

WDC Pierce County Leadership Committee

Agenda
February 6, 2019
1:00 pm – 3:00 pm

WorkSource Center
2121 South State Street, 3rd Floor
Evergreen Conference Room
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 (Update)
 - Common Referral System
 - I-Dashboards
- II. IFA (Update and Discussion)
- III. MOU Priorities (Discussion)
 - Single Point of Contact for Business Services
- IV. WDC Bold Goals (Information and Discussion)
 - Data Overview – Josh Stovall
 - Community Engagement – Tamar Jackson
- V. Operational Issues Occurring within the System (Discussion)
 - Center Data Report

Meeting Dates/Times

Location

WorkForce Central Staff
 Linda Nguyen, CEO
lnguyen@workforce-central.org

Deborah, Howell, Vice President of
 Innovation & Strategy
dhowell@workforce-central.org

Jan Adams, Executive Assistant
jadams@workforce-central.org

WorkForce Central
 3640 S. Cedar St., Suite E
 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
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

WDC Pierce County Leadership Committee

Meeting Notes

December 12, 2018

1:00 pm - 3:00 pm

WorkForce Central

3640 South Cedar Street, Suite E, Tacoma, WA

April Gibson, Chair
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Patty Rose
David Shaw
Dereck Spivey
Ron Thalheimer
Blaine Wolfe
Lin Zhou

Present: Susan Cable, Jason Scales Tim McGann, Mandy Kipfer, Lori Strumpf, Hilliary Bryan, Don Gauntz

Absent: Mabel Edmonds, Jayme Kaniss, Rich Nannini, Jeff Wheeler

WorkForce Central Staff: Debbie Lean

Guests: Keith Johnson, Chair of One-Stop Partner Advisory Subcommittee
Don Sosnowski, Executive Director for Invista Performance Solutions

I. Common Technology

Idashboards

- Hilliary shared that WFC cannot beta test the system if there are no numbers to put in it and that there hasn't been much movement with the college and ESD staff who volunteered to be pilot sites. Shared that she had a brief conversation before the meeting with Jason (TCH) and will follow up.
- Tim asked that Hilliary send him what she needs from Eric and he will talk to him. Tim also recommended maybe reaching out to JBLM.
- Susan reached out to their IT person again to check on status.
- Lori asked Hilliary to either follow up or have Josh follow up with each agency.

Action:

- *Hilliary will reach out to Jason Matheny at JBLM after getting contact information from Debbie.*

II. IFA (Update and Discussion)

- Still waiting on signatures from DSHS and Job Corp.

III. MOU Priorities

Single Point of Contact for Business Services (SalesForce Presentation)

- Salesforce staff gave an overview of the key functions of Salesforce.
- The functionality and mobility is included in SalesCloud licensing. If added to WFC org. the cost is \$1,425 per user per year. WFC has a discount in place (list price of license is \$1800).
- After discussion, those present agreed that it is worthy to pursue.
- Lori asked that leadership team members talk to appropriate people within their respective agency and champion what it is and be able to come to the February meeting and share where they are (i.e. still working on it or yes, we could afford to have # of licenses).

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- This cost would be in the funding agreement that we negotiate beginning July 1st.

Action:

- *Lori asked that leadership team members talk to appropriate people within their respective agency and champion what it is and be able to come to the February meeting and share where they are (i.e. still working on it or yes, we could afford to have # of licenses).*

IV. Operational Issues Occurring with the System (Discussion)

- DVR Priority of Service Update (Mandy)
 - Mandy shared that DVR is in what is called Order of Selection, which means that due to budget constraints, they are serving only Priority 1 customers (the most significantly disabled). The new guidance has come in to say that instead of directly referring to a third party employment agency, once these people are ready to look for work they will be referred to the WorkSource for a period of 90 days to obtain any services they can to see if that might increase their ability to find employment.
 - There are approximately 400 people in the Priority 1 category and are in different phases of vocational rehabilitation so they are not going to show up at the WorkSource Center at the same time.
 - Priority 2 through 5 are being put on a waitlist (approximately 200 on the list right now). Staff cannot serve them except to provide information and referral services. A piece of that is to let them know, among other community resources, that WorkSource is available.
 - There is supposed to be more specific guidance from the state about how they see this happening/playing out.
 - There is concern around center staff not having the knowledge and being comfortable working with people with disabilities. DVR case managers are also skeptical about the customers' needs being met.
 - If the common referral system is being used, case managers can track how things are going.
 - After discussion around appropriate training for center staff, it was recommended that a meeting be scheduled in mid-January where Mandy (and others) provide an awareness message to the 79 staff and then schedule a training that might happen beginning of February.
 - Mandy will work with various trainers to get training scheduled at the center.
 - Debbie shared there is another EO training scheduled and maybe a focus around disabilities (hidden and not) can be a part of it.
- Move Update:
 - We are going to start having our leadership team meetings at the center. All were encouraged to stop by and check it out.
 - There will be a soft open (more for customers) and then a grand opening in March where dignitaries are invited. Hope to have dates solidified this month.
 - Asked that people help get the word out that the center is open until 6:30 on Tuesday nights.