

Tim Owens, Chair

April Gibson, 1st Vice-chair

, 2nd Vice-chair

Joyce Conner

Steve Gear

April Gibson

Darci Gibson

Mike Johnson

Bruce Kendall

Dale King

Mandy Kipfer

Ron Langrell

Mark Martinez

Tim McGann

Wayne Nakamura

Sharon Ness

Tim Owens

Dona Ponopinto

Christina Roberts

Patty Rose

David Shaw

Dereck Spivey

1. Welcome/Call to order/Safety Briefing
2. Introductions
3. Public Comment
4. WorkForce Central Executive Board update – Tim Owens
5. Consent Agenda
 - Approve September 21, 2017 minutes
 - Approve appointment to the Youth & Young Adult Services Committee for Kari Haugen, Transition Consultant/Vocational Rehabilitation Counselor, DVR
6. iDashboard Data tracking discussion
7. Commuter Data Presentation – Caleb Kraai
8. CEO Report
 - WIOA Title I Dashboard 1st Quarter
 - PERC Unit Clarification Petition
 - City of Tacoma Line of Credit Update
 - Pierce County Line of Credit Update
 - Career Connect RFP
 - CQI Process Update
9. WDC Committee Report Out
10. Other business
11. Adjourn

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

Deborah, Howell, COO
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

Future meetings:

WDC Meeting – Tim Owens, Chair	Nov 16	3:00-4:00
Business Services Committee – Dereck Spivey, Chair	Nov 23	8:00-9:00
Youth & Young Adult Services Committee – Dale King, Chair	Nov 28	10:30-11:30
WDC Pierce Leadership Team	TBD	
WDC Coordinating Committee – Tim Owens, Chair	Nov 14	3:30-4:30
Work-Based Training Task Force – Tim Olsen, Chair	TBD	
Adult Literacy Task Force – TBD, Chair	As Needed	

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Attendees: Steve Gear, Darci Gibson, Mike Johnson, Dale King, Mandy Kipfer, Ron Langrell, Tim McGann, Wayne Nakamura, Tim Owens, Dona Ponepinto, Patty Rose, Dave Shaw, Linda Nguyen, Deborah Howell, Debbie Lean

Guests: Maureen Carroll

1. Welcome/Call to order/Safety Briefing

Tim called the meeting to order at 3:01 p.m. Dale gave the safety briefing

2. Introductions

3. Public Comment

None

4. WorkForce Central Executive Board update – Tim Owens

Tim provided an update from this morning's WFC Executive board meeting noting the approval of appropriations and discussion of iDashboard discussion.

5. Consent Agenda

- **Approve August 17, 2017 Minutes**
- **Approve appointment of Kyla Lackie, Director of Post-secondary Readiness, PSED to the Youth & Young Adult Services Committee**

Motion to approve made by Ron; seconded by Patty. Corrections to minutes are the motions to approve rather than adjourn. Approved.

6. Cybersecurity Presentation – Maureen Carroll, Executive Director, Global Business Resources

Tim introduced Maureen Carroll, who presented information about her organization as well as challenges in the cybersecurity industry. Linda asked how many analysts they want to hire. Maureen said they projected 200 over the next year in two levels nationwide. They haven't made a determination for Pierce County. Discussion continued on the program and how it works.

7. WDC Committee Report Out

Youth & Young Adult Committee meeting was canceled, but will be attending the Cradle to Career Luncheon by the Greater Tacoma Community Foundation.

Dave Shaw discussed the new Certification Committee and is recruiting members.

8. WDC Discussion: Determine system priorities to be tracked on iDashboard tool

Tim opened the discussion noting ideas from the WFC Executive Board. Linda asked everyone to think about this and bring ideas to the next meeting.

9. CEO Report

- **Fiscal Year 2018 Budget Update**

Linda noted there was a continuing resolution until Dec 8th so the budget is still tentative.

- **America Works Presentation Follow Up Discussion**

Linda gave a brief background and asked what the WDC would like to do going forward. She noted they are willing to do a pilot, but we need the partners on board. Steve suggested getting feedback and input from other WDCs that have worked with them.

10. Other business

Tim noted the United Way campaigns are in progress. Linda suggested Dona give a short presentation on the Center for Strong Families at the next meeting.

11. Adjourn

Motion to adjourn made by Ron, seconded by Dale. Meeting adjourned at 4:10 p.m.



**Pierce County Workforce Development Council
Committee Application Form**

WorkForce Central on behalf of the Pierce County Workforce Development Council
is accepting applications for volunteers to serve on the WDC Committees

Date: 9.26.2017

Name: Kari Haugen

Title (If Applicable): Transition Consultant/Vocational Rehabilitation Counselor

Employer (If Applicable): Department of Social and Health Services, Division of Vocational Rehabilitation.

Address: 1949 South State Street

City: Tacoma **State:** Washington **Zip:** 98405

Please indicate whether this is a home or work address: Work address

Primary Day Phone: 253.363.3031 **Type of Phone:** Cell Phone

Alternate Day Phone: 253.983.6518 **Type of Phone:** Work Phone

Email Address: haugek@dshs.wa.gov

Type of entity that you represent: Community Based Organization

Please check the box next to the committee that you are requesting to join. Please complete a separate application for each committee that you want to apply. (Double click on box and select "Checked"):

☐ Business Services Committee

☒ Youth and Young Adult Services Committee

If you represent a community based organization, please indicate the mission of the organization and the populations served: DSHS/Division of Vocational Rehabilitation; The Division of Vocational

Rehabilitation (DVR) believes that every person can work with the right supports and provides individualized services to people with disabilities that help them obtain, maintain, or advance in employment. DVR staff work with customers to address disability-related barriers to employment and provide the counseling, career, training, and support services that lead to jobs and careers. DVR also engages Washington's business community and provides technical assistance resources and training regarding the hiring, retention, and advancement of people with disabilities. DVR enhances its customer services through partnerships with community-based organizations, secondary and post-secondary education institutions, DSHS partners, and WorkSource.

