



GREATER ECONOMIC VITALITY FOR ALL.

Partnering to prepare and grow the Pierce County workforce to align it with employer needs.

WFC Executive Board Meeting
August 19, 2020 • 9:00-10:30 a.m.
Mayor Victoria Woodards presiding

AGENDA

Virtual via Zoom

- | | |
|---------------|--|
| 9:00 – 9:05 | I. CALL TO ORDER |
| 9:05 – 9:10 | II. PUBLIC COMMENT |
| 9:10 – 9:15 | III. WDC UPDATE – April Gibson |
| 9:15 – 9:17 | IV. CONSENT AGENDA |
| | A. Approve the July 15, 2020 Minutes |
| | B. Approve July 2020 Voucher Payments |
| | C. Approve Surplus Equipment – Attachment A |
| | V. REGULAR AGENDA |
| 9:17 – 9:22 | A. Approve and appropriate for the period of July 20, 2020 through June 30, 2021 |
| | • \$12,334 in additional WIOA Title 1 Dislocated Worker program funds from WA State Employment Security Department (Resolution No. 873) |
| | • \$1,370 in additional WIOA Title 1 Dislocated Worker administrative funds from WA State Employment Security Department (Resolution No. 874) |
| 9:22 – 9:25 | B. Approve and appropriate |
| | • \$2,767,556 of WIOA Title 1 Youth program funds from WA State Employment Security Department for the period of April 1, 2020 through June 30, 2022 (Resolution No. 875) |
| | • \$307,506 of WIOA Title 1 Youth administrative funds from WA State Employment Security Department for the period of April 1, 2020 through June 30, 2022, 2022 (Resolution No. 876) |
| | • \$439,992 of WIOA Title 1 Adult program funds from WA State Employment Security Department for the period of July 1, 2020 through June 30, 2022 (Resolution No. 877) |
| | • \$106,722 of WIOA Title 1 Adult/DW administrative funds from WA State Employment Security Department for the period of July 1, 2020 through June 30, 2022 (Resolution No. 878) |
| | • \$520,504 of WIOA Title 1 Dislocated Worker program funds from WA State Employment Security Department for the period of July 1, 2020 through June 30, 2022 (Resolution No. 879) |
| 9:25 – 9:30 | C. Review appointment of Deanna Keller, Port Commissioner and Lynn Strickland, Executive Director, Aerospace Joint Machinist Training Committee to the WDC |
| 9:30 – 9:35 | D. CARES Act Internships |
| 9:30 – 10:05 | E. Business Solutions Proposal – Ellie Chambers-Grady |
| | VI. CEO Report |
| 10:05 – 10:10 | A. Transition Progress and Priorities |
| 10:10 – 10:15 | B. Sector Refresh |
| 10:15 – 10:20 | C. Race – Equity Review |
| 10:20 – 10:29 | VII. OTHER BUSINESS |
| 10:29 – 10:30 | VIII. ADJOURN |



WFC Executive Board Meeting**MINUTES****July 15, 2020 • 9:00-10:30 a.m.****WorkForce Central • Virtual via Zoom****Mayor Victoria Woodards presiding****Attendees:** Victoria Woodards, Bruce Dammeier, April Gibson, Marty Campbell, Conor McCarthy**Staff:** Katie Condit, Deborah Howell, Josh Stovall, Jan Adams, Helen McGovern-Pilant, Steve Grimstad**Guests:****I. CALL TO ORDER**

Bruce called the meeting to order at 9:06 a.m.

II. PUBLIC COMMENT

None.

III. WDC UPDATE – April Gibson

April provided an update noting the emergency declaration discussion. She highlighted the committee reports noting the issues with the Business Services membership, the Talent Pipeline work and the QA Certification committee moving forward with certifications. Helen discussed the hierarchy of the WDC and Executive Board which will be discussed this morning.

IV. CONSENT AGENDA**A. Approve the June 17, 2020 Minutes****B. Approve June 2020 Voucher Payments****C. Approve Emergency Declaration**

Motion to approve the Consent Agenda made by Conor; seconded by Marty. Approved

V. REGULAR AGENDA**A. Contract Approvals****a. Approve and appropriate \$1,260,059 for the COVID-19 Disaster Recovery Dislocated Worker Grant - Unified Employment System grant for the period May 1, 2020 through March 31, 2022 (RESOLUTION 872)**

Motion to approve made by Victoria; seconded by April. Helen provided an update on the grant noting there will be less hold back and more going to the dislocated workers. Discussion continued on how the grant will be used. Approved.

b. Contract with ResCare to provide Business Solutions to Pierce County employers in the amount of \$155,000 for the period of July 1, 2020 to September 20, 2020.

Motion to approve made by Victoria; seconded by April. Katie noted all of these contracts were in the budget approved in June. She did note this is only through September as we are doing a review of how Business Services will be delivered. This is just the formal process for contract approval. Approved.



