

WDC Pierce County Leadership Committee

Agenda
 August 15, 2018
 1:00 pm – 3:00 pm

WorkForce Central
 3640 South Cedar Street, Suite E, 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. Common Technology
 - Common Referral System (**Action**)
- II. IFA (Update and Discussion)
- III. Dashboard (Update)
- IV. MOU Priorities
 - Single Point of Contact for Business Services (Discussion)
- V. Operational Issues Occurring within the System (Discussion)

WorkForce Central Staff
 Linda Nguyen, CEO
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WorkForce Central
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 Tacoma, WA 98409
www.workforce-central.org

<u>Meeting Dates/Times</u>	<u>Location</u>
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

Meeting Notes

July 11, 2018
1:00 pm - 3:00 pm

April Gibson, Chair

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TBD, 2nd Vice-chair

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Present: Jason Scales, Susan Cable, Linda Nguyen, Don Gauntz, Lori Strumpf, Rich Nannini, Linda Nguyen

Absent: Mabel Edmonds, Tim McGann, Jeff Wheeler

WorkForce Central Staff: Hilliary Bryan, Debbie Lean

Guests: Keith Johnson, Chair of One-Stop Partner Advisory Subcommittee
Corey Mosesly, Subcommittee member and United Way 211 Presenter
Angela Malo, Job Corp

I. Common Technology

- Common Referral System
 - For new members to the committee, Lori gave a background on the MOU and the 7 system's integrators – one of which is the common referral system.
 - The subcommittee has spent a lot of time on their recommendation of South Sound 211 as the system's common referral tool.
 - Very positive feedback of the morning's demonstration to the subcommittee and individuals identified as the navigators for each of the organizations.
 - Presentation from Keith Johnson, Chair of One-Stop Partner Advisory Subcommittee & Corey Mosesly, 211. Highlights on how to enhance the customer's experience:
 - Create a more seamless journey for customers
 - Ensure equity of access for all customers
 - Better tracking system
 - Leadership to make a decision at August meeting on whether to pursue and agree to pay the \$35,000 shared cost for 211 as the systems tool.

Action:

- Leadership to make a decision at August meeting on whether to pursue and agree to pay the \$35,000 shared cost for 211 as the system's common referral tool.

II. MOU Priorities

Single Point of Contact for Business Services (Discussion):

- Tabled

III. Operational Issues Occurring with the System (Discussion)

- Center move is October 1; lease is close to being signed; ESD/WDC will be picking up the overage of \$100,000 (ESD: 60K / WDC: 40K).
- Center leadership team is working together on customer flow, electronic sign in, center manager, security officer.

**WDC PIERCE COUNTY LEADERSHIP COMMITTEE
I-DASHBOARD DATA ELEMENT DEFINITIONS
Revised 6-28-18**

JOBSEEKER

- #Served In System
 - Walk ins (physically or phone):
Definition: Anyone without a scheduled appointment who receives a service including information only.
- Enrolled: This discussion demonstrates the difficulty with creating 'common definitions' as the point at which each organization considers an individual 'enrolled' and/or how the language is used varies widely.
 - Some partners consider an individual 'enrolled' at the application phase. Others consider enrollment when an individual is determined eligible based on the organization's criteria. At affiliate sites there really is no enrollment, as individuals may just come and use the services and if they become eligible/apply, they will be counted in another organizations 'enrolled' pool.
 - Definition for possible consideration could be: 'Enrolled' includes all those that have applied and/or have become eligible based on each organization's criteria. Further drilldown might include further definitions (to be determined).
- Wage Entry/Exit
 - Want to collect information on wages and hours
 - Need to work on getting more validated information – Discussion with ESD
 - Does the WDC care if it is part time/full time

- Where do they live – zip code
 - Zip codes are obtained at various points in the process except for walk in for information only.

Pierce County Zip Codes (we only serve people in Pierce County)

98303	98338	98375	98402	98416	98443	98490
98304	98344	98385	98403	98417	98444	98493
98321	98348	98387	98404	98418	98445	98496
98323	98349	98388	98405	98419	98446	98497
98327	98351	98390	98406	98421	98447	98498
98328	98352	98391	98407	98422	98448	98499
98329	98354	98394	98408	98424	98464	98558
98330	98360	98395	98409	98430	98465	98580
98332	98371	98396	98411	98431	98466	
98333	98372	98397	98412	98433	98467	
98335	98373	98398	98413	98438	98471	
	98374	98401	98415	98439	98481	

- Demographics
 - Gender
 - Drop down box: Male; Female; Gender Choice
 - Age
 - Drop down box: Ages in Groups (16-24, 25-34, 35-44, 45-54, 55-65, 66+)
 - Ethnicity definitions (dropdown box)

Asian	Multi-Racial
Black/African American	Native American/Native Alaskan
Caucasian	Native Hawaiian
Hispanic	Pacific Islander
Latino	Decline to identify