Please indicate the primary age group that you represent or serve. Please click on "Chose an item": Youth and Young Adults Ages 14-24

Please provide a detailed explanation of your qualifications and interest in serving on the committee indicated above: I have worked with individuals with disabilities.)

I have served individuals with disabilities in the area of employment for over ten years. In the last five years I have worked with teenagers within the Hematology/Oncology Clinic within Mary Bridge Children's Hospital in Tacoma. I co-coordinated the Teen Advisory Committee as well as conducted/facilitated the Teen Support Group. I have also worked with students participating in the Hilltop Scholars Program organized by Peace Community Center. During my work with the students I provided enrichment courses focusing on resiliency and self-advocacy. I am currently engaged in an exciting venture with the Division of Vocational Rehabilitation, wherein I serve students with disabilities and provide/promote access to Pre-Employment Transition Services. I coordinate with several partners within the Puget Sound Educational Service District 121, focusing primarily on Pierce and South King County.

By opening up opportunities for students with disabilities in the Pre-Employment five focus areas outlined in the WIOA Federal Regulations, we work together to increase positive employment outcomes for this population. I am motivated to increase collaborative partnerships to expand meaningful opportunities for students, as well as work with educators and other school district personnel to provide the support schools need to better serve students with disabilities. Lastly, I wish to increase trust and build rapport between students, schools, and the Division of Vocational Rehabilitation.

Thank you for considering my application to join this dynamic committee. My desire to join stems directly from my passion to serve. I am driven to collaborate and maximize community efforts to empower students with disabilities in capturing their unique strengths and interests to become gainfully employed productive individuals.

Sincerely,

Kari Haugen, MSW

In addition to this application, a resume is required. Please submit a resume to this application.

☒ By checking this box, I indicate that the information submitted is accurate to the best of my knowledge and that this form should be considered as electronically signed by the applicant listed above.

Please submit this application form by the deadline indicated above to:

WorkForce Central

WDC Committee Application Process

Attn: Debbie Lean

3640 South Cedar Street, Suite E

Tacoma, WA 98405

Or email to: dlean@workforce-central.org

If you have questions related to this process you may call Debbie Lean, Executive Assistant at 253.414-0141. Thank you for your interest in serving on a committee of the Pierce County Workforce Development Council. You will be notified of the status of your application as quickly as possible.

Kari Haugen, MSW

Phone: 253-370-9315 E-Mail: karihaugen1@gmail.com

Experience

Division of Vocational Rehabilitation, Tacoma WA

June 2017-Present

- Transition Consultant, Vocational Rehabilitation Counselor: My focus is to support the overall mission of the Division of Vocational Rehabilitation through engagement of students with disabilities in Pre-Employment Transition Services in order to minimize the employment gap currently experienced by this population.

Mary Bridge Children's Health Center Hematology/Oncology Outpatient Clinic

June 2014-May 2015

- Professional Level Internship held during my studies within the Masters of Social Work Program at University of Washington. I worked directly with the medical staff, as well as hospital administrators, to address stressors and trauma experienced by families whose child was being treated for cancer and or hemophilia or sickle cell disease. I provided supportive communication, which often involved coordination between the patient, their families, and the medical staff. I also worked to connect families with resources to ease financial burdens related to care. I was also charged with implementing and facilitating the Teens with Cancer Support Group as well as the Parent to Parent Support Group. Other duties I carried out included conducting psychosocial assessments and palliative care consults and interventions.

CenterForce Vocational Rehabilitation Services, Lakewood WA

September 1999-Present

- Program Manager: Provided placement, training and support of over one hundred individuals with physical and intellectual disabilities as well as supervising and training a team of Employment Consultants. Training has included community inclusion and awareness, diversity education, advocacy, as well as support for individuals with criminal backgrounds. Extensive experience in serving individuals with intellectual disabilities and mental health issues in achieving goals and improving quality of life.

Aacres Allvest- Rap/Lincoln Work Release, Tacoma WA

June 1999-Sept.1999

- Corrections Officer: Supported positive life skills and promoted work place inclusion to residents of the work release. Participated in crisis intervention and conflict resolution. Monitored safety and respectful conduct throughout the facility.

Bellingham Work Training Release, Bellingham WA

February 1999-July 1999

- Corrections Officer/Safety Specialist: Conducted frequent monitoring of facility, supported residents in maintaining positive conduct both in and outside of facility. Provided supervised trips to approved sites to encourage healthy lifestyles and integration into the community. Administered drug testing and all followed all safety procedures.

Catholic Community Services, Bellingham WA

July 1998-June 1999

- Individual Treatment Aid: Conducted transportation, supervision and assessment for children who were in the process of reuniting with their families. Strictly adhered to matters of confidentiality and thorough documentation.

Education

Masters of Social Work, graduating with honors, from the University of Washington, Tacoma, WA

2015

Bachelor of Arts in Sociology, Western Washington University, Bellingham, WA	1998
Associate in Arts and Sciences, Olympic College Bremerton WA	1996

Volunteer Experience

Co-Facilitator, Mary Bridge Teen Advisory Council, Tacoma, WA **February 2015-June 2015**

- My duties include empowering youth to give of their feedback and suggestions to help other teens who receive treatment in the hospital and work to make the environment more welcoming for teens and young adults.

Social Work Intern, Peace Community Center, Tacoma, WA **August 2013-May 2014**

- I led the Enrichment lessons promoting resiliency in middle school students at Jason Lee Elementary through the Hilltop Scholars Program. I also provided counseling and access to resources for community members within Peace Lutheran Church.