- c. **Approve contract with ResCare to provide WIOA Title 1 Young Adult services in the amount of \$1,200,000 for the period of July 1, 2020 to June 30, 2021.**
Motion to approve made by Victoria; seconded by Conor. Approved.
- d. **Contract with Career Team Services to provide WIOA Title 1 Dislocated Worker services in the amount of \$1,200,000 for the period of July 1, 2020 to June 30, 2021.**
Motion to approve made by Victoria; seconded by Conor. Approved.
- e. **Approve contract with Career Team Services to provide WIOA Title 1 Adult services in the amount of \$1,200,000 for the period of July 1, 2020 to June 30, 2021.**
Motion to approve made by Victoria; seconded by Conor. Approved.
- f. **Approve contract with Career Team Services to provide COVID-19 Disaster Recovery Dislocated Worker Grant - Unified Employment System in the amount of \$1,070,059 for the period July 1, 2020 to March 31, 2022**
Motion to approve made by Victoria; seconded by Conor. Katie noted this is a two year grant that will be delivered by Career Team. Approved.

B. Integrated Local Plan

Katie gave a background on the local plan. Deborah gave an overview and discussed the changes and updates as well as the public comments which centered around anti-racism and how we will address the issue and how we will work with partners. Discussion continued on how anti-racism is handled, the plan and next steps. All present board members supported the plan submission.

C. Helen Interim Update & Farewell

Helen discussed the employment recover grant and the differences. She noted the welcome meeting for Katie, the evaluation and change of the Live.Work.Pierce. initiative, the launch of the WorkSource Pierce website and the transition with Katie. Helen noted she will be leaving the end of July, however she will be available as needed going forward. All the board members thanked Helen for her work as the Interim CEO.

D. WDC and CLEO responsibilities and relationship

Katie gave a background and clarified the roles of the WDC and Executive Board.

E. WDC recruitment

Katie gave a background on finding from ESD. Deborah gave an overview of issue of recruitment for the WDC as well as the committees. She has worked with staff to develop a packet to assist with recruitment of business members. Discussion continued around recruitment, what sectors should be targeted and next steps.

VI. CEO Report

A. Transition Progress

Katie gave an update on the transition noting how well it has gone so far.

B. WFC Internal Equity Work

Katie noted that Deborah addressed this work previously when discussing the local plan.

C. Business Solutions recommendation

Katie noted the recommendation will come to the board next month.

D. Recovery Grants

Katie noted the grants were discussed earlier by Helen.



E. Bylaw Revision

Will be discussed at next meeting

F. WIOA Title 1 Dashboard

Tabled until next meeting.

VII. OTHER BUSINESS

VIII. ADJOURN

Motion to adjourn made by Marty, seconded by Victoria. Meeting adjourned at 10:31 a.m.

Executive Board Chair WorkForce Central

CEO



VOUCHER APPROVAL

July 2020

The following listing of vouchers written in the above month is hereby submitted to the Board for approval. I have audited and certified all vouchers as required by RCW 42.24.080, and those expense reimbursement claims certified as required by RCW 42.24.090.

FUND NAME	CLAIMS	PAYROLL	TOTAL
ETC General Fund	\$ -	\$ -	\$ -
Pierce County One Stop System	\$ 5,962.98	\$ 1,495.97	\$ 7,458.95
Contra Pierce County One Stop System	\$ (4,718.81)	\$ -	\$ (4,718.81)
Unencumbered Fund	\$ 39.56	\$ -	\$ 39.56
Pierce County Worksource Center	\$ 26,959.18	\$ 11,188.38	\$ 38,147.56
Indirect Cost Pool	\$ 16,352.88	\$ -	\$ 16,352.88
Contra Indirect Cost Pool	\$ (16,352.88)	\$ -	\$ (16,352.88)
WIOA Adult	\$ 120,648.89	\$ 41,039.34	\$ 161,688.23
WIOA Admin	\$ 9,682.12	\$ 54,470.89	\$ 64,153.01
WIOA Dislocated Worker	\$ 113,184.41	\$ 51,492.38	\$ 164,676.79
WIOA Youth	\$ 210,181.87	\$ 77,036.26	\$ 287,218.13
WIOA Program Pool	\$ 15,507.76	\$ 90,005.34	\$ 105,513.10
Contra Program Pool	\$ (15,507.76)	\$ (90,005.34)	\$ (105,513.10)
All Grants Admin Pool	\$ 7,551.50	\$ 34,298.57	\$ 41,850.07
Contra All Grants Admin Pool	\$ (7,551.50)	\$ (34,298.57)	\$ (41,850.07)
Strategic Planning/Partnership Pool	\$ 10,442.05	\$ 40,527.78	\$ 50,969.83
Contra Strategic Planning/ Partnership Pool	\$ (10,442.05)	\$ (40,527.78)	\$ (50,969.83)
Rapid Response Initiatives	\$ 58,796.28	\$ 7,794.32	\$ 66,590.60
Pre-Employment Transition Services	\$ 160.95	\$ 1,262.90	\$ 1,423.85
Economic Security for All (EcSA)	\$ 48,718.98	\$ 7,937.03	\$ 56,656.01
TOTAL	\$ 589,616.41	\$ 253,717.47	\$ 843,333.88

