

**WDC Pierce County Leadership Committee**

**Agenda**

**December 12, 2018**

**1:00 pm – 3:00 pm**

**WorkForce Central**

**3640 South Cedar Street, Suite E, 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. Common Technology (Update)
  - Common Referral System
  - I-Dashboards
- II. IFA (Update and Discussion)
- III. MOU Priorities (Discussion)
  - Single Point of Contact for Business Services (SalesForce Presentation)
- V. Operational Issues Occurring within the System (Discussion)
  - DVR Priority of Service Update (Mandy)
  - Move update

Meeting Dates/Times

Location

September 22, 2017	8:00 – 10:00 am	WorkForce Central
November 2, 2017	1:00 – 3:00 pm	WorkForce Central
December 21, 2017	1:00 – 3:00 pm	WorkForce Central
January 23, 2018	1:30 – 3:30 pm	Goodwill
February 14, 2018	1:00 – 3:00 pm	WorkForce Central
March 21, 2018	1:00 – 3:00 pm	WorkForce Central
April 18, 2018	1:00 – 3:00 pm	WorkForce Central
May 16, 2018	1:00 – 3:00 pm	WorkForce Central
June 13, 2018	1:00 – 3:00 pm	WorkForce Central
July 11, 2018	1:00 – 3:00 pm	WorkForce Central
August 15, 2018	1:00 – 3:00 pm	WorkForce Central
September 28, 2018	1:00 – 3:00 pm	WorkForce Central
October 17, 2018	1:00 – 3:00 pm	WorkForce Central
November 14, 2018	1:00 – 3:00 pm	WorkForce Central
December 12, 2018	1:00 – 3:00 pm	WorkForce Central
February 6, 2019	1:00 – 3:00 pm	WorkSource Center, Evergreen Room
April 10, 2019	1:00 – 3:00 pm	WorkSource Center, Evergreen Room
June 19, 2019	1:00 – 3:00 pm	WorkSource Center, Evergreen Room

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WorkForce Central  
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WDC Pierce County Leadership Committee

Meeting Notes

November 14, 2018

1:00 pm - 3:00 pm

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  
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David Shaw  
Dereck Spivey  
Ron Thalheimer  
Blaine Wolfe  
Lin Zhou

Present: Susan Cable, Mandy Kipfer, Lori Strumpf, Hilliary Bryan, Don Gauntz

Absent: Mabel Edmonds, Jason Scales, Jayme Kaniss, Tim McGann, Rich Nannini, Jeff Wheeler

WorkForce Central Staff: Debbie Lean

**I. Common Technology**

Common Referral System

- Lori advised that the update from the subcommittee meeting is 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.
- 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.
- Michelle/CPS saw one of the customers that they referred to 211 back at the center. He told her that he was happy someone called him and 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.

Idashboards

- Hilliary shared that Josh is still working with each organization's database administrator/specialist to add in a field that automatically assigns every person a number. WorkForce Central and Tacoma Community House are currently the only partners on board and ready to assist with the pilot.

**Action:**

- **Hilliary will share the data elements with Mandy/DVR again.**
- **Hilliary will follow up with Josh to see if he has made contact with Don/DSHS.**

**II. IFA (Update and Discussion)**

- Lori thanked those that have gotten the IFA signatures back to her.
- Louisa from DSHS/TANF wanted some language change in the signature block only and re-do of the budget to show their contribution. The library's \$200 contribution to the referral system will also be added.
- After Louisa signs, Job Corp will be the only outstanding signature needed. We are unable to obtain that signature due to the fact the contract for Job Corp services was recently up. Rich's organization, which has been the provider reapplied to continue in said capacity but until there is a signed contract, he does not have signing authority.

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- Recommendation to Linda may be that we send the executed MOU/IFA minus Job Corp's signature to all partners and send to the State with a statement that says that the missing signature is not due to a problem we are having in our partnership and then explain the situation. Once we obtain Job Corp's signature, an updated MOU/IFA will go out to all partners.

### **III. MOU Priorities**

#### Single Point of Contact for Business Services (Discussion)

- Single Point of Contact for Business Services is one of the MOU commitments.
- At today's subcommittee meeting there was discussion around using Salesforce. Also agreed to re-energize the team and include all partners who serve businesses as a core function. Suggested that between January-March 2019 we figure out the framework, get the right people on the team, develop a charter, etc.
- The approximate cost of a Sales Force license has already been set out in the IFA.
- ESD is not allowed to use anything that is cloud-based. Don (DVR) and Keith (L&I) will check with their agencies about a work around if they too cannot use anything that is cloud-based.

#### *Action:*

- *Don (DVR) and Keith (L&I) will check with their agencies about a work around if they too cannot use anything that is cloud-based.*

### **IV. Operational Issues Occurring with the System (Discussion)**

- Move Update: On schedule for opening for business December 10<sup>th</sup>.
- Room Calendar: Cheryl Keating, Center Manager was able to find a master calendaring system that is not cloud based.

### **V. Schedule for 2019**

- Lori shared the meeting schedule for 2019.
- When possible, meetings will take place at the new WorkSource Center.