Big Brothers Big Sisters, Tacoma WA **October 2010-Present**

- Big Sister: Promoting self esteem and encouragement through mentoring in a variety of activities including art, dance and cooking.

Changing Reigns, Eatonville WA **September 2010-September 2011**

- Walk Along Volunteer: Walked beside horse while an individual with a disability was riding. Provided safety, equine training, and encouragement to the rider to increase confidence and strengthen core muscles.

Project U, Tacoma WA **August 2006-December 2007**

- Fundraising Volunteer: Provided assistance in a variety of community events coordinated by Tacoma/Pierce County Chamber to raise funds for several non-profit organizations including Pierce County Aids Foundation, My Sister's Pantry Food Bank, and the YWCA of Tacoma.

Blue Skies for Children **May 1998-August 1998**

- Board Member/Development Committee Member: Worked within a team of active community leaders in creating a non-profit organization with the mission of providing foster children and low-income children necessary items for school and home.

Skills

- Advocacy: Supported individuals with disabilities, children, and others in ensuring their rights are respected and needs are met.
- Conflict Resolution: Provided mediation in a variety of relationships including families, employer and employee, and residents within the work release facilities.
- Marketing/Fund Raising: Successfully carried out Dash For Disabilities for the second year in a row. Facilitated and created Dine Out for Disabilities as well as Dance for Disabilities. Created brochures, power point presentations and branding concepts for non-profit organization.

- Data Tracking and Research: Developed and implemented tracking system for State referrals for vocational rehabilitation resulting in improved service delivery and customer responsiveness.
- Public Speaking: Experience in speaking to large audiences. Accepted award and gave speech to over two hundred people during the 2011 Tacoma Pierce County Chamber Awards Ceremony when given the Non-Profit of the Year Award.
- Collaboration Skills: Experienced in working with a variety of individuals providing services as a team. This includes partnering with mental health providers, physicians, State and County representatives, families, and others in order to provide wrap-around services for individuals receiving services and support.
- Certified and skilled in providing services to individuals who are blind. Also trained and skilled in creating Informal Communication Strategies to those who are experience both sight and hearing impairment and/or deafness.
- Skilled in creating Positive Behavior Support Plans and Crisis Intervention Strategies for at-risk individuals.
- Experience in implementing and facilitating a variety of support groups within hospital settings, community centers, as well as employment related workshops.

IDashboard METRICS (FOR DISCUSSION)

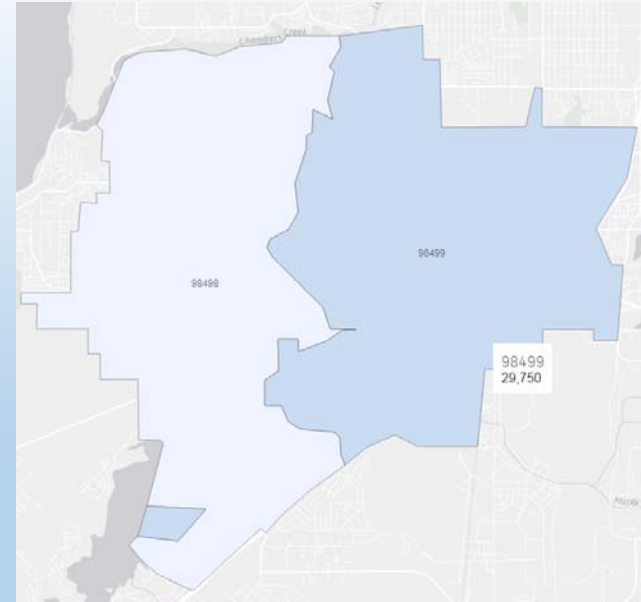
- # Served in System
- Wages-Entry/Exit
- Where do They Live – Zip Code
- Demographics
- Job Placement – Industry, Title & Location of Job
- # Who Went Through Skills Training – School, Certified Training
- Who Completed Training
- Who Got Employment Before Training Completed - Industries
- Customer Satisfaction For Job Seekers, Workers And Businesses
- # of Open Jobs Filled
- # Qualified Applicants Referred To Job Openings
- # of Businesses Served
- # of Repeat Business Customers Served

