

**One-Stop Partner Advisory Subcommittee**

**Agenda**  
**November 14, 2018**  
**8:30 am – 10:30 am**

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

- April Gibson, Chair
- Steve Gear, 1<sup>st</sup> Vice-chair
- TBD, 2<sup>nd</sup> 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)
  - Pilot Launch
- III. Single Point of Contact for Business (Discussion)
- IV. WDC Bold Goals (Overview)
  - System Engagement
- V. Operational Issues (Information and Discussion)
  - Systems Thinking
  - Center Move
  - Agency Updates
- VI. Schedule for 2019

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<u>Meeting Dates/Time</u>	<u>Location</u>
<del>December 20, 2017 10:30 am – 12:00 pm</del>	<del>WorkSource Pierce Job Center</del>
<del>January 26, 2018 8:30 am – 10:30 am</del>	<del>WorkSource Pierce Job Center</del>
<del>February 14, 2018 8:30 am – 10:30 am</del>	<del>Tacoma Rescue Mission</del>
<del>March 21, 2018 8:30 am – 10:30 am</del>	<del>WorkSource Pierce Job Center</del>
<del>April 18, 2018 8:30 am – 10:30 am</del>	<del>WorkSource Pierce Job Center</del>
<del>May 16, 2018 8:30 am – 10:30 am</del>	<del>WorkSource Pierce Job Center</del>
<del>June 13, 2018 8:30 am – 10:30 am</del>	<del>WorkSource Pierce Job Center</del>
<del>July 11, 2018 8:30 am – 10:30 am</del>	<del>WorkSource Pierce Job Center</del>
<del>August 15, 2018 8:30 am – 10:30 am</del>	<del>WorkSource Pierce Job Center</del>
<del>September 26, 2018 8:30 am – 10:30 am</del>	<del>WorkSource Pierce Job Center</del>
<del>October 17, 2018 8:30 am – 10:30 am</del>	<del>WorkSource Pierce Job Center</del>
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:** Michelle McNett, Caroline Cabellon, Wil Yeager, Debbie Aoki, Kelli Johnston, Jim Kinney, Michelle Griffin, Amy Diehr, Don Redford, Corey Mosesly, Jaime Prothro, Lori Strumpf, Deborah Howell, Robin Gashi

After discussion, subcommittee agreed that Cheryl Keating, new Center Manager, be added as a member – Welcome Cheryl.

**Absent:** Cristeen Crouchet, Keith Johnson, Andrea Samuels, Jonathan Utrera

**Guests:** Rachel Medina and Anna Moretti from ResCare

**WFC Staff:** Debbie Lean

**I. Comment Card Reports (Review and Discussion)**

- Numbers are getting better.
- 280 computers at the library system now have the icon.
- Michelle is working on getting the icon at JBLM affiliate. Shellie at WFC serves on the leadership team and can help.
- Lori stated now that numerous partners will collectively be under one roof, should we just have WorkSource Pierce Job Center for partners at the center or keep all of the organizations separate. If we need to change it would like to do it before the move. Debbie A. advised that she would like to think about it.

**II. Referral System Development (Information and Discussion)**

Review Training:

- Lori thanked all organizations for getting us to the financial commitment.
- Corey gave an update on how training went. One issue, particularly at the first session, was that some present did not know why they were there other than their boss told them to come.
- Big question that came up was around another communication piece. When should organization bring procedure/policy to 211 or leadership. Lori advised that once we discuss what that should look like, it would just go into the standard operating procedures.
- Subcommittee members who shared feedback stated that it was super simple and 2-1-1 staff were very receptive to feedback and answered questions well.

Pilot Launch Details:

- Recommendation is to launch tomorrow and each organization.
- During the pilot phase Corey will keep track of the referrals being put in to see what is happening and making sure people are checking.

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*Action:*

- *Partners need to communicate better within their organization as to the role of the navigation role around 2-1-1.*
- *Starting tomorrow, partners can begin a launch process within their respective organization.*
- *Lori will work on some check in points on how the pilot is working.*

**III. Single Point of Contact for Businesses**

- Lori shared examples of plans from other areas that includes a possible flow chart for the system.
- ResCare staff gave a demonstration of how Sales Force works.
- Lori shared that leadership team does not want the subcommittee to do a deep dive but to keep trying to design it with an understanding that it will be worked into next year's budget.
- Lori shared that if agreeable, we could discuss the possibility of leveraging what we have, Sales Force.

*Action:*

- *Keep this topic on future agendas for discussion.*

**IV. WDC Bold Goals (Overview)**

- Lori shared the two bold goals and shared that there are two forums scheduled for community input on the draft strategic plan.
- WFC subrecipients are already working toward these bold goals and this group will need to begin work on these also.

**V. Operational Issues (Information and Discussion)**

- Center Move: Scheduled for December 7<sup>th</sup>/8<sup>th</sup>.
- Team Structure and Meeting Schedule for 2019: After discussion, the subcommittee still thinks meeting monthly is important at this time.
- Agency updates were given.