

One-Stop Partner Advisory Subcommittee

Agenda
March 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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 Linda Nguyen, CEO
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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

One-Stop Partner Advisory Subcommittee

Meeting Notes
February 6, 2019
8:30 am - 10:30 am

WorkSource Center

April Gibson, Chair
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Present: Keith Johnson, Lori Strumpf, Julia Brooks, James Hughes, Amy Diehr, Corey Mosesly, Wil Yeager, Michelle Griffin, Don Redford, Cheryl Keating, Deborah Howell, Debbie Aoki, Jim Kinney

Absent: Cristeen Crouchet, Nicole Fillmore-Meshesha, Robin Gashi, Kelli Johnston, Jaime Prothro, Jonathan Utrera

WFC Staff: Debbie Lean

I. Comment Card Reports (Review and Discussion)

- Most of the job seeker comment cards are being completed at the Center.
- Subcommittee discussed ways to promote completion of the comment cards at each agency.
- Lori reminded everyone that signage for the comment cards can be requested through her or WFC's Communication Director, Candice Ruud.

II. Referral System Development (Information and Discussion)

- Data Report:
 - Corey sent out a link that everybody could see the real time data/reports.
- Training for New Staff:
 - Cheryl shared that she attended the January training. The training was much shorter than anticipated. Participants were encouraged to watch the videos but there was no hands on or participation on the computers that were set up for each attendee.
 - Many attendees were unsure on why they were attending, what the role of the navigator is and its purpose.
 - Lori asked the subcommittee members to commit to going back to whoever went to the training and make sure they understand their role.
 - The training outline/context that was put together at the time of launch will be added back into the training. In addition, the standard operating procedures must be handed out at every training.
 - Lori asked that Deborah work with WFC Staff to figure out a way where WFC can archive partnerships documents on a shared drive (not on the cloud) that partners could have access to without having access to everything else.
 - Corey reminded everyone that he sent out the google link sheet and asked people to complete who are your navigators/points of contact. Will talk to Denise about resending.
 - Lori would like Corey to put together an announcement of the workforce development navigator and send to Debbie to send out to the subcommittee.

Action:

- *Subcommittee members commit to going back to whoever went to that training and make sure they understand their role.*
- *The training outline/context that was put together at the time of launch will be added back into the training and the standard operating procedures must be handed out at every training.*
- *Corey will put together an announcement of the hiring of the workforce development navigator and forward to Debbie to send out to the subcommittee*

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III. Single Point of Contact for Business (Discussion)

- Summary of Leadership Team review of SalesForce:
 - The Leadership Committee had a demonstration of Salesforce and agreed that it would be the proper tool. Leaders are going to back to their respective agency to discuss and will be reporting where they are in the discussions or if they have an answer.
- Review of Business Plan:
 - Subcommittee members gave feedback and discussed potential changes to the draft integrated business plan ESD and WFC created.
 - Lori will revise the plan, share with the subcommittee and have further discussion at the next meeting.
- Expand members of the current Business Solutions Team:
 - Lori shared that she only had a couple of responses to her email asking for the number of licenses and names of users. Advised that she will send another email and asks that everyone please respond, if they haven't already.

Action:

- *Lori will revise and send out the Business Plan for review and discussion at next meeting.*

IV. WDC Bold Goals (Overview)

- Tabled due to time constraints.

V. Operational Issues (Information and Discussion)

- Center Data Report (Cheryl Keating)
 - January 1-31, 2019 – 2200 customers
 - Additional computers will be added to the Resource Room and Training Room to accommodate the increase in customer visits to the Center.
 - Informal Open House (community/neighbors) was held on January 29th with great success. Center staff will be discussing the possibility of holding a resources event night a couple of times a year.
 - Dates are being considered for the Grand Opening in April.
- Agency updates were given.