Commute Project



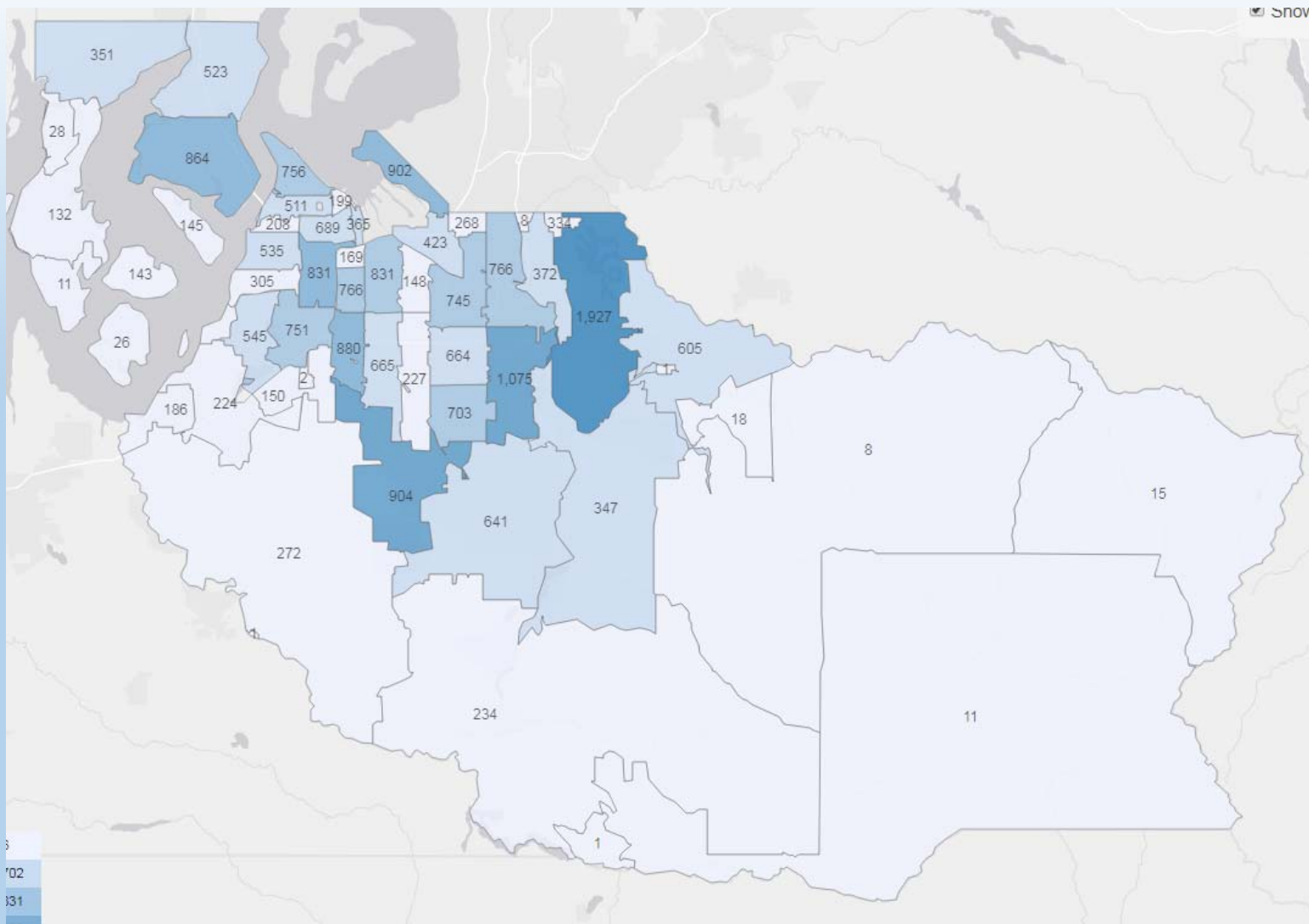
Methodology: Commuters

- From zip codes in Pierce county → To zip codes in other counties
- Aggregated zip codes into municipalities (roughly)
- Estimates of who from Pierce is traveling where



Lakewood

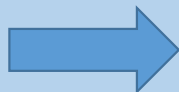




To Seattle

Methodology: Industry Composition

- Industry snapshot of any region
- Calculate proportions (%)
- Calculate for municipalities in each county



Regions

🔍

🔍

🔍

Industry

🔍

Employment Type

▾

NAICS	Industry	Employment
11	Agriculture, Forestry, Fishing and Hunting	45
21	Mining, Quarrying, and Oil and Gas Extraction	84
22	Utilities	99
23	Construction	1,489
31	Manufacturing	462
42	Wholesale Trade	905
44	Retail Trade	5,993
48	Transportation and Warehousing	642
51	Information	720
52	Finance and Insurance	1,080
53	Real Estate and Rental and Leasing	892
54	Professional, Scientific, and Technical Services	1,594
55	Management of Companies and Enterprises	134

Commute Estimates

To Olympia --> From Pierce County	Total Commuters -->	956	399	327	252	190	177	161	158	156	144	140	139	124
Industry	Industry Composition	Tacoma	Lakewood	Gig Harbor	Parkland	Spanaway	Bonney La	Dupont	Frederick	Puyallup	South Hill	Fircrest	Roy	Graham
Accommodation and Food Services	6.41%	61	26	21	16	12	11	10	10	10	9	9	9	8
Administrative and Support and Waste Ma	4.37%	42	17	14	11	8	8	7	7	7	6	6	6	5
Agriculture, Forestry, Fishing and Hunting	0.85%	8	3	3	2	2	1	1	1	1	1	1	1	1
Arts, Entertainment, and Recreation	1.67%	16	7	5	4	3	3	3	3	3	2	2	2	2
Construction	2.83%	27	11	9	7	5	5	5	4	4	4	4	4	4
Educational Services	7.30%	70	29	24	18	14	13	12	12	11	11	10	10	9
Finance and Insurance	2.23%	21	9	7	6	4	4	4	4	3	3	3	3	3
Health Care and Social Assistance	18.37%	176	73	60	46	35	32	30	29	29	27	26	26	23
Information	1.49%	14	6	5	4	3	3	2	2	2	2	2	2	2
Management of Companies and Enterprise	0.74%	7	3	2	2	1	1	1	1	1	1	1	1	1
Manufacturing	2.44%	23	10	8	6	5	4	4	4	4	4	3	3	3
Mining, Quarrying, and Oil and Gas Extract	0.04%	0	0	0	0	0	0	0	0	0	0	0	0	0
Other Services (except Public Administrati	4.09%	39	16	13	10	8	7	7	6	6	6	6	6	5
Professional, Scientific, and Technical Serv	3.51%	34	14	11	9	7	6	6	6	5	5	5	5	4
Public Administration	30.13%	288	120	98	76	57	53	49	48	47	44	42	42	37
Real Estate and Rental and Leasing	1.11%	11	4	4	3	2	2	2	2	2	2	2	2	1
Retail Trade	7.92%	76	32	26	20	15	14	13	13	12	11	11	11	10
Transportation and Warehousing	1.93%	18	8	6	5	4	3	3	3	3	3	3	3	2
Utilities	0.30%	3	1	1	1	1	1	0	0	0	0	0	0	0
Wholesale Trade	2.30%	22	9	8	6	4	4	4	4	4	3	3	3	3