Respectfully submitted by



Chairman of Board

Date

ATTACHMENT A

Surplus of Tacoma-Pierce County Employment & Training Consortium Inventory for Month Ending August 31, 2020

INVENTORY #	DESCRIPTION	PURCHASE DATE	PRICE	BOOK VALUE	CONDITION	SITE	PLANNED SURPLUS DATE	SURPLUS TO
4401, 5003, 5005	Monitor 19" GATEWAY	8/16/2002	\$0.00	0	Inoperable	STE E	8/20/2020	SBK Recycle
7455	Phone Conference	2/22/2013	\$599.99	0	Inoperable	STE E	8/20/2020	SBK Recycle
22525, 22527	Monitor 17" DELL	12/30/2008	\$0.00	0	Inoperable	STE E	8/20/2020	SBK Recycle
22554, 22558, 22580, 22588, 22590, 22600, 22602, 22648	Monitor 19" HP	5/8/2009	\$157.00	0	Inoperable	STE E	8/20/2020	SBK Recycle
22720	Laptop HP 2009	12/2/2009	\$1,478.83	0	Fair	STE E	8/20/2020	SBK Recycle
22728	Laptop Pavillion		\$0.00	0	Poor	STE E	8/20/2020	SBK Recycle
22758, 22761	Scanner EPSON	1/11/2011	\$350.00	0	Inoperable	STE E	8/20/2020	SBK Recycle
22781 - 227982, 22801, 22804	Laptop HP 2012	6/1/2012	\$1,073.23	0	Poor	STE E	8/20/2020	SBK Recycle
22805	Laptop Charging Cart	6/19/2012	\$1,943.19	0	Fair	STE E	8/20/2020	SBK Recycle
22820	Computer HP 2012	8/22/2012	\$671.00	0	Inoperable	STE E	8/20/2020	SBK Recycle
22829, 22831	Laptop ACER	6/14/2013	\$409.44	0	poor	STE E	8/20/2020	SBK Recycle
22832 - 22835	Computer HP ELITE 8300 DESKTOP	6/28/2013	\$671.00	0	Inoperable	STE E	8/20/2020	SBK Recycle
22843 - 22845, 22850, 22851, 22854, 22855, 22857, 22860	Computer HP ELITE 8300 TOWER	6/28/2013	\$690.00	0	Inoperable	STE E	8/20/2020	SBK Recycle
22883	Laptop ACER	8/28/2013	\$549.99	0	Inoperable	STE E	8/20/2020	SBK Recycle
22885	Laptop HP 2013	9/18/2013	\$1,038.00	0	Inoperable	STE E	8/20/2020	SBK Recycle
22888	LABELER	3/27/2013	\$0.00	0	Inoperable	STE E	8/20/2020	SBK Recycle
22932	Computer HP ELITE 8300 TOWER	6/28/2013	\$690.00	0	Inoperable	STE E	8/20/2020	SBK Recycle
22944 - 22946	Laptop HP	8/14/2014	\$569.99	0	Poor	STE E	8/20/2020	SBK Recycle
22975 - 22979	Laptop HP 2015 Ultra-8GB	12/5/2014	\$1,389.99	0	Fair	STE E	8/20/2020	SBK Recycle
22980	Computer HP Z230	12/9/2014	\$1,966.61	0	Inoperable	STE E	8/20/2020	SBK Recycle
22982	Computer HP Z230	4/29/2015	\$1,718.99	0	Inoperable	STE E	8/20/2020	SBK Recycle
22999, 30008, 30009, 30011	Laptop ASUS Zenbook	6/1/2012	\$949.99	0	Poor	STE E	8/20/2020	SBK Recycle
30021, 30022	DOCKING STATION	6/23/2014	\$167.49	0	Inoperable	STE E	8/20/2020	SBK Recycle
30024, 30024	BarCode Scanner	8/14/2014	\$84.99	0	Inoperable	STE E	8/20/2020	SBK Recycle
30563 - 30565	Wireless access point		\$213.53	0	Inoperable	STE E	8/20/2020	SBK Recycle
30613 - 30614	Monitor			0	Inoperable	STE E	8/20/2020	SBK Recycle
WIOA0130	Brother printer			0	Inoperable	STE E	8/20/2020	SBK Recycle
WIOA0815, WIOA0824	HP ProDesk			0	Inoperable	STE E	8/20/2020	SBK Recycle
No Tag	Misc. Equipment			0	Inoperable	STE E	8/20/2020	SBK Recycle

NOTE: The equipment and computers listed here were not in good working condition or inoperative to offer to WDC partners. SBK Recycle is a Tacoma electronic recycling company whose goal is to refurbish or part out items to be sold or donated as an alternative to e-waste in our landfills. Items that cannot be restored to working condition are broken down into separate recycles such as metal, plastic, wire, etc. and are processed locally to certified processors in the Northwest.



