

WDC Meeting

AGENDA

February 20, 2020

3:00-4:30 p.m.

WorkSource Center 2121 State St. 3rd Floor Alder Room

April Gibson, Chair
Steve Gear, 1st Vice-chair
TBD, 2nd Vice-chair
Joyce Conner
April Gibson
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

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

- 1. Welcome/Call to order/Safety Briefing**
- 2. Introductions**
- 3. Public Comment**
- 4. WorkForce Central Executive Board update – April Gibson**
- 5. Consent Agenda**
 - Approve January 19, 2020 minutes
- 6. WDC Committee Report Out**
 - WDC Business Services Committee – Steve Gear
 - WDC Talent Pipeline Committee – Nathe Lawver
 - WDC Quality Assurance and Certification Committee – Dave Shaw
- 7. CEO Report**
 - Quarter 2 Obligation Report
 - Program Year 2020 Budget Process & Timeline
 - CEO 60 Day Update
 - Washington Alliance for Better Schools Request
 - Quarter 2 System Dashboard
 - CQI/Certification
 - Career Connect Washington Recognition
- 8. Other business**
- 9. Adjourn**

**WDC Meeting
MINUTES**

January 16, 2020

3:00-4:30 p.m.

**WorkSource One-stop Center
2121 State St. 3rd Floor Pine Room**

April Gibson, Chair
Steve Gear, 1st Vice-chair
TBD, 2nd Vice-chair
Joyce Conner
April Gibson
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

Attendees: April Gibson, Tim McGann, Patty Rose, Darci Gibson, Blaine Wolfe, Nathe Lawver, Steve Gear, Mandy Kipfer, Dave Shaw, Dona Ponepinto

Phone: Joyce Moyer, Dereck Spivey

Staff: Helen McGovern-Pilant, Deborah Howell, Steve Grimstad, Josh Stovall, Jan Adams

Guest: Sabreah Elegan, Puyallup DVR Supervisor

1. Welcome/Call to order/Safety Briefing

Meeting called to order at 3:00 p.m.

2. Introductions

Introductions and safety briefing were done.

3. Public Comment

None.

4. WorkForce Central Executive Board update – April Gibson

April noted everything covered at the Executive Board will be covered in today's meeting.

5. Consent Agenda

• **Approve December 19, 2019 minutes**

Motion to approve made by Patty; seconded by Nathe. Approved

6. CEO Report

• **Title 1 Dashboard and Update on System Dashboard**

Josh gave an overview of how to read and view the results. Deborah gave an overview of the results noting improvement areas. She also spoke about the system dashboard, which will be reported in February because the partners need time to gather their data. Dona asked about the Power up Pierce 98404 and the Common Referral System.

• **30 Day Update**

Helen gave an update of her first month as Interim CEO noting the replacement of the Communications Director, work being done by the Community Engagement Manager and the Business Relations Manager sitting at EDB one day a week. She will be shadowing Lori Strumpf next week while she is on site.

• **Parkland Center Update**

Helen noted we will be getting the rent reduced due to the issues with the change of use and the Fire Marshal noted issues with the use of the basement. She cited a possible partnership with Arivva as well as a revised opening. Helen gave an overview of the report from DVR who did an assessment for accessibility. Dave asked if we can escape from the lease and get any remedies for the money already spent. April noted Helen is working on a way to salvage and if not then next steps. Discussion continued on options going forward.

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- **Northwest Teamsters Update**

Steve gave an update on the audit results, disputed amounts and next steps. We are currently working with Cheryl Comer on the negotiations. Discussion continued around the process and appeal options.

7. Other business

April has submitted her resignation as Chair of the WDC effective 2/1/2020. Steve Gear has agreed to step in as an Interim Chair until someone has been designated as Chair.

April noted Karras Consulting has been chosen to conduct the search for the next WorkForce Central CEO. The first meeting with them will be February 3rd with a target date of hire for the CEO to be April 1st.