Commute Estimates

To Olympia --> From Pierce County	Total Commuters -->	956	399
Industry	Industry Composition	Tacoma	Lakewood
Accommodation and Food Services	6.41%	61	26
Administrative and Support and Waste Management	4.37%	42	17
Agriculture, Forestry, Fishing and Hunting	0.85%	8	3
Arts, Entertainment, and Recreation	1.67%	16	7
Construction	2.83%	27	11
Educational Services	7.30%	70	29
Finance and Insurance	2.23%	21	9
Health Care and Social Assistance	18.37%	176	73
Information	1.49%	14	6
Management of Companies and Enterprises	0.74%	7	3
Manufacturing	2.44%	23	10

Master Spreadsheet

NAICS	Industry	County	Commuting	Total Commut	Total By Industry	Tacoma	Lakewood	Gig Harbor	Parkland	Spanaway	Bonney Lake	Dupont	Frederickson	Puyallup	S
62	Health Care and Social Assistance	King	Seattle	23,135	3,113	821	170	231	204	120	263	24	124	204	
54	Professional, Scientific, and Technical Services	King	Seattle	23,135	2,727	719	149	203	179	105	230	21	109	179	
31	Manufacturing	King	Auburn	13,038	2,118	457	72	56	142	90	316	6	104	147	
44	Retail Trade	King	Seattle	23,135	2,089	551	114	155	137	80	177	16	83	137	
72	Accommodation and Food Services	King	Seattle	23,135	2,066	545	113	153	136	79	175	16	82	135	
31	Manufacturing	King	Kent	10,750	1,987	456	81	67	129	91	234	6	106	147	
61	Educational Services	King	Seattle	23,135	1,902	501	104	141	125	73	161	15	76	125	
62	Health Care and Social Assistance	King	Federal Way	7,647	1,532	492	62	54	98	68	129	6	77	104	
31	Manufacturing	King	Renton	6,083	1,436	294	53	60	84	54	218	5	60	110	
31	Manufacturing	King	Seattle	23,135	1,424	375	78	106	93	55	120	11	57	93	
44	Retail Trade	King	Auburn	13,038	1,419	306	48	37	95	60	212	4	70	98	
44	Retail Trade	King	Federal Way	7,647	1,371	440	56	48	88	61	115	5	68	93	
42	Wholesale Trade	King	Kent	10,750	1,360	312	55	46	88	62	160	4	72	101	
92	Public Administration	Thurston	Olympia	4,062	1,224	288	120	98	76	57	53	49	48	47	
44	Retail Trade	King	Kent	10,750	1,202	276	49	40	78	55	142	4	64	89	
31	Manufacturing	Snohomish	Everett	3,293	1,178	254	61	52	89	56	107	10	65	97	
51	Information	King	Seattle	23,135	1,169	308	64	87	77	45	99	9	47	77	
81	Other Services (except Public Administration)	King	Seattle	23,135	1,164	307	64	86	76	45	98	9	46	76	
56	Administrative and Support and Waste Management and Remediation Services	King	Auburn	13,038	1,107	239	37	29	74	47	165	3	54	77	
48	Transportation and Warehousing	King	Seattle	23,135	1,064	280	58	79	70	41	90	8	42	70	

Keep In Mind

- LODES and ACS do not include DOD data
- Military commuting not a part of this spreadsheet
 - Working on it
- Small sample size regions will be aggregated to mitigate sampling error
- Later drafts will include occupation statistics and income comparison

STATE OF WASHINGTON

BEFORE THE PUBLIC EMPLOYMENT RELATIONS COMMISSION

In the matter of the petition of:

TEAMSTERS LOCAL 117

Involving certain employees of:

WORKFORCE CENTRAL (TACOMA-
PIERCE COUNTY EMPLOYMENT AND
TRAINING CONSORTIUM)

CASE 21194-E-07-3291

DECISION 9872-A - PECB

ORDER REVOKING
CERTIFICATION

On October 11, 2007, this agency certified the Teamsters Local 117 as the exclusive bargaining representative of non-supervisory employees of WorkForce Central (Tacoma-Pierce County Employment and Training Consortium). *Tacoma-Pierce County Employment and Training Consortium*, Decision 9872 (PECB, 2007). The bargaining unit included 44 employees when it was originally certified. Over time, the unit has decreased in size and there is now only one employee in the bargaining unit.

On August 8, 2017, the Teamsters Local 117 filed a written disclaimer of all representation rights for that bargaining unit.

ORDER

The certification issued by the Public Employment Relations Commission is withdrawn.





Issued at Olympia, Washington, this 20th day of September, 2017.

