
 - Job Seeker Card Discussion: Committee reviewed template of questions. After review and discussion number of questions reduced. If we do not get the response rate, we want to see, we can revisit and revamp if necessary.
 - Business Card Discussion: Committee reviewed template of questions. After review and discussion number of questions reduced. If we do not get the response rate, we want to see, we can revisit and revamp if necessary.

Action:

- Lori will revise comment cards and will send out final draft version
- Leadership committee will determine when to launch it – could have it up and operational April 1 if staff training can be organized and IT matters are taken care of.
- Organizations will check on ability to put on systems prior to next meeting.
- Lori will provide Strumpf's IT person, Manny, contact information to Susan and Tim.
- At next meeting, committee members will provide Lori with one person in respective organization that will get the reports and charged with distribution. Also, decide what day of the week reports to be provided.
- Lori will have an implementation discussion with the advisory subcommittee.

III. Operational Issues Occurring with the System

- ETO – Lori shared that at the last meeting people raised legitimate questions about how are we going to make sure that it is user friendly and that all issues are being discussed. Tim shared that those issues are being discussed in the Voice of the Customer sessions and when available, will find out how people who were not invited to the table can get summary/information on the sessions. Linda also will share information as she gets it.
- Center Move – Lori shared that she made a site visit. The space is 19,000 sq. ft. and is very open and light. Most concerns are about accessibility on the outside. Design meeting with ESD and DES is tomorrow at 10:30 am. Invited those present to attend if available.
- Subcommittee – Lori shared that the subcommittee is moving very quickly on the referral work. Had a United Way 2-1-1 presentation today on how we might be able to maximize that. Subcommittee wants to pursue what it really means to move forward with them.

IV. Overview of WFC changed roles and responsibilities

Tabled until next meeting. In the meantime, Leadership Committee was asked to visit WFC's website.