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RESOLUTION NO. 873

WA STATE EMPLOYMENT SECURITY DEPARTMENT

BE IT ORDAINED BY TACOMA-PIERCE COUNTY EMPLOYMENT & TRAINING CONSORTIUM dba WORKFORCE CENTRAL:

That the proper officers of the Tacoma-Pierce County Employment and Training Consortium dba WorkForce Central (WorkForce Central) be and they are hereby authorized and directed to execute for and on behalf of WorkForce Central a grant award agreement of \$12,334 in additional WIOA Title 1 Dislocated Worker program funds from WA State Employment Security Department for the period of July 20, 2020 through June 30, 2021; and further that the Vice President of Finance and Operations of WorkForce Central be and is hereby authorized and directed to deposit the funds received pursuant to such grant award in the Tacoma-Pierce County Employment and Training Consortium Fund.

That there be and is hereby appropriated from the Tacoma-Pierce County Employment and Training Consortium Fund the sum of \$12,334 in additional WIOA Title 1 Dislocated Worker program funds from WA State Employment Security Department for the period of July 20, 2020 through June 30, 2021 in accordance with the provisions and terms of the aforementioned grant agreements.

Passed _____
Date

Chairman of Board



RESOLUTION NO. 874**WA STATE EMPLOYMENT SECURITY DEPARTMENT**

BE IT ORDAINED BY TACOMA-PIERCE COUNTY EMPLOYMENT & TRAINING
CONSORTIUM dba WORKFORCE CENTRAL:

That the proper officers of the Tacoma-Pierce County Employment and Training Consortium dba WorkForce Central (WorkForce Central) be and they are hereby authorized and directed to execute for and on behalf of WorkForce Central a grant award agreement of \$1,370 in additional WIOA Title 1 Dislocated Worker administrative funds from WA State Employment Security Department for the period of July 20, 2020 through June 30, 2021; and further that the Vice President of Finance and Operations of WorkForce Central be and is hereby authorized and directed to deposit the funds received pursuant to such grant award in the Tacoma-Pierce County Employment and Training Consortium Fund.

That there be and is hereby appropriated from the Tacoma-Pierce County Employment and Training Consortium Fund the sum of \$1,370 in additional WIOA Title 1 Dislocated Worker administrative funds from WA State Employment Security Department for the period of July 20, 2020 through June 30, 2021 in accordance with the provisions and terms of the aforementioned grant agreements.

Passed _____
Date

Chairman of Board





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RESOLUTION NO. 875

WA STATE EMPLOYMENT SECURITY DEPARTMENT

BE IT ORDAINED BY TACOMA-PIERCE COUNTY EMPLOYMENT & TRAINING CONSORTIUM dba WORKFORCE CENTRAL:

That the proper officers of the Tacoma-Pierce County Employment and Training Consortium dba WorkForce Central (WorkForce Central) be and they are hereby authorized and directed to execute for and on behalf of WorkForce Central a grant award agreement of \$2,767,556 of WIOA Title 1 Youth program funds from WA State Employment Security Department for the period of April 1, 2020 through June 30, 2022; and further that the Vice President of Finance and Operations of WorkForce Central be and is hereby authorized and directed to deposit the funds received pursuant to such grant award in the Tacoma-Pierce County Employment and Training Consortium Fund.

That there be and is hereby appropriated from the Tacoma-Pierce County Employment and Training Consortium Fund the sum of \$2,767,556 of WIOA Title 1 Youth program funds from WA State Employment Security Department for the period of April 1, 2020 through June 30, 2022 in accordance with the provisions and terms of the aforementioned grant agreements.

Passed _____
Date

Chairman of Board





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RESOLUTION NO. 876

WA STATE EMPLOYMENT SECURITY DEPARTMENT

BE IT ORDAINED BY TACOMA-PIERCE COUNTY EMPLOYMENT & TRAINING CONSORTIUM dba WORKFORCE CENTRAL:

That the proper officers of the Tacoma-Pierce County Employment and Training Consortium dba WorkForce Central (WorkForce Central) be and they are hereby authorized and directed to execute for and on behalf of WorkForce Central a grant award agreement of \$307,506 of WIOA Title 1 Youth administrative funds from WA State Employment Security Department for the period of April 1, 2020 through June 30, 2022; and further that the Vice President of Finance and Operations of WorkForce Central be and is hereby authorized and directed to deposit the funds received pursuant to such grant award in the Tacoma-Pierce County Employment and Training Consortium Fund.

That there be and is hereby appropriated from the Tacoma-Pierce County Employment and Training Consortium Fund the sum of \$307,506 of WIOA Title 1 Youth administrative funds from WA State Employment Security Department for the period of April 1, 2020 through June 30, 2022 in accordance with the provisions and terms of the aforementioned grant agreements.

Passed _____
Date

Chairman of Board





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RESOLUTION NO. 877

WA STATE EMPLOYMENT SECURITY DEPARTMENT

BE IT ORDAINED BY TACOMA-PIERCE COUNTY EMPLOYMENT & TRAINING CONSORTIUM dba WORKFORCE CENTRAL:

That the proper officers of the Tacoma-Pierce County Employment and Training Consortium dba WorkForce Central (WorkForce Central) be and they are hereby authorized and directed to execute for and on behalf of WorkForce Central a grant award agreement of \$439,992 of WIOA Title 1 Adult program funds from WA State Employment Security Department for the period of July 1, 2020 through June 30, 2022; and further that the Vice President of Finance and Operations of WorkForce Central be and is hereby authorized and directed to deposit the funds received pursuant to such grant award in the Tacoma-Pierce County Employment and Training Consortium Fund.