PUBLIC EMPLOYMENT RELATIONS COMMISSION



MICHAEL P. SELLARS, Executive Director

Q1 Summary of Dashboard: Adult/DW/Youth PY17/FY18

YOUTH SERVICES			ADULT/DISLOCATED WORKER			BUSINESS SERVICES			WIOA TRANSITION		
											
The summary sheet is designed to give a snapshot of progress overall. Not all items are reflected on the summary sheet but can be found the detail dashboard. Items in red lettering indicate that we are implementing action plans to increase outcome.									STATUTORY MANDATES		
JOB SEEKER (RESCARE)			JOB SEEKER (CAREER PATH)			BUSINESS SERVICES (TBD)			1. Implementation/oversight 4-year plan		
• Placements	Target 68.8%	YTD Actual	Enrollments	Target	YTD Actual	Sector Partnerships	Target 4	Actual 1	Ongoing		
• Degree/Certificate	53.3%		Adult	340	215	Employer Roundtables	7	1	Ongoing		
• Median Earnings	\$2,282		Dislocated Worker	380	293	Coordinated Bus. Services			Ongoing		
• 4 th Qtr Placements	65.9%		Career Fair Events	2	0	Job Openings	900	606	Ongoing		
• Enrollments	340	130	Adult Job Seekers	300	152	Job Placements	400	170	Ongoing		
• Exits to Emp./Education	107	29	Follow-up Services	190	30	Engagement Activities	2	0	Ongoing		
• Tacoma/Pierce Split	50%/50%	50%/50%	ITAs			Attendees	500	0	Ongoing		
• In School/Out	20%/80%	21%/79%	Adult	100	25	Employer Services			Ongoing		
Work Base Training			Dislocated Worker	80	45	Employer Services	700	626	In Progress		
• Other Summer Emp./Intern (WEX)	45	1	Cohort Training			Businesses	220	58	Ongoing		
• On the Job Training	7	1	Adult	20	6	Business Referrals	60	0	Ongoing		
			Dislocated Worker	20	0	CareerLink Employers	75	18	Ongoing		
			Military Placements	68	13	JobFest	300	0	Ongoing		
YouthWorks Program			Work Based Training			Apprenticeship/Adv. Training	7	1	Ongoing		
• Graduation Coaches	250	171	OTJ	5	1	On-the-Job Training	10	2			
• Career Goals	1,500	512	Work Experience	10	2	Work Experience	10	2			
• Career Cruising	1,400	446				Training Programs identified	3	0			
• Enrollments	64	27									
• Student Internships	125	175									
• Increase Grad Rate	83%										
• Career Day	\$40k/2k										
• Health Career Day	\$25k/800										
									COMPLIANCE/MONITORING/CONTRACTING		
									Comply with all WIOA Regulations		
									SAO Audit		
									No findings		
									ESD Performance Measures		
									No findings		
									Direct Service Provider Monitoring		
									No findings		

Dashboard Report for Program Year 2017 (PY17 = July 2017 – June 2018)

Measures	Annual Goal	Quarterly Outcomes						Comments/ Action Plans	Status
		1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	YTD Total %			
YOUTH & YOUNG ADULT DIRECT SERVICES									
Objective: Provide registered Pierce County youth and young adults with comprehensive and intensive services resulting in attainment of employment and/or education degree or certification. Support student career identification/exploration, increase graduation rates and employment opportunities, and provide a strong link between the workforce development and education initiatives with Public Schools.									
Job Seeker Services Contract (ResCare) Meet all Local Measures and Performance Targets									
• Placement in Employment or Education*	Federal Target	68.8%						Data is currently not available for Federal Targets.	
• Attainment of Degree or Certificate*	Federal Target	53.3%						Data is currently not available for Federal Targets.	
• Median Earnings 2 nd Quarter after exit* (established baseline in PY16)	RWS/Federal Baseline	\$2,282						Data is currently not available for Federal Targets.	
• 4 th Quarter Placement in Employment or Education* (established baseline in PY16)	Federal Target	65.9%						Data is currently not available for Federal Targets.	
• Number of Enrollments* (Carryover from PY16 – 17 in-school; 77 Out-of-school)									
	WIOA Youth	340	P85/A130	P85/A	P85/A	P85/A	130/38%		↑
• Number of Exits* Youth Exited to employment and/or education		107	P27/A29	P27/A	P26/A	P27/A	29/27%		↑
• Tacoma/Pierce County residential split *									
Enrolled youth reside in Pierce County(PC)	50%	P50%/50%	P50%/	P50%/	P50%/	P50%/	50%/50%		↑
Enrolled youth reside in the City of Tacoma(COT)	50%	P50%/50%	P50%/	P50%/	P50%/	P50%/	50%/50%		↑
• In School/Out of School enrollment splits*	Enrolled youth are In-School (ISY)	20%	P20%/A21.1%	P20%/A	P20%/A	P20%/A	21.1%		↑
	Enrolled youth are Out-of-School (OSY)	80%	P80%/A78.8%	P80%/A	P80%/A	P80%/A	78.8%		
Work Base Training – Required by Law									
• Subsidized Employment/Internship (WEX)*		45	P11/A1	P11/A	P12/A	P11/A	1/02%	5 intended placements were hired into permanent positions during the enrollment process. 1 employer chose a WIOA Adult candidate instead of the youth participant. 3 employers postponed WEX placements.	↓
• On the Job Training (OJT)		7	P1/A1	P2/A	P1/A	P3/A	1/14%		↑
YouthWorks Program: Strengthen educational/career pathways for youth in partnership with Tacoma Public Schools (TPS) and Other Public Schools (Leverage)									
• Students connect with Graduation Coaches for minimum of 10 hrs.		250	P62/A171	P63/A	P62/A	P63/A	171/68%		↑
• Identify Career Goals		1,500	P375/A512	P375/A	P375/A	P375/A	512/34%		↑
• Students complete Career Cruising Assessment		1,400	P350/A446	P350/	P350/A	P350/A	446/32%		↑
• In School WIOA Youth Enrollment		64	P16/A27	P16/A	P16/A	P16/A	27/42%		↑
• Student internships (90-hrs/student/school year)		125	P0/A175	P0/A	P25/A	P100/A	175/140%		↑
• Graduation rate for TPS schools		83%	P0/A	P83%/A	P0/A	P0/A		Will be reported in the 4 th quarter.	↑
ADULT/DISLOCATED WORKER DIRECT SERVICES									
Objective: Enable job seekers to identify pathways to success via education and training and preparation for successful job search and employment opportunities.									
Job Seeker Services (Career Path)									
• Adult/DW Enrollments (Carryover from PY16 – 17 Adult; 180, DW 221)	Adult	340	P85/A215	P85/A /A	P85/A /A	P85/A	215/63%	Recruitment strategies, such as referrals from training providers and community-based organizations have provided a continuous flow of referrals.	↑
	DW	380	P95/A293	P95/A	P95/A	P95/A	293/77%		↑
• Partner with ResCare to host mini employer and job seeker engagements.	Events	2	P0/A0	P1/A	P0/A	P1/A	0/0%	CPS & ResCare began initial planning for IT sector-hiring event in Q2	↔
	Adult /DW Job Seekers	300	P75/A152	P75/A	P75/A	P75/A	152/51%	Program staff referred job seekers to multiple hiring events including the Hire Call, Auto Warehousing, two Amazon events and the Transition Summit.	↑
• Assist job seekers with employment resources (job leads, employment portfolios, employer events leading to employment. working with ResCare when engaging employers)		190	P48/A30	P48/A	P48/A	P46/A	30/16%	Focus on preparing customers for employment through job leads, career coaching and referrals to hiring events. Action plan: continuing to work with ResCare and ESD to connect customers to opportunities.	↔
• Individual Training Accounts (ITAs) to serve students	Adult	100	P25/A25	P25/A	P25/A	P25/A	25/25%	New Adult ITAs targeting the Healthcare, Construction and IT sectors and DW ITAs emphasizing IT, Healthcare and Administrative training. Training providers include UWT, Pierce College, Pacific NW Driving, TCC, Rockwell Highline, Clover Park and many others.	↑
	DW	80	P20/A45	P20/A	P20/A	P20/A	45/56%		↑

