

**WDC Pierce County Leadership Committee**

**Agenda**  
**June 13, 2018**  
**1:00 pm – 3:00 pm**

**WorkForce Central**  
**3640 South Cedar Street, 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
- Nathe Lawver
- Mark Martinez
- Tim McGann
- Wayne Nakamura
- Dona Ponepinto
- Patty Rose
- David Shaw
- Dereck Spivey
- Ron Thalheimer
- Blaine Wolfe

- I. Common Technology (Discussion)
  - IDashboard Presentation
  - 2-1-1 Flow Chart Review
- II. MOU Priorities
  - Single Point of Contact for Business Services (Discussion and Action)
- III. Operational Issues Occurring within the System (Discussion)

WorkForce Central Staff  
 Linda Nguyen, CEO  
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<u>Meeting Dates/Times</u>	<u>Location</u>
<del>September 22, 2017 8:00 – 10:00 am</del>	<del>WorkForce Central</del>
<del>November 2, 2017 1:00 – 3:00 pm</del>	<del>WorkForce Central</del>
<del>December 21, 2017 1:00 – 3:00 pm</del>	<del>WorkForce Central</del>
<del>January 23, 2018 1:30 – 3:30 pm</del>	<del>Goodwill</del>
<del>February 14, 2018 1:00 – 3:00 pm</del>	<del>WorkForce Central</del>
<del>March 21, 2018 1:00 – 3:00 pm</del>	<del>WorkForce Central</del>
<del>April 18, 2018 1:00 – 3:00 pm</del>	<del>WorkForce Central</del>
<del>May 16, 2018 1:00 – 3:00 pm</del>	<del>WorkForce Central</del>
June 13, 2018 1:00 – 3:00 pm	WorkForce Central
July 11, 2018 1:00 – 3:00 pm	WorkForce Central
August 15, 2018 1:00 – 3:00 pm	WorkForce Central
September 28, 2018 1:00 – 3:00 pm	WorkForce Central
October 17, 2018 1:00 – 3:00 pm	WorkForce Central
November 14, 2018 1:00 – 3:00 pm	WorkForce Central
December 12, 2018 1:00 – 3:00 pm	WorkForce Central

Meeting Notes

May 16, 2018  
1:00 pm - 3:00 pm

Tim Owens, Chair  
April Gibson, 1<sup>st</sup> Vice-chair  
TBD, 2<sup>nd</sup> Vice-chair  
Joyce Conner  
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Patty Rose  
David Shaw  
Dereck Spivey  
Ron Thalheimer  
Blaine Wolfe

Present: Lori Strumpf, Susan Cable, Dan Fey, Jason Scales

Absent: Hilliary Bryan, Rich Nannini, Linda Nguyen, Tim McGann, Mabel Edmonds, Jeff Wheeler

Guest: Michelle McNett, Department of Social and Health Services

WorkForce Central Staff: Deborah Howell, Debbie Lean

**I. Common Technology**

IDashboard:

- Caleb will share a revised dashboard with the committee at the June meeting.

Referral Process:

- We have created a partnership with United Way who has the platform to create the referral (2-1-1).
- Focused on equity and technology - All customers get the same level of information and Navigators would access 2-1-1.
- Standards/protocols discussed
- October launch date
- Training will take place August/September

**Action:**

***Walk through 2-1-1 flow chart at June meeting.***

**II. MOU Priorities**

Single Point of Contact for Business Services (Discussion and Action):

- Single point of contact means whoever gets the contact from the business are responsible to navigate to the appropriate place – it is not the business' responsibility.
- What do we need to make that work? System processes, and technology such as Salesforce that can be used to gather the details of what the business needs? Lori has worked Salesforce into the shared cost.
- We are trying to up our game in a way that it would not be just a referral.
- Business Solutions not services Team – we are offering solutions.
- Colleges would have to see how Invista would fit in.
- ESD/WFC have worked a Business Services Plan that is currently being reviewed by Linda.
- Now that there is an MOU, the group who have worked on the draft plan should disband and should now be on the table of the leadership committee and potentially the subcommittee/subgroup.
- Consensus at the table is that this work is more complicated than the referral process but is necessary.
- Other function to consider working with businesses on is retention.
- Need to create common language among the partners.

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**Action:**

*Deborah will talk to Linda about today's discussion, see where she is in the plan review process and once she is done reviewing will send out to the committee for review and discussion at next meeting.*

**III. Operational Issues Occurring with the System (Discussion)**

- 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
- Current center leadership team is working on new center processes and systems so they will have them in place first day at the new center. Lori provided them a list of 10 kinds of processes that they need to be working on and they have prioritized them.