That there be and is hereby appropriated from the Tacoma-Pierce County Employment and Training Consortium Fund the sum of \$439,992 of WIOA Title 1 Adult program funds from WA State Employment Security Department for the period of July 1, 2020 through June 30, 2022 in accordance with the provisions and terms of the aforementioned grant agreements.

Passed _____
Date

Chairman of Board





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RESOLUTION NO. 878

WA STATE EMPLOYMENT SECURITY DEPARTMENT

BE IT ORDAINED BY TACOMA-PIERCE COUNTY EMPLOYMENT & TRAINING CONSORTIUM dba WORKFORCE CENTRAL:

That the proper officers of the Tacoma-Pierce County Employment and Training Consortium dba WorkForce Central (WorkForce Central) be and they are hereby authorized and directed to execute for and on behalf of WorkForce Central a grant award agreement of \$106,722 of WIOA Title 1 Adult/DW administrative funds from WA State Employment Security Department for the period of July 1, 2020 through June 30, 2022; and further that the Vice President of Finance and Operations of WorkForce Central be and is hereby authorized and directed to deposit the funds received pursuant to such grant award in the Tacoma-Pierce County Employment and Training Consortium Fund.

That there be and is hereby appropriated from the Tacoma-Pierce County Employment and Training Consortium Fund the sum of \$106,722 of WIOA Title 1 Adult/DW administrative funds from WA State Employment Security Department for the period of July 1, 2020 through June 30, 2022 in accordance with the provisions and terms of the aforementioned grant agreements.

Passed _____
Date

Chairman of Board





GREATER ECONOMIC VITALITY FOR ALL.

Partnering to prepare and grow the Pierce County workforce to align it with employer needs.

RESOLUTION NO. 879

WA STATE EMPLOYMENT SECURITY DEPARTMENT

BE IT ORDAINED BY TACOMA-PIERCE COUNTY EMPLOYMENT & TRAINING CONSORTIUM dba WORKFORCE CENTRAL:

That the proper officers of the Tacoma-Pierce County Employment and Training Consortium dba WorkForce Central (WorkForce Central) be and they are hereby authorized and directed to execute for and on behalf of WorkForce Central a grant award agreement of \$520,504 of WIOA Title 1 Dislocated Worker program funds from WA State Employment Security Department for the period of July 1, 2020 through June 30, 2022; and further that the Vice President of Finance and Operations of WorkForce Central be and is hereby authorized and directed to deposit the funds received pursuant to such grant award in the Tacoma-Pierce County Employment and Training Consortium Fund.

That there be and is hereby appropriated from the Tacoma-Pierce County Employment and Training Consortium Fund the sum of \$520,504 of WIOA Title 1 Dislocated Worker program funds from WA State Employment Security Department for the period of July 1, 2020 through June 30, 2022 in accordance with the provisions and terms of the aforementioned grant agreements.

Passed _____
Date

Chairman of Board



Deanna M. Keller



Education

Administrative Certificate	City University, Tacoma, WA.....1998 P-12 Continuing Principal Certificate
Ph.D. candidate	Catholic University of America, Washington, D.C...1984-86
Master's	Northwestern University, Evanston, IL.....1984
Bachelor of Arts in Education	Western Washington University, Bellingham.....1979

Administrative/Managerial Experience

- President/Majority Shareholder, KelTech Plastics, Inc. 2016-2020
- General management and supervision, direction and control of the business and affairs of the Corporation
 - Presides at all meetings of the Shareholders when the Chairman of the Board is absent
 - Ensures that all orders and resolutions of the Board are effectively carried out
 - Puts the signature of the Corporation to all deeds, conveyances, mortgages, guarantees, leases, obligations, bonds, certificates and other papers and instruments in writing which have been authorized by the Board or which, in the opinion of the President, should be executed on behalf of the organization
 - Signs corporate shares
 - General charge of the property of the Corporation
 - Supervises and manages all Officers, agents and employees of the Corporation
 - Manages government contracts
 - Previously worked in the company as sales manager, production manager and general manager
 - Applied for and received "Best Mid-Sized Business in Pierce County 2014", Tacoma-Pierce County Chamber of Commerce

- President/Immediate Past President Board of Trustees, Broadway Center for the Performing Arts.....2008-2016
- Presides at all full (31 member) and executive committee (7 member) meetings
 - Serves as CEO of the organization
 - Puts signature of the Corporation to all documents
 - Evaluates and supervises the Executive Director of the \$4 million dollar non-profit organization
 - Ensures that all orders and resolutions of the Board are effectively carried out

- Chairman of the Board, Tacoma Yacht Club.....2013-2014
- Presides at all board meetings
 - Puts signature of the Corporation to all documents
 - Evaluates and supervises the General Manager, restaurant and marina
 - Ensures that all orders and resolutions of the Board are effectively carried out