Measures		Annual Goal	Quarterly Outcomes					Comments/ Action Plans	Status
			1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	YTD Total /%		
• Students in cohort training	Adult	20	P5/A6	P5/A	P5/A	P5/A	6/30%	Bankworks cohort training began.	↑
	DW	20	P5/A0	P5/A	P5/A	P5/A	0/0%	Action plan: targeting military spouses for increased enrollments.	↓
• Place military transition members into employment in partnership with other resources		68	P17/A13	P17/A	P17/A	P17/A	13/19%	Action plan: partnering with C2C, focus on referrals to hiring events and workshops to increase job seeker readiness. Identifying job seekers with IT skills for direct referral to local employers, such as CBA (Gig Harbor) who is recruiting Cyber Security positions and offers Veterans priority.	↔
• Coordinate with Business Services to provide work based training									
	On-the-Job Training	5	P1/A1	P1/A	P2/A	P1/A	1/20%	Both targets met, with one OJT at WindTalkers and two WEXs - St. Leo's Food Connection and Duncan Law Office.	↑
	Work Experience	10	P2/A2	P3/A	P2/A	P3/A	2/20%		
ONE STOP SYSTEM OPERATION WIOA LEVERAGE									
Objective: Support a seamless interactive customer service delivery system									
• Common data collection system, including customer satisfaction		Narrative Only							
• Information Sharing									
• Cross Agency Training/Professional Development									
• Common Referral System									
• Workforce Skill Standards (common set of 'work readiness' competencies)									
• Single point of contact, one system approach, for businesses to access services.									
BUSINESS SOLUTIONS									
Objective: Coordinate business services to support employer needs									
• Convene and facilitate new sector partnerships –strengthen regional partnerships		4	P1/A1	P1/A	P1/A	P1/A	1/25%	Building a new partnership with CBA	↑
• Convene employer engagement via employer roundtables		7	P1/A1	P2/A	P2/A	P2/A	1/25%		↑
• Direct coordinated business services to support employer's needs- List Job openings for businesses and place job applicants		900	P225/A606	P225/A	P225/A	P225/A	606/67%	Robust business hiring activity, Amazon and UPS jobs advertised	↑
	Job Placements	400	P100/A170	P100/A	P100/A	P100/A	170/43%		
• Provide at least 2 career fairs to include construction and other sectors		2	P0/A0	P1/A	P0/A	P1/A	0/0%	PC Construction Career Day to be held in 2 nd quarter	↑
	Career Fair attendees	500	P0/A0	P0/A	P0/A	500	0/0%		
• Provide employer services to businesses		700	P175/A626	P175/A	P175/A	P175/A	626/89%	Specific employer services provided (employer count is duplicated) Number of employers requesting the above services	↑
	Businesses	220	P55/A58	P55/A	P55/A	P55/A	58/26%		
• Increase Employer Engagement – Receive business referrals from Economic Development Board (EDB) and other partners and businesses.		60	P0/A0	P20/A	P20/A	P20/A	0/0%	This target performance number is first measured in the 2 nd quarter	↑
• CareerLink Pierce County: Engage employers with Career Link		75	P18/A18	P19/A	P19/A	P19/A	18/24%		↑
• Conduct JobFest Career Fair for WA State youth		300	P0/A0	P0/A	P0/A	P300/A	0/0%	JobFest Career Fair will be held in the 4 th quarter	↑
• Apprenticeship or other Advanced Training (used by Adult/DW and Youth)*		7	P1/A1	P2/A	P2/A	P2/A	1/14%		↑
• On-The-Job-Training (OJT) and Work Experience (WEX)*									↑
	On-the-Job Training Sites	10	P2/A2	P3/A	P2/A	P3/A	2/20%		↑
	Work Experience Sites	10	P2/A2	P3/A	P2/A	P3/A	2/20%		
• Identify training programs within targeted industries specific to employer's needs.		3	P0/A0	P1/A	P1/A	P1/A	0/0%		↑
• Pierce County Career Day		\$40,000						Event is held in the second quarter. Working with event partners to identify amounts of leveraged funds they can provide	
	Youth Served	2,000							
• Health Career Day		\$25,000						Event date TBD	
	Youth Served	800							

Measures	Annual Goal	Quarterly Outcomes					Comments/ Action Plans	Status
		1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	YTD Total /%		
STATUTORY MANDATES								
Objective: Respond and support WIOA mandated responsibilities for Chief Local Elected Officers (CLEOS) and Workforce Development Council (WDC). Comply with all WIOA regulations and stay updated on new guidance.								
Activities include but are not limited to the following:	Narrative Only							
1. Implementation and oversight of 4-year Local Plan							Ongoing	
2. Conduct Workforce Research and Region Labor Market Analysis							Ongoing and engaged	
3. Convene, Broker and leverage stakeholders and assets							In progress	
4. Lead employer engagement							Ongoing	
5. Lead career pathways development and implement with secondary and post-secondary partners							In progress	
6. Lead effort to identify and promote proven and promising practices							In progress	
7. Develop technology based strategies for service access, engagement and delivery							Ongoing	
8. Oversee local service delivery system and programs							Ongoing	
9. Negotiate local performance accountability							Ongoing	
10. Select one-stop operator(s), job seeker and business services providers							Contract negotiation in progress	
11. Identify eligible training providers							In process	
12. Ensure consumer choice							In process	
13. Coordinate with education providers							Ongoing	
14. Approve and oversee budget and comply with federal/state/local laws and regulations in the administration of WIOA							Engaged/Completed	
Comply with all WIOA regulations								
<ul style="list-style-type: none">Continue designation as low risk by the State Auditor's Office (SAO)No findings from annual monitoring by Employment Security DepartmentMeet or exceed all federal and local performance measures	Low Risk No Findings	Low Risk No findings						
<ul style="list-style-type: none">Complete annual local monitoring of Youth, Adult and DW Programs, including EO<ul style="list-style-type: none">Provide technical assistance to RWS as it relates to Federal, State and local performance and contractual obligationsCommon Measure ReportProvision ReportsPerformance Roll-Up ReportsDesktop MonitoringCommunicate and post policy revisions within 5 days of publication; provide training as needed	Quarterly Bi-Weekly Monthly Monthly Ongoing						All reports are timely Monitoring of Youth & Young Adult, Adult & DW complete. EO monitoring is in progress for all sites.	
<ul style="list-style-type: none">Manage contracts to include modifications, invoicing, corrective actions, performance monitoring and RFP process when applicable							Ongoing and timely	
<ul style="list-style-type: none">Budget Compliance							Ongoing and on target	
5% MITIGATION PY17/FY18								
Objective: Address future cuts and/or support new opportunities.								
	Narrative Only							

GLOSSARY							
B2S	Boots 2 Shoes	ESD	Employment Security Department	NEG	National Emergency Grant	TPCGP	Tacoma-Pierce County Growth Partnership
B2W	Boots 2 Work	FTE	Full Time Employee	OJT	On the Job Training	WDC	Workforce Development Council
C2C	Camouflage 2 Commerce	FY	Fiscal Year	P/A	Planned / Actual	WFC	WorkForce Central
CLEOs	Chief Local Elected Officers	ITA	Individual Training Account	PY	Program Year	WEX	Work Experience
DOL	Department of Labor	LTU	Long Term Unemployed	RFP	Request for Proposal	WIA	Workforce Investment Act
DW	Dislocated Worker	MA	Manufacturing Academy	RFO	Request for Quote	WIOA	Workforce Innovation and Opportunity Act
EDB	Economic Development Board	NAC	Nursing Assistant Certified	RRLTU	Rapid Response Long Term Unemployed	WSSFL	Washington State Service Member For Life Summit
EO	Equal Opportunity	NAWB	National Association of Workforce Boards	SAO	State Auditor's Office	WTECB	Workforce Training, Education and Coordinating Board

Continuous Quality Improvement After Action Report

WorkForce Central offered free Continuous Quality Improvement (CQI) training to assist our community partners to understand, learn best practices and improve upon the work they already do and experience a successful certification process.

CQI training was conducted by Lori Strumpf of Strumpf and Associates and assisted by Shellie Willis, Director of Quality Assurance and Certification.

Dates training conducted and how many attended per session:

Module I: Overview of CQI - Understanding the use of CQI practices and Principles to achieve a High-Performance Workplace.

July 25 th	Morning Session	27
	Afternoon Session	4

Module II: Data Analysis using Plan-Do-Check-Act and Introduction to the use of data in a continuous way that allows you to think in a cycle and implement strategies for improvement that shift you from a reactive to a proactive mindset.

July 26 th	Morning Session	25
	Afternoon Session	5

Module III: Overview of the Certification Application & Indicators - Understanding of what being recognized through certification means, the two-step process in which to do so and the program and cultural impact certification has.

September 26 th	Morning Session	22
	Afternoon Session	2



Module IV: Benchmarking & Developing Your CQI Plan - Introduces the importance of Benchmarking and measuring an organization's internal processes then identifying, understanding, and adapting outstanding practices from other organizations considered to be best-in-class.

September 27 th	Morning Session	18
	Afternoon Session	4

Partners who participated throughout the training: Career Path Services, ResCare Workforce Services, Peace Lutheran Church, Washington Department of Veterans Affairs, Employment Security Department, Metropolitan Development Council, Tacoma Community House, Vector Group, Goodwill, Joint Base-Lewis McChord Transition Assistance Program (SFL-TAP), Pierce County Library

Additional training dates for Modules I & II have been set for November 3rd to allow another opportunity for our community partners to attend. Technical Assistance is also available between October and November for those who request further assistance while completing their certification packet.

Next Steps: The certification application, approval process schedule, self-evaluation tool along with the connection, affiliate, and full comprehensive site applications are posted on our website. Technical assistance is also available throughout each review quarter up until that quarter's deadline.

For more information please contact Shellie Willis at WIOA@workforce-central.org

