

One-Stop Partner Advisory Subcommittee

Agenda
October 17, 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)
- II. Referral System Development (Information and Discussion)
 - Review Training
 - Pilot Launch Details
- III. Single Point of Contact for Business (Discussion)
 - Sales Force Demonstration
- IV. WDC Bold Goals (Overview)
 - System Engagement
- V. Operational Issues (Information and Discussion)
 - Center Move
 - Team Structure and Meeting Schedule in 2019
 - Agency Updates

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 Tacoma, WA 98409
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<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

WorkSource Pierce Job Center

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Present: Keith Johnson, Jaime Prothro, Michelle McNett, Debbie Aoki, Kelli Johnston, Don Redford, Cristeen Crouchet, Corey Mosesly, Robin Gashi, Andrea Samuels, Jonathan Utrera, Lori Strumpf

Guests: Rachel Cade-Williams, observer capacity for Wil Yeager (ResCare)
Jayme Kaniss, observer capacity for Jim Kinney (Goodwill)

WFC Staff: Debbie Lean

Absent: Caroline Cabellon, Amy Diehr, Michelle Griffith

I. Comment Card Reports (Review and Discussion)

- Had a very big week – 46 jobseeker / 5 employers. Some of the comments on the employer report sound like jobseeker comments. Reminded subcommittee to be sure that the appropriate cards are being used.
- Most cards are being completed at the Job Center and the Tacoma Avenue affiliate (ESD/L&I). Linda would like to see more partners participating in the comment card completion and if there are challenges/barriers getting them done to let us know.

II. Referral System Development (Information and Discussion)

Update on Funding:

- We are approx. \$2300 short on what the balance of the referral system would cost. Robin stepped up and said that Tacoma Rescue Mission will contribute an additional 10% of what TRM's contribution was. Lori will talk to the leaders at their meeting on Friday on using that as a standard.
- If other partners agree to contribute to the gap, the WDC will also.

Review SOPs draft:

- Lori shared a draft of the Standard Operating Procedures she and task members, Keith Johnson and Robin Gashi prepared. Lori will take feedback that was provided, make revisions accordingly and email out for further review/comments.

Review Training:

- Lori shared the Debbie has been keeping track of everybody who has signed up for the training. Debbie will send one more email out with a signing up deadline. Empty slots will be offered to agencies that expressed an interest in sending additional staff to the training. Once finalized, the list will be sent to Corey to take over communication and logistics of the training.
- Corey will double check on how many licenses will be available and will draft something that would be a part of the SOP, which will include a process, notification and licenses.
- Denise from 211 is putting the training packet together. It will cover the framework, principles and concepts.
- This will be a train the trainer type of training.

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Action:

- *Lori will send out a final SOP and ask for an edited/track changes within a week if you see anything else to add.*
- *Debbie will send one final email with a response deadline to the subcommittee to determine who from each agency would like to attend a training session then send participant list to Corey.*
- *Corey will send email out to agencies regarding point of contact/license question and will draft a section for the SOP.*

III. Single Point of Contact for Businesses

- Single Point of Contact for Business Services is one of the MOU commitments.
- Lori would like to have design conversation at this level first and then move it into a task group, if necessary. She will also share some initial framework that have been set up elsewhere.
- Corey shared that the City of Tacoma just released its disparity study with how it does public works contracts and who is working on city jobs. There were many missed opportunities. We need a system that is going to help leverage real time when a business has a need and we have people that have completed different training programs or we have tried to set up a pipeline.
- Lori shared the WDC is just approaching its strategic plan and its strategic plan has two bold goals in it. The other thing being focused on in the strategic plan is building organizational cultural competence, making people feel welcome and leveraging opportunities with businesses.
- This group should be having continual conversations about access issues to our system. Going forward in both the business solutions and the referral process, we need to think about how this group can drive some of those conversations.

Action:

- *Corey will send the subcommittee a copy of the City of Tacoma Report.*
- *Lori will send out information from other areas to help us get started.*
- *Everybody come ready to share what you know about Business Solution's current state.*
- *Lori will talk to Deborah about a demonstration of Salesforce.*

IV. Operational Issues (Information and Discussion)

- Lori shared that due to a delay in new furniture, the move date is now November 15th.
- Agency updates were given.