Principal

Park Lodge Elementary, Clover Park School District...2006-2008

- Developed a team of teachers and parents who were trained in Achieving Family Friendly Schools
- Attended numerous trainings with Ron Ritchhart, Project Zero, Harvard University
- Attended Lenses on Learning and the Paideia National Conference
- Certified as a screener for the Ventures for Excellence teacher screening tool
- Member of the Principals' ITS Advisory and the DIBELS Task Force for the Clover Park School District
- Candidate for Assistant Superintendent in Clover Park School District in May, 2007
- Community partner with McChord AFB
- Attended a variety of community and district activities and celebrations
- WASL scores improved in math across all grade levels, improvement in science and writing in fifth and fourth grades
- Led a visitation team of teachers to Gildo Rey Elementary in Auburn to investigate their success in mathematics
- Successfully managed a 1.8 million dollar budget

Principal

Woodland Elementary, Puyallup School District...1998-2006

- Attended a variety of professional conferences and professional development activities at the district, state and national levels
- Established a strong, collaborative learning environment for staff: leadership team, content area teams (reading, writing, math), grade level teaming, technology team, and diversity team
- Participated in visitations to other schools and districts with our lead team.
- Served on numerous district committees: music education, human resources advisory, attendance/rights and responsibilities, CSIP design team.
- Extensive training in curriculum: Lenses on Learning, Developing Mathematical Ideas, Growing With Math, CMP, Read Well, Open Court, K-12 Reading Implementation Model
- Extensive training in evaluation with Jackie Hallett, Connie Hoffman, Nancy Skeritt.
- Building capacity for teacher leaders: six National Board candidates, three Pro-Cert candidates, six co-facilitators of curriculum teams, three TLP teachers.
- Puyallup School District PTA Golden Acorn recipient (district-wide outstanding administrator award)

Assistant Principal

Stahl Junior High, Puyallup School District.....1997-98

- Responsible for student activities (ASB) and behavior management, school safety, student assistance program (Insite Team), staff inservice programs, staff supervision and evaluation.
- Active partner with PTSA in parent education and involvement.
- Assigned acting assistant principal duties at Stahl concurrent with administrative internship.

Music Program Administrator

Puyallup School District.....1993-97

- Managed district music budget, pupil transportation, capital outlay, supplies, printing, professional development, instructional materials, itinerant travel funds, and repair of district equipment.
- Scheduled all elementary physical education, library and music staff.
- Served on the district's strategic plan committee.
- Responsible for hiring all music staff and assisted with teacher evaluation.

- Responsible for applying for and receiving recognition as one of the top twenty-five arts programs in the nation, 1997-98, President's Blue Ribbon Panel on the Arts in conjunction with Goals 2000: Educate America.

Other Related Areas of Distinction

Bandsman, Staff Sergeant

Clarinetist, United States Marine Band, "The President's Own." 1983-88. Provided music for the White House and the President of the United States, as directed.

Community and Professional Organizations

Tacoma Marine Youth Foundation Board member (Sea Scouts)

Tacoma-Pierce County Chamber of Commerce member

Tacoma Public Schools Career and Technical Education General Advisory Council member

Central Pierce County Regional Council member

North Gig Harbor Rotary member

Pierce County COVID-19 Steering Committee

South County (King) Area Transportation Board member

Port of Tacoma and Northwest Seaport Alliance Commissioner

Joint Municipal Action Committee (Tacoma)

Business Advisor for Truman Middle School's Career and Technical Education Program

Pierce County Flood Advisory Committee

Demetria Lynn Strickland, Executive Director
Aerospace Joint Machinist Training Committee

Summary of Skills

Leadership	Staff Training/Development
Interpersonal/Communication	Program Management
Multi-Task	Fiscal Management
Organized	Change Management
Fast Learner	Project Management
Team Player	Human Resource Management
Self-Motivated	Community Partnerships

Education

Master of Arts, Organizational Leadership, Chapman University, 2003
Graduate Certificate, Human Resource Management, Chapman University, 2002
Bachelor of Arts, Business Administration, Minor in Management, Cedarville University, 1990
Certificate, Basic Leadership Course (Honor Graduate), United States Army, 2001
Certificate, Leader's Small Group Facilitator's Course, United States Army, 2001
Certificate, Primary Leadership Course (Honor Graduate), United States Army, 2001
Certificate, Equal Opportunity Leader's Course, United States Army, 2000

Work Experience

Aerospace Machinist Joint Training Committee, Seattle, WA

Executive Director

August 2014 – Present

- Operations and Program Management: responsible for state-wide apprenticeship and pre-apprenticeship programs servicing over 500 apprentices and approximately 75 pre-apprentices annually to include currently incarcerated youth and opportunity youth; oversee the development and implementation of the first registered youth apprenticeship program in aerospace and advanced manufacturing across Washington State.
- Human Resource Management: responsible for 20+ full time staff including directors, managers, supportive staff and 60+ part time instructional staff located in various locations across Washington State.
- Financial Management: responsible for budget of over \$3.9 million including \$2.0 million in additional funds secured for program expansion through other state, federal and philanthropic contracts and grants.
- Leadership and Organizational Advocacy: Responsible for managing the supervision of state-wide relationships with over 275+ employer partners, eleven (11) community and technical colleges, as well as school districts, high schools and skill centers, local business associations, Workforce Development Councils.