Tim McGann is looking for and ESD Administrator for the One-Stop Center – the job has been posted and is open for three weeks.

8. Adjourn

Motion to adjourn made by Dave; seconded by Nathe. Meeting adjourned at 3:56 p.m.

WorkForce Central

PY19/FY20 Expenditure / Obligation Progression

Q2 - 12/31/19 Projection

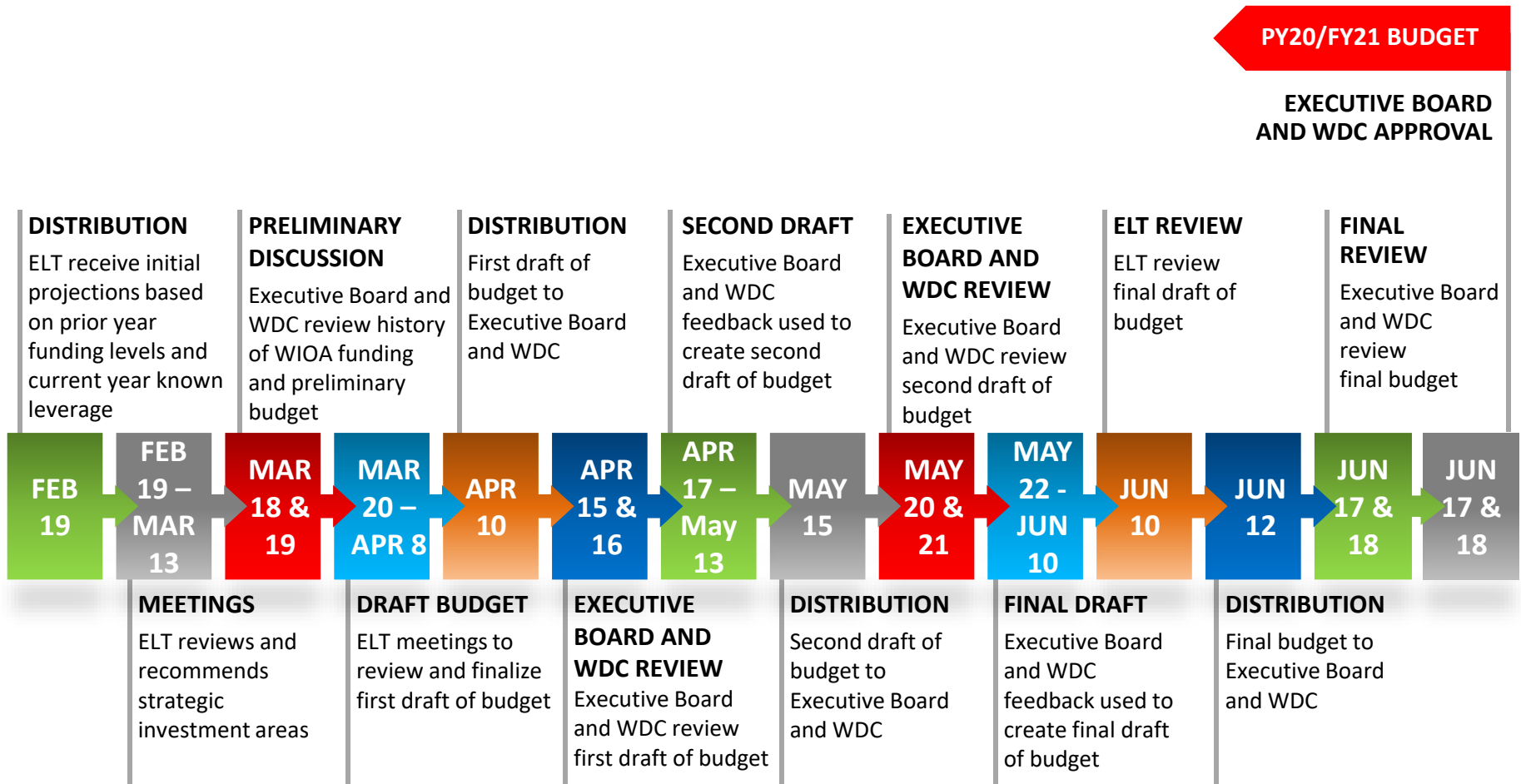
ADULT					
	\$ Grant	\$ Expended	\$ Obligated	Total	% Obligated
Q1 September 30, 2019 Report	2,187,857	-	433,348	433,348	20%
Q2 December 31, 2019 Report		66,501	653,888	720,389	33%
Q3 March 31, 2020 Report				-	0%
Q4 June 30, 2020 Report				-	0%
Q4 Projections - Additional Estimates					
+ Wages, Benefits & Op Exp to 6/30/20		725,030	**	1,445,419	66%
+ Provider Contract Modification to be Executed by 1/31/20			61,000	1,506,419	69%
+ Provider Contracts to be Executed by 6/30/20			990,000	2,496,419	114%
** projected expenditures and obligations					

DW					
	\$ Grant	\$ Expended	\$ Obligated	Total	% Obligated
Q1 September 30, 2019 Report	2,075,786	-	511,945	511,945	25%
Q2 December 31, 2019 Report		13,606	676,901	690,507	33%
Q3 March 31, 2020 Report				-	0%
Q4 June 30, 2020 Report				-	0%
Q4 Projections - Additional Estimates					
+ Wages, Benefits & Op Exp to 6/30/20		687,027	**	1,377,534	66%
+ Provider Contracts to be Executed by 6/30/20			980,000	2,357,534	114%
** projected expenditures and obligations					

YOUTH					
	\$ Grant	\$ Expended	\$ Obligated	Total	% Obligated
Q1 September 30, 2019 Report	2,301,614	26,996	1,345,157	1,372,153	60%
Q2 December 31, 2019 Report		601,938	1,003,725	1,605,663	70%
Q3 March 31, 2020 Report				-	0%
Q4 June 30, 2020 Report				-	0%
Q4 Projections - Additional Estimates					
+ Wages, Benefits & Op Exp to 6/30/20		257,932	**	1,863,595	81%
+ Provider Contracts to be Executed by 6/30/20			900,000	2,763,595	120%
** projected expenditures and obligations					

WFC Budget Process and Timeline

Program Year 2020 Budget



**Executive Board and WDC Report
As of February 2020
From Lori Strumpf, Workforce Strategist
Strumpf Associates**

I. MOU

The MOU (Memorandum of Understanding) identifies seven (7) System Integrators. These 7 areas were identified by the partners and the WDC as key strategies, methods and processes that, when designed and executed, would help to meet the vision of an integrated service delivery system as defined in WIOA and is part of the system-building vision of the board. They are numbered below with an update on progress of each.

1. Common Referral System Powered by 211. This electronic system has been in place for a little over a year. As of February 1st, 2,821 referrals have been reported in the system. The system allows each partner to track the referrals they make and the referrals they receive. There are protocols for how each agency is to follow up with each other and the individuals referred. This tool and the system developed around it has been one of the most impactful in terms of integrating the customers experience as they receive services from more than one agency.

There is also a Workforce Navigator at the 211-call center that helps individuals whose first point of contact is with 211 get to the right workforce partner. All partners use the referral system. DVR uses it in a limited manner due to security issues.

2. Common Technology including an Integrated Platform (for data entry, portal, eligibility applications, etc.). We have an automated referral system and have begun to launch an automated contact management system for businesses – Salesforce. The Business Solutions Team, made up of MOU partners, is being trained on how to use Salesforce. They are also exploring creating a technology-based portal for jobseekers to connect with businesses for workbased learning opportunities, such as internships, work experience, and on the job training.

3. Single point of contact, one system approach, for businesses to access services. Created the system wide Business Solutions Team which-has been meeting over the past 6 months. Ten of 17 partners participate as they are the partners who see business as a primary customer. The team has created an action plan with 4 priorities:

- ***Objective 1. Develop a coordinated, systematic, team approach to business outreach and engagement. Priority Strategy:***
 - 1.2 Establish a culture of using a consultative process and approach to the businesses served
 - 1.3 Create process workflow maps
- ***Objective 2. Build the talent pipeline in the six Priority Industry Sectors established by the WDC***
 - 2.1 Identify/map what employer ‘advisory’ groups/employer roundtables already exist, e.g. colleges, ESD, WDC, etc.
- ***Objective 3. Expand workbased learning opportunities***
 - 3.1 Create an inventory and portal of employers willing to provide workbased learning opportunities

4. Cross Agency Training/Professional Development

- There is a Training Plan in place for 2020 with a focus on cultural competency, customer service, using LMI in career coaching, management level coaching. Module 1 of Customer Service training is schedule for February 20, 2020.

5. Workforce Skill Standards (common set of ‘work readiness’ competencies) – on hold

6. Common data collection system, including customer satisfaction (see below)

7. Information Sharing. Being done through the automated systems mentioned above.

II. WDC Strategic Plan

- Continue to work with all the MOU partners to align their individual agency work to the 2 Bold Goals set out by the WDC. Created and support a Bold Goals Team focused on the tactics of keeping individuals engaged and committed to getting their GED and/or High School diploma.
- Provide support and expertise to the Talent Pipeline Committee of the WDC.
- Provide support and expertise to the Future of Work Task Force. First meeting held in January.

III. Center Operations: As of Dec 8 the center has been open a year.

- Due to the holidays during this period there were slightly less than the regular 2,000 visits a month to the center. Approximately 20% of those are new customers making a first visit.
- Financial Literacy – January through March is the second round of this 3-part series, done in partnership with Harborstone Credit Union.
- The Center was certified for 2 years in December by the WDC.
- We are seeking services to provide navigation to Mental Health providers.
- During the past few months meetings have been held with the following organizations to explore partnering and to explore becoming affiliate sites:
 - Tacoma Public Library
 - Rebuilding Hope! Sexual Assault Center of Pierce County
 - Tacoma Pierce County Health Department.

III. Customer Satisfaction

4th Quarter Report Results – October 7, 2019 through January 5, 2020

- *JobSeeker* – 399 responses as compared to 658 responses in the 3rd quarter. We attribute the lower response to the fact that Thanksgiving and Christmas were in this period.
 - Comments tend to mention staff that consistently provide good customer service, suggestions for workshop topics, and comments related to workshop presenters (some good some not good) and having larger class sizes for workshops that fill up. The center Operations Team uses this data to explore opportunities for improvement. Sample customer quotes:
 - *Not sure what improvements if any at this time. This is my second time in this new building. It looks fantastic and the service we get here from the employees has always been timely.*
 - *I have had to utilize these resources one other time and I feel way more confident after leaving the class for my Mock interview with my job coach on Monday.*
- *Employers* – 85 responses compared to 81 responses last quarter.

- There has been an issue with jobseekers getting the employer comment card and filling it out. Some of the responses this quarter were apparently from jobseekers. The link has been changed and we expect more accurate data from employers only next quarter.
- From the employers that did respond, several individual staff are recognized as providing good customer service

IV. Partner Relationships and Management

Activities include:

- Responding to emails from partners about issues that need to be addressed at the center that go beyond the Center Manager's scope.
- Intervening with Partner Leaders when issues about how things are working arise.
- Managing the common referral system with United Way including adding new partners, making sure new staff is trained.
- Managing the Infrastructure Sharing Agreement and the Resource Sharing Agreement.
- Managing changes at the center to space and lease amendments.
- Supporting and facilitating the Center Partner Leadership Team.