

One-Stop Partner Advisory Subcommittee

Agenda
February 6, 2019
8:30 am – 10:30 am

WorkSource Center
2121 South State Street, 3rd Floor – Pine Classroom, 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. Comment Card Reports (Review and Discussion)
- II. Referral System Development (Information and Discussion)
 - Pilot Launch Update from each partner
 - Data report (Corey)
 - 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

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<u>Meeting Dates/Time</u>	<u>Location</u>
December 20, 2017 10:30 am 12:00 pm	WorkSource Pierce Job Center
January 26, 2018 8:30 am 10:30 am	WorkSource Pierce Job Center
February 14, 2018 8:30 am 10:30 am	Tacoma Rescue Mission
March 21, 2018 8:30 am 10:30 am	WorkSource Pierce Job Center
April 18, 2018 8:30 am 10:30 am	WorkSource Pierce Job Center
May 16, 2018 8:30 am 10:30 am	WorkSource Pierce Job Center
June 13, 2018 8:30 am 10:30 am	WorkSource Pierce Job Center
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 Center, Cedar Classroom
January 16, 2019 8:30 am 10:30 am	WorkSource Center, Cedar 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
January 16, 2019
8:30 am - 10:30 am

WorkSource Center

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Present: Lori Strumpf, Nicole Fillmore-Meshesha, Julia Brooks, James Hughes, Amy Diehr, Corey Mosesly, Wil Yeager, Michelle Griffin, Kelli Johnston, Cristeen Crouchet, Don Redford, Cheryl Keating, Jaime Prothro, Deborah Howell, Debbie Aoki, Jonathan Utrera, Robin Gashi

Absent: Keith Johnson, Jim Kinney

WFC Staff: Debbie Lean

Guest: Caroline Cabellon

I. Comment Card Reports (Review and Discussion)

- Subcommittee to check with the person within agency who is receiving the report from Lori and ensure they are forwarding to appropriate individuals (including subcommittee members). If there are changes to the distribution list, email Lori with updated contact person information.
- Numbers are going up with most responses coming from Center customers. Would like to see the other sites work on ways to increase comment card completion.
- There were a number of comments around noise, confidentiality and seating/wait time at the new Center. Center leadership is addressing the concerns.
- WDC is working on a public dashboard – coming no later than July 1st. Overall satisfaction rates from comment card will be displayed as will the number of cards completed.

II. Referral System Development (Information and Discussion)

- Pilot Launch Update from each Partner:
 - Corey presented a live dashboard of results of referrals sent/received.
 - One of the issues that was recognized is that when agencies from Cedar Street and Tacoma Avenue consolidated, each agency brought a navigator but the WorkSource Center does not have one. There will be a meeting to discuss this issue later today.
 - Corey will follow up with THA staff and James (CareerTeam) about training.
 - United Way/211 developed quick videos around the process of receiving referrals and giving a referral.
 - Individuals doing referrals should follow the process all of the way through. Each agency should develop a tracking system that works for them. Backup assignment is also encouraged.
 - Corey sent a contact form to everyone that is listed in smart sheet but has not received very many responses. He will put the list in google docs and send to the subcommittee to complete and/or update.
 - DSHS will revisit whether the system will work for specific areas of their agency.
- Training for New Staff:
 - There are close to 20 signed up so far for the training scheduled for January 28th.

Action:

- *Corey will send a link to the short videos around the process of receiving referrals and giving a referral.*
- *Corey will put the agency contact list on google doc s and send out so people can complete/update.*
- *Lori will meet with Center leadership regarding the Center referral navigation issue.*
- *Each agency should develop a referral tracking system that works for them.*
- *Corey will work with THA and CareerTEAM regarding training and agency contacts.*

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III. Single Point of Contact for Business (Discussion)

- Summary of Leadership Team review of Salesforce:
 - Pierce County Leadership Team had a demonstration of Salesforce at last meeting. Leaders present agreed that it would be the proper tool.
 - A price for what a license would cost is approximately \$1400. Leaders are going to back to respective agency to discuss and will be reporting at the next meeting where they are in the discussions or if they have an answer.
- Review of Business Plan:
 - Lori shared that she would send the current plan (ResCare/ESD) to subcommittee for review prior to the next meeting.
- Expand members of the current Business Solutions Team:
 - After discussion, everyone agreed that it would be viable to have one team that is comprised of staff from organizations that provide business services.

Action:

- **Lori will send out the current plan (ResCare/ESD) to review and be prepared to discuss at next meeting.**
- **Lori will send email requesting the following information:**
 - **Who would be on the newly constructed BS Team**
 - **How many Salesforce licenses would you need?**

IV. WDC Bold Goals (Overview)

- Goal #1 - Reduce the number of disconnected young adults, 16 to 24 to 7,650.
 - Deborah shared that she has been meeting regularly with the ABE partner group to help find ways to fill seats.
 - WFC has funded a navigator with an expectation to get out in the community and looking to do some focus group meetings.
- Goal #2 - Reduce the number of residents between the ages of 25 to 64 without a High School Diploma or a GED to 19,237.
 - Lori shared there is a bold goal implementation group consisting of WIOA Title 1 reps.
 - An outreach plan in both goal areas is being finalized.
 - Brand/Logo: PowerUpPierce. There will be a website, Facebook page, etc.
 - At some point the bold goal implementation group will expand beyond WIOA Title 1 and this group will be incorporated into this work in some way in the near future

V. Operational Issues (Information and Discussion)

- Strategy Map/Inventory
 - Corey shared a strategy map/inventory framework that he would like to get feedback on. Subcommittee thinks this would be good but not meant to share in the community. Asked that Corey send this out to think about further.
- Center Data Report (Cheryl Keating)
 - Dec. 10-31 – 959 customers
 - Jan 1-15 – 954 customers who have signed in (hiring events sign in is different – don't have that number yet)
 - Registered on WorkSourceWA –71.5%
 - Would like to encourage everyone to get the word out that the WorkSource Center is open every Tuesday 5-6:30 pm.
 - Informal Open House (community/neighbors) - January 29th 4pm – 6:30 pm
 - Grand Opening will be end of March.
- Agency updates were given.

Action:

- **Corey will send out to everyone to think about. (Discussion at next meeting)**

PIERCE COUNTY
WORKFORCE
DEVELOPMENT COUNCIL

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