Deputy Director

October 2012 – August 2014

- Supervise and evaluate 6 managers and supervisors
- Assist and provide leadership support to the Executive Director and responsible for the execution of organizational mission while recommending resolution for complex problems and issues related to the organization.

Demetria Lynn Strickland, Executive Director
Aerospace Joint Machinist Training Committee

[REDACTED]

[REDACTED]

- Executes the AMJTC Employee Relation Program Management (HR), while overseeing the Apprenticeship program, AJAC Signature Training program, the Mobile Training Unit and Manufacturing Academy (pre-apprenticeship) program.
- Responsible for the developing innovative ideas to recruit and retain female and minority apprentices into AJAC apprenticeship programs.
- Manages the Air Washington Grant valued at \$1.9 million.
- Serves as the organizational representative to program participants, staff and outside entities to include employers, community and technical colleges, high school and governmental agencies.
- Assist in management of an annual organizational budget valued at \$3.9 million.

Program Manager

February 2012 – October 2012

- Managed Manufacturing Academy (pre-apprenticeship) program which trained over 150 individuals for entry-level jobs in aerospace and advanced manufacturing.
- Expanded program from one to three locations to include franchising model.
- Increased pre-apprenticeship contracts funding to \$397,000 in annual funding.
- Managed 3 instructors.
- Responsible for scheduling, materials and supplies acquisitions and community partnership relationship for program.

Bates Technical College, Tacoma, WA

**Dean of Instruction, Construction & Manufacturing, Apprenticeship, Continuing Education,
and Boiler Certification**

July 2011 – February 2012

- Manage 12 two-year degree technical college programs, 14 apprenticeship programs, over 20 Continuing Education courses, and a City of Tacoma Boiler License Program.
- Supervise 15 full-time faculty and over 20 part-time faculty members.
- Responsible for the management of 20 operational and self-support budget accounts totaling over \$3M.
- Develop, price, and schedule courses.
- Perform faculty evaluations and monitoring of Professional Development Plans; work with faculty, administration, and other departments to ensure program success.
- Work with community partners through committees, councils, and meetings to ensure programs meet industry needs.
- Work with state community and technical colleges to obtain Governor Investment in Aerospace equipment grant for new program offering.

**Associate Dean, Continuing Education, Apprenticeship, and
Boiler Certification**

September 2007 – July 2011

- Manage a two-year degree Machinist program, 16 apprenticeship programs, over 30 Continuing Education courses and a City of Tacoma Boiler License Program.
- Supervise 2 full-time faculty and over 20 part-time faculty members.
- Responsible for the management of 7 operational and self-support budgets totaling over \$1.5M.

Demetria Lynn Strickland, Executive Director
Aerospace Joint Machinist Training Committee

[REDACTED]

[REDACTED]

- Obtained over \$2.17M in grant and special funding for program development and equipment acquisition to update and improve programs.
- Conducted leadership training for Boeing employees, managers and shop stewards.
- Participated in community committees, councils, and meetings to develop industry partnerships.
- Created Continuing Education courses based upon community needs.

Skookum Educational Programs, Tacoma, WA

Central Issue Facility Operations Manager

July 2007 – September 2007

- Supervised 35+ employees provided technical guidance to employees in accordance with company and Government contractual requirements.
- Coordinated with Fort Lewis deploying and returning military units to ensure unit clothing and equipment requirements were met.
- Assisted in conducting inventories totaling over \$10M in property and equipment.
- Trained new and current employees.

**Apprenticeship Coordinator, Training Coordinator and
Human Resource Generalist II/Apprenticeship Coordinator**

July 2004 – July 2007

- Performed HR duties to include: monitoring of annual evaluations, maintaining effective working relationships between departments, recruitment and selection, attendance recording and other duties as assigned.
- Supervised a diesel mechanic apprenticeship program to ensure proper training, education and reporting of apprenticeship requirements to the Department of Labor & Industries.
- Conducted program reviews and continued curriculum development ensuring consistency with current technologies, procedures, laws and industry standards.
- Coordinated with Subject Matter Experts to develop apprenticeship Related Supplemental Instruction curriculum for four new occupations for individuals with disabilities.
- Acted as a liaison between training agents, employers and the Apprenticeship Committee.
- Continuously promoted the apprenticeship program internally and externally to employees, prospective employees and community organizations.
- Identified, recommended, and conducted training for 450+ employees promoting employee awareness which provided a safe working environment for employees and customers.
- Performed duties as a Production Control Clerk from October 2004 to December 2005 which including the proper collection, preparation, maintenance, posting, and reporting of vehicle maintenance data in accordance with company and government contract requirements.

United States Army

Electronics Maintenance Supervisor, Fort Lewis, WA

June 2000 – November 2003

- Managed a Direct Support chemical and electronic maintenance facility which serviced over 100 customer units throughout the Northwest region.

