

One-Stop Partner Advisory Subcommittee

Agenda
December 12, 2018
8:30 am – 10:30 am

- 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

WorkSource Center
2121 South State Street, 3rd Floor – Cedar Classroom, Tacoma, WA

- I. Comment Card Reports (Review and Discussion)
- II. Referral System Development (Information and Discussion)
 - Pilot Launch Update from each partner
- III. Single Point of Contact for Business (Discussion)
- IV. WDC Bold Goals (Overview)
 - Overview of feedback from the forums
 - Overview of the emerging plan to address
- V. Operational Issues (Information and Discussion)
 - Center Move
 - Agency Updates

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<u>Meeting Dates/Time</u>	<u>Location</u>
December 20, 2017 10:30 am – 12:00 pm	WorkSource Piercee Job Center
January 26, 2018 8:30 am – 10:30 am	WorkSource Piercee Job Center
February 14, 2018 8:30 am – 10:30 am	Tacoma Rescue Mission
March 21, 2018 8:30 am – 10:30 am	WorkSource Piercee Job Center
April 18, 2018 8:30 am – 10:30 am	WorkSource Piercee Job Center
May 16, 2018 8:30 am – 10:30 am	WorkSource Piercee Job Center
June 13, 2018 8:30 am – 10:30 am	WorkSource Piercee Job Center
July 11, 2018 8:30 am – 10:30 am	WorkSource Piercee Job Center
August 15, 2018 8:30 am – 10:30 am	WorkSource Piercee Job Center
September 26, 2018 8:30 am – 10:30 am	WorkSource Piercee Job Center
October 17, 2018 8:30 am – 10:30 am	WorkSource Piercee Job Center
November 14, 2018 8:30 am – 10:30 am	WorkSource Piercee Job Center
December 12, 2018 8:30 am – 10:30 am	WorkSource Center, Cedar Classroom
January 16, 2019 8:30 am – 10:30 am	WorkSource Center, Pine Classroom
February 6, 2019 8:30 am – 10:30 am	WorkSource Center, Pine Classroom
March 6, 2019 8:30 am – 10:30 am	WorkSource Center, Pine Classroom
April 10, 2019 8:30 am – 10:30 am	WorkSource Center, Pine Classroom
May 8, 2019 8:30 am – 10:30 am	WorkSource Center, Pine Classroom
June 19, 2019 8:30 am – 10:30 am	WorkSource Center, Pine Classroom

Meeting Notes
November 14, 2018
8:30 am - 10:30 am

WorkSource Pierce Job Center

April Gibson, Chair
Steve Gear, 1st Vice-chair
TBD, 2nd Vice-chair
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Present: Keith Johnson, Deborah Howell, Jim Kinney, Michelle McNett, Jaime Prothro, Debbie Aoki, Kelli Johnston, Cheryl Keating, Michelle Griffin, Robin Gashi, Cristeen Crochet, Amy Diehr, Don Redford, Corey Mosesly, Lori Strumpf

Absent: Andrea Samuels, Jonathan Utrera, Caroline Cabellon, Wil Yeager

Guest: Melissa Mallory, Tacoma Rescue Mission

WFC Staff: Debbie Lean

I. Comment Card Reports (Review and Discussion)

- Job seeker comment cards are doing well. Employers are still down.
- Michelle shared that they added a QR code on flyers and it has helped.
- Negative comments are being handled in a timely manner.
- Quarterly report is a great addition. Some are sharing up to their agency leadership.
- Once partners are co-located in the new center, the comment card will be updated by taking the Tacoma Avenue and Cedar Street names off the drop down and replacing it with WorkSource Center.

Action:

- *Michelle will share a sample flyer with the QR code on it for Debbie to send with next month's meeting agenda.*
- *Lori will revise the comment cards by taking the Tacoma Avenue and Cedar Street names off the drop down and replace it with WorkSource Center.*

II. Referral System Development (Information and Discussion)

Pilot Launch:

- Three of the agencies are using the common referral system in full force, others will check in with appropriate staff, and some are doing additional training.
- Michelle/CPS saw one of the customers that was referred to 211 back at the center. He told her that he was happy someone followed up and called him and that he got the help he needed.
- Since it is in early stages of deployment, numbers are too small to make any judgments on how it is working.
- Corey shared that United Way 211 has gotten five referrals, with one turning down services. The calls have been an average of 30-45 minutes. Need to figure out mode of contact. Lori asked that he share with the referring agency the customers' desired mode of contact and put it in notes. There was a suggestion to add to the questionnaire a question regarding best way/time to contact you.
Corey shared that United Way is working on hiring for the workforce development navigator position. They are looking internally and also opening it up to the workforce development system.

Action:

- *Lori asked all that who is representing to check in and make sure things are going well and/or launched.*

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III. Single Point of Contact for Businesses (Discussion)

- After discussion, the subcommittee agreed that it makes sense to use Salesforce and to re-invigorate the current business solutions team by expanding it to other partners beyond ResCare and ESD who provides business services as a core service with a new charter/framework.
- Lori shared that Tim/ESD and WFC staff say we can use some of the business plan that was drafted by them. At the direction of the leadership committee, she will pull out sections that will help with the writing of a new business plan.
- Colleges will loop Invista, the single point of contact for businesses for three of the four colleges in on what the system is working on.
- Biggest issue will be what individual leaders from the leadership are willing to support in terms of licenses for Salesforce.

Action:

- *Lori will begin writing a new business plan.*
- *Cristeen and Kelli will take the lead in having a discussion with Invista, the single point of contact for businesses for three of the four colleges.*

IV. WDC Bold Goals (Overview)

- Deborah shared the two WDC bold goals around young adults who are not working and who are not in school and adults without a high school diploma or equivalent. The goal is to reduce the obstacles they face in accessing education and training and finding meaningful work at a living wage.
- Strategic plan draft was shared at two community forums for input/recommendation. There were a couple of populations not in the room so WFC decided to hold two more community forums scheduled for December in Parkland/Spanaway and Puyallup.
- WFC's new Director of Community Engagement is out connecting in areas that are hard to reach and a Young Adult Council is being developed.
- Through its contracts with WFC, ResCare and CPS are already being attentive to these goals in their work.
- Jaime shared that the library is preparing all of their work plans and budget requests for next year. She shared the WDC's two bold goals with their Foundation and have asked for funding for team services training.

V. System Thinking (Information)

- Corey shared a framework that he would like to get feedback on. A strategy map/inventory would give a high-level picture of what everybody's main interests are, who to partner with and for what and/or who to ask for guidance or feedback.
- Cristeen thinks we should take this same idea with the nested system approach and make it representative of the work we do here with this system.

Action:

- *Corey will send a map of the system link to Debbie to share out.*
- *Lori thinks Cristeen's idea about coming up with a visual that would be about the workforce system and will put this idea on the list to revisit.*

VI. Operational Issues (Information and Discussion)

- Center Move: On schedule for opening for business December 10th.
- Agency updates were given.

VII. Schedule for 2019

- Lori shared the January-June, 2019 meeting schedule with the subcommittee. Debbie will also send meeting invites to members.
- When possible, meetings will be held at the new WorkSource Center.