

**One-Stop Partner Advisory Subcommittee**

**Agenda**  
**January 16, 2019**  
**8:30 am – 10:30 am**

**WorkSource Center**  
**2121 South State Street, 3<sup>rd</sup> Floor – Pine Classroom, 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 Update from each partner
  - Training for new staff (Update)
- III. Single Point of Contact for Business (Discussion)
  - Summary of LT review of Salesforce
  - Review of Business Plan
  - Expand members of the current Business Solutions Team
- IV. WDC Bold Goals (Information)
- V. Operational Issues (Information and Discussion)
  - Center Data Report (Cheryl Keating)
  - Agency Updates

WorkForce Central Staff  
 Linda Nguyen, CEO  
[lnguyen@workforce-central.org](mailto:lnguyen@workforce-central.org)

Deborah, Howell, Vice President of  
 Innovation & Strategy  
[dhowell@workforce-central.org](mailto:dhowell@workforce-central.org)

Jan Adams, Executive Assistant  
[jadams@workforce-central.org](mailto:jadams@workforce-central.org)

WorkForce Central  
 3640 S. Cedar St., Suite E  
 Tacoma, WA 98409  
[www.workforce-central.org](http://www.workforce-central.org)

<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>
<del>November 14, 2018 8:30 am - 10:30 am</del>	<del>WorkSource Pierce Job Center</del>
<del>December 12, 2018 8:30 am - 10:30 am</del>	<del>WorkSource Center, Cedar Classroom</del>
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

One-Stop Partner Advisory Subcommittee

Meeting Notes  
December 12, 2018  
8:30 am - 10:30 am

WorkSource Center

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

**Present:** Keith Johnson, Cheryl Keating, Cristeen Crouchet, Kelli Johnston, Michelle McNett, Michelle Griffith, Debbie Aoki, Jim Kinney, Amy Diehr, Deborah Howell, Lori Strumpf, Wil Yeager, Jaime Prothro, Caroline Cabellon, Corey Mosely, Jonathan Utrera, Cristeen Crouchet, Andrea Samuels

**Guests:** Tamar Jackson, Director of Community Engagement (WFC)  
Julia Brooks, Employment and Training Coordinator (DSHS)

**WFC Staff:** Debbie Lean

**Absent:** Don Redford, Robin Gashi

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

- Comment card completion for both jobseeker and business is going well.
- Reports will be updated to add the WorkSource Center location and Cedar Street and Tacoma Avenue locations deleted.

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

Pilot Launch Update from each Partner:

- Partners gave an update on how the pilot is going.
- Corey will send an email out to every site that is registered to complete a contact information form that includes a place for a phone number that identifies agency navigators. Once information is collected, he will send to Debbie for distribution to the subcommittee.
- A full time staff person has been hired. Penny will take the lead with communicating with partners.
- Some partners shared that they have additional staff that need training.
- United Way has a learning management system called LearnedUpon that is used for onboarding. In the long term, this could be a step to onboarding new navigators.

**Action:**

- *Lori will contact Penny about an additional training opportunity in January.*
- *Corey will send an email out to every site that is registered to complete a contact information form that includes a place for a phone number that identifies agency navigators. Once information is collected, he will send to Debbie for distribution to the subcommittee.*

**III. Single Point of Contact for Business (Discussion)**

- The leadership team is having a demonstration this afternoon on Salesforce. Anybody from the subcommittee who would like to hear the presentation is invited to attend.
- Lori shared that one of the tasks she has is to reframe and rewrite the business plan that the ESD/WFC created and incorporate things we have already agreed to.
- After discussion, the subcommittee agreed that it makes sense to re-invigorate the current business solutions team by expanding it to other partners beyond ResCare

WorkForce Central Staff  
Linda Nguyen, CEO  
[lnguyen@workforce-central.org](mailto:lnguyen@workforce-central.org)

Deborah, Howell, Vice President  
of  
Innovation & Strategy  
[dhowell@workforce-central.org](mailto:dhowell@workforce-central.org)

Jan Adams, Executive Assistant  
[jadams@workforce-central.org](mailto:jadams@workforce-central.org)

WorkForce Central  
3640 S. Cedar St., Suite E  
Tacoma, WA 98409  
[www.workforce-central.org](http://www.workforce-central.org)

and ESD **who provides business services as a core service** with a new charter/framework.

- The team's mission will be to provide workforce development services to businesses in an easy and efficient mechanism and we have called that mechanism a single point of contact.

**Action:**

- *Lori will work on getting a draft of a new business plan written up before next meeting and then discuss who should be part of the expanded team.*
- *Corey will share information on a model called Working Bridge.*

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

- Overview of feedback from forums (Deborah Howell)
  - There have been four additional forums held – two in Spanaway and two in Puyallup. For the most part a lot of similar commentary from the first two forums. Appreciated the strategic plan and thought that almost all of the key sectors in the plan were appropriate.
  - One new thing that came up was getting businesses engaged in childcare challenges/solutions. Also a lot of conversation about collaborating with the Department of Justice.
- Overview of emerging plan to address (Lori Strumpf)
  - Based on the feedback from the six community forums, the WDC is going to be approve the strategic plan in January.
  - Part of the WDC's new approach to this work, is they are very interested in how to keep hearing the community voice and have hired Tamar Jackson as WFC's Director of Community Outreach.
  - Tamar will connect with subcommittee members and begin connecting with appropriate partner groups.

**Action:**

- *Debbie will send Tamar the subcommittee distribution list. He will connect with subcommittee members and begin connecting with appropriate partner groups.*

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

- Center Move (Lori Strumpf)
  - Lori thanked Debbie A. and Cheryl for all of the hard work to make sure everything would be in place to open for business on Monday.
  - Great feedback from customers who have visited the center.
  - Partners who would like to take advantage of space need to contact Cheryl Keating for all scheduling.
  - Lori reminded all that the center is piloting being opened on Tuesdays until 6:30pm. The pilot will run approximately 6 months to determine the success.
  - Lori also gave great credit to the marketing people at ESD and the marketing person at WFC, Candice.
- Agency updates were given.