

One-Stop Partner Advisory Subcommittee

Agenda
September 26, 2018
8:30 am – 10:30 am

WorkSource Pierce Job Center
3650 South Cedar Street, Tacoma, WA

- April Gibson, Chair
- Steve Gear, 1st Vice-chair
- TBD, 2nd Vice-chair
- Joyce Conner
- Darci Gibson
- Bruce Kendall
- Dale King
- Mandy Kipfer
- Nathe Lawver
- Mark Martinez
- Tim McGann
- Dona Ponepinto
- Patty Rose
- David Shaw
- Dereck Spivey
- Ron Thalheimer
- Blaine Wolfe
- Lin Zhou

- I. Comment Card Reports (Review and Discussion)
 - Challenges to agencies not getting responses
- II. Referral System Development (Information and Discussion)
 - Update on funding
 - Review SOPs draft
 - Review Training
- III. Single Point of Contact for Business (Discussion)
- IV. Operational Issues (Information and Discussion)
 - Center Move
 - Agency Updates

WorkForce Central Staff
 Linda Nguyen, CEO
lnguyen@workforce-central.org

Deborah, Howell, Vice President of
 Innovation & Strategy
dhowell@workforce-central.org

Jan Adams, Executive Assistant
jadams@workforce-central.org

WorkForce Central
 3640 S. Cedar St., Suite E
 Tacoma, WA 98409
www.workforce-central.org

<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
August 15, 2018
8:30 am - 10:30 am

WorkSource Pierce Job Center

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Present: Keith Johnson, Michelle McNett, Cristeen Crouchet, Kelli Johnston, Debbie Aoki, Michelle Griffith, Jim Kinney, Robin Gashi, Amy Diehr, Don Redford, Lori Strumpf, Deborah Howell, Wil Yeager Corey Mosesly, Caroline Cabellon

WFC Staff: Debbie Lean

Absent: Jaime Prothro, Blake Ingram, Jonathan Utrera

I. Comment Card Reports (Review and Discussion)

- Subcommittee discussed the increase in comment card completion and how happy they are to see a lot of good feedback.
- If there are comments that have contact information, call/email Kathy at Strumpf Associates and she can provide the pertinent information so that someone can contact the customer.

II. Referral System Development (Information and Discussion)

- Keith and Corey made a great presentation at last month's Leadership meeting. Those in attendance had no issues with the concept.
- Leadership will be meeting today to discuss the \$35,000 cost. Some partners have already committed.
- TCC hosted a meeting between 211 staff and colleges and have committed to another meeting/training. Recommends all partners take advantage of 211 expertise and start those conversations now for preparation.
- Lori shared a training outline draft for review. Corey thinks the buckets looks good but will get feedback from Penny and Denise to see if anything is missing.
- It would be beneficial to have the training in a computer lab. Suggestion: limit time on the overview and more substantial time in the how to use it

Action:

- *Corey will talk to the 211 staff to see if October 15th and/or 16th works for 2 training sessions – 20 per session.*
- *Corey will get feedback on the buckets from 211 staff, Penny and Denise.*
- *Debbie will email subcommittee to determine who from each agency would like to attend a training session.*

III. Single Point of Contact for Businesses

Status update for WDC PC Leadership Committee

- Lori reported that the leadership committee has been focused on the IFA and referral system and recommends this group begin thinking about single point of contact for business.

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- In the MOU discussions there was talk about the vision now being everybody is the single point of contact if they get a call.
- May need to discuss putting a subgroup together that have more expertise in the business solutions world.
- Debbie A. advised the state is having discussions around opening up WAWIN for partners to have access.

IV. Operational Issues (Information and Discussion)

- Debbie A. shared that November is the current month for moving into the new center. One-Stop leadership group is working on flow, seating, etc., agency management working together for messaging.
- Agency updates were given.