

**One-Stop Partner Advisory Subcommittee**

**Agenda**  
**July 11, 2018**  
**9:00 am – 10:30 am**

**WorkSource Pierce Job Center**  
**3650 South Cedar Street, 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. Comment Card Reports (Review and Discussion)
- II. Referral System Development (Information and Discussion)
- III. Single Point of Contact for Business
  - Status Update from WDC Pierce County Leadership Committee
- IV. Operational Issues (Information and Discussion)
  - Center Move
  - Agency Updates

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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>
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

**One-Stop Partner Advisory Subcommittee**

**Meeting Notes**  
**June 13, 2018**  
**8:30 am - 10:30 am**

**WorkSource Pierce Job Center**

Tim Owens, Chair  
April Gibson, 1<sup>st</sup> Vice-chair  
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**Present:** Keith Johnson, Cristeen Crouchet, Kelli Johnson, Jaime Prothro, Kevin McCauley, Debbie Aoki, Michelle Griffin, Corey Mosesly, Don Redford, Lori Strumpf, Deborah Howell, Robin Gashi (via phone)

**WFC Staff:** Debbie Lean

**Absent:** Caroline Cabellon, Amy Diehr, Blake Ingram, Jim Kinney, Michelle McNett, Jonathan Utrera

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

- Subcommittee members discussed ways to encourage customers and businesses to complete the comment cards.
- Deborah shared how the WDC will be using this information:
  - Council will use the data to make informed changes and be responsive to the needs of the stakeholders and the customer.
  - Information will be put on the system dashboard
  - Determine if we are on the right track and/or what the gaps might be.
- WFC will create a sign to place at computer devices encouraging customers to complete the comment cards.
- Thank you cards and contests that are monetarily small/easy were suggestions for agencies to encourage staff to ask customers to complete the cards.

*Action:*

- *WFC Staff will prepare and send to all partners signage to place at computer devices encouraging customers to complete the comment cards.*

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

- 211 Staff are comfortable with the timeline: Training in August/September – Launch in October
- The price to have potentially a full time workforce navigator and customizing some of the data system is \$50,000 - \$15,000 (United Way's contribution) = \$35,000.
- Partners will continue to work on identifying internal staff that will be the navigator/have navigation function.
- Subcommittee will work on establishing protocols and metrics.
- Lori will create language for the confidentiality form.
- Chair, Keith Johnson, and United Way staff will giving the 30-minute presentation at the July Leadership committee meeting.

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- Subcommittee members will invite staff who may be in the navigator role at each agency to take part in a demonstration at the next meeting (Demonstration 8:00-9:00 am / subcommittee meeting 9:00 – 10:30 am)
- Subcommittee agreed that if an individual goes straight to 2-1-1 and there isn't a clear idea of what assistance is needed, the referral would go to the one-stop center and they would be responsible to disseminate out to appropriate partner.
- Penny will contact partners to schedule opportunities for 2-1-1 staff to visit partner sites.

*Action:*

- *Subcommittee will work on establishing protocols and metrics.*
- *Lori will create language for the confidentiality form.*
- *Chair, Keith Johnson, and United Way staff will giving the 30-minute presentation at the July meeting.*
- *Subcommittee members will invite staff who may be in the navigator role at each agency to take part in a demonstration at the next meeting (Demonstration 8:00-9:00 am)*

### **III. Single Point of Contact for Businesses (Discussion)**

Status Update from WDC Pierce County Leadership Committee:

- The committee has begun discussions on this work. Highlights of the discussion:
  - 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?
  - Business Solutions not services Team – we are offering solutions.
  - Colleges would have to see how Invista would fit in.
  - ESD/WFC worked on a Business Services Plan but now that there is an MOU, the group who have worked on the draft plan will disband and leadership committee and potentially the subcommittee/subgroup will begin this work.
  - Other function to consider working with businesses on is retention.
  - Need to create common language among the partners.

### **IV. Operational Issues (Information and Discussion)**

- October 1<sup>st</sup> is still the target for the new one-stop center.
- Agency updates were given