- Employment Status
 - Drop down box: 20 hours or less; 21 hours or more; Not working
- Education level of enrollees
- Job Placement
 - Industry Sector
 - Drop down box: 6 targeted sectors (Health Care; Construction; Military & Defense; Transportation, Warehouse & Logistics; ICT and Cyber Security; Advanced Manufacturing; Other)
 - Job Title
 - Link to **O-Net** (website – has job titles)
 - Location
 - Zip Code (any zip code – not limited to Pierce County)
- #Who went through Technical Skills training and by
 - Sector
 - Drop down box: 6 targeted sectors(Health Care; Construction; Military & Defense; Transportation, Warehouse & Logistics; ICT and Cyber Security; Advanced Manufacturing; Other)
 - School
 - Drop down box: Names of all community and technical colleges from MOU (Clover Park Technical College; Pierce College – Puyallup; Pierce College – Steilacoom; Tacoma Community College; Bates Technical College); Apprenticeship/JATC; Other and the following:
 - Chapman University
 - Devry University
 - DRM CDL Training
 - Evergreen State College, The
 - Green River Community College
 - Highline Community College
 - Pacific Lutheran University
 - Pima Medical Institute
 - Renton Technical College
 - Saint Martin's University
 - Seattle Community College
 - South Puget Sound Community College
 - Trans Union Truck Driving Services LLC
 - University Of Washington, Tacoma
 - Washington State University
 - Western Governors University
 - Commercial Driver Services
 - Bethel School District
 - Training Program
 - Drop down box: Yes / No
- #Who went through Basic Skills training and by
 - School/Community Based Organization
 - Drop down box: All community and technical colleges from MOU (Clover Park Technical College; Pierce College – Puyallup; Pierce College – Steilacoom; Tacoma Community College; Bates Technical College); Tacoma Community House; Tacoma Rescue Mission; Other
 - Program name
 - Drop down box: GED; High School Diploma; High School 21; ESL; Other

- Number Completed Training and by
 - Sector
 - Drop down box: (Health Care; Construction; Military & Defense; Transportation, Warehouse & Logistics; ICT and Cyber Security; Advanced Manufacturing; Other)
 - School
 - Drop down box: Names of all community and technical colleges from MOU (Clover Park Technical College; Pierce College – Puyallup; Pierce College – Steilacoom; Tacoma Community College; Bates Technical College); Apprenticeship/JATC; Other and the following:
 - Chapman University
 - Devry University
 - DRM CDL Training
 - Evergreen State College, The
 - Green River Community College
 - Highline Community College
 - Pacific Lutheran University
 - Pima Medical Institute
 - Renton Technical College
 - Saint Martin's University
 - Seattle Community College
 - South Puget Sound Community College
 - Trans Union Truck Driving Services LLC
 - University Of Washington, Tacoma
 - Washington State University
 - Western Governors University
 - Commercial Driver Services
 - Bethel School District
 - Reason for Training Exit
 - Drop down box: Obtained AA; Obtained BA; Obtained Certification; Employment; Other
- How many people upon entry were receiving
 - Drop down box: Snap; Cash assistance; Child care; Medicaid; Public housing; SSI; Other
- How many people upon exit were receiving
 - Drop down box: Snap; Cash assistance; Child care; Medicaid; Public housing; SSI; Other

CUSTOMER SATISFACTION

- Customer Satisfaction for Job Seeker, Worker and Businesses
 - Lori has already talked to Caleb and he knows which questions on the surveys need to be tracked as part of this dashboard (Jan please ask Lori what she told Caleb then add to this)

BUSINESS SOLUTIONS

- Services Received
 - Drop down of all services listed in Business Solutions Suite of Services
 - Information & Research
 - Industry Trends
 - Labor Market Information (LMI)
 - Occupation Trends Projection
 - Training Research
 - Wage Rate Information
 - Skills Enhancement
 - Apprenticeship
 - Community Work Experience Programs
 - Customized & Transitional Training
 - Incumbent Worker Training (IWT)
 - On-The-Job Training (OJT)
 - Work Experience (WEX)
 - Career Coaching
 - Recruiting/Sourcing
 - Customized Hiring
 - Events/Job Fairs (On & Off-Site)
 - Job Matching (Pre-Screening)
 - Job Posting
 - Partner Presentations
 - Marketing Flyers
 - Resume Review
 - Interviews
 - Rapid Response
 - Outplacement Services
 - Success Workshops
 - Universal Orientation
 - On-Site Career Fairs
 - Job Matching
- # of Open Jobs
 - Use Chumura data to populate
- # of Open Jobs Filled
 - Fill in for a number of how many
- Type of Job
 - Drop down for: Part time 20 less; Full Time 35+ or more; Seasonal
- Hourly wage –
 - Drop down for levels (\$11.50 – 13.00; \$13.01 – 15.00; \$15.01 – 17.00; \$17.01 – 19.99; \$20+)
- # Qualified Applicants Referred to Job Openings
 - #screened for qualifications
 - # of qualified referred
- # of Businesses Served
 - Definition: Businesses receiving services from the suite of services
- # of Repeat Business Customers Served
 - Definition: Repeat per request

Partners we will be obtaining data from (in no particular order so probably A-Z):

DSHS/Department of Vocational Rehabilitation
Department of Labor and Industries
Department of Social and Health Services/TANF
WA Employment Security Department
Job Corps
Clover Park Technical College
Pierce College
Tacoma Community College
Tacoma Community House
The Rescue Mission
Pierce County Rural Library District
Department of Services for the Blind
Goodwill of the Olympics and Rainier Region
Bates Technical College
WorkForce Central
Rescare
Career Path Services
United Way of Pierce County
Tacoma Housing Authority