- _____

Communication Security Maintenance Supervisor, Heidelberg, Germany September 1998 – June 2000

- Managed a communications Security Maintenance Facility servicing central and northern Germany.
- Supervised, trained and mentored ten technicians.
- Maintained inventory control of ancillary devices, test, diagnostic, and repair parts valued over \$1.5M.
- Served as Quality Assurance, Quality Control, and Technical Inspector for the repair of various pieces of electronic equipment and communication security equipment.
- Served as a Certification Authority Workstation System Administrator providing secure network cards to high-ranking officials.
- Served as Production Control for the Standard Army System.
- Served as departmental Equal Opportunity Representative.
- Selected Battalion Noncommissioned Officer of the year and Brigade Noncommissioned Officer for the Quarter.
- Enhanced physical security through a do-it-yourself team project saving the Army an estimated \$40,000.

Communications Security and Radio Repairer, Fort Hood, TX	September 1994 – September 1998
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- Repaired various types of military radio receivers, transmitters, and electronic equipment
- Served as a Production Control Clerk processing over 1,000 maintenance requests
- Maintained repair parts in excess of \$100,000.



Business Solutions Situational Assessment and Review Report

Prepared By: Ellie Chambers Grady

Executive Summary

Overview

In mid-2019, WorkForce Central received complaints from key partners and businesses regarding issues with service delivery for business solutions/services. The partners expressed frustration with a lack of responsiveness and a need for a consistent point of contact for Business Solutions to provide timely action and follow up in the delivery of business solutions/services.

The reoccurring negative feedback prompted WorkForce Central (WFC) to respond by reviewing the current provider's level of effort, staffing capacity, capabilities, and commitment to high-level customer service. WFC also hired a Director of Business Solutions to oversee the provision of business services and facilitate needed programmatic and relationship improvements.

To further respond to ongoing concerns, WorkForce Central hired a dedicated temporary staff member with experience from within the system with business relations and economic development experience. They were to gather feedback, assess current service delivery, research best practices across the state/nation, and submit a report of discovery and recommendations. The report would outline a credible and customer-centric approach to business service delivery in Pierce County.

The temporary staffer conducted interviews with business from the customer database maintained by WorkForce Central and utilized by ResCare/EQUUS. During these interviews, business leaders were asked about their experience with Business Solutions service delivery.

The business interviews consistently indicated businesses were highly dissatisfied with the results of the contract delivery model provided ResCare/EQUUS, due to high staff turnover and lack of service delivery.

Business leaders contrasted the model above to when WFC previously delivered direct services.

- The business had a trusted partner relationship with the Business Solutions team members who were employees of WorkForce Central. The business leader would refer others to their business solutions/services representative to help those businesses navigate the workforce system.
- The business solutions/services representatives were a stable point of contact, highly knowledgeable about the business, and the industry or sector.
- The business solutions/services team members provided information about upcoming events. The business was able to hire the right talent with the right platform due to the ongoing communication with the team.
- The business solutions/services team helped them with strategies around hiring and what job boards could yield the best talent for certain types of positions and approaches to solving workplace concerns.

- The business solutions/services team provided connections to other partners for the training of their team members, or if the business were looking at expanding, they connected them to the Economic Development Board.
- The business solutions/services team provided a variety of additional services that helped them select the best employees for the position.
- The trusted advisor relationship with the person working with them through this process was of great value to them.

The business leaders expressed that they lost connection to a trusted resource and hiring the right talent, with a consistent point of contact.

The business solutions/services currently being delivered via the workforce system is not a favored model in the business community. The problems leaders outlined include; high staff turnover, no consistent point of contact, and lack of service delivery. Leaders lost confidence. They moved to recruiters and temp agencies or other methods of hiring. This situation is a significant loss for the workforce system and the business as retaining private recruiting firms can be costly for the company.

Business leaders want a model with a single point of contact that can connect them to workforce system resources and other partner organizations when needed, so they can recruit and hire talent for their company.

WorkForce Central provided a direct service model to the businesses before converting to a contract service delivery model 2016.

Service Delivery Models

The temporary staff assigned to the project also reviewed models across Washington and the nation for Business Solutions/Services models. Models vary across the state and the country. Other Workforce Councils in Washington state have had a similar experience with service delivery. These areas have returned to direct delivery of services by staff, with approval from the Governor.

Recommendation

WorkForce Central transform service delivery for Business Solutions/Services. The model would fully service the workforce needs of business leaders and companies. The model would have a consistent point of contact, a trusted resource, and access to the workforce system. The direct service delivery model most effectively provides for the needs of the business. It matches the criteria leaders outlined and have requested.

SCENARIO 1: Allocate up to \$620,000 (add \$103,000 PY19 RRIE) to a Business Solutions Department	SCENARIO 2 Allocate up to \$543,000 to a WFC Business Solutions Department Allocate up to \$200,000 to Career Team (no procurement required)	SCENARIO 3 Continue with contractor model for WFC – release an RFP for Business Solutions and hire a different contractor
Business Solutions absorbed by WFC staffing 4-7 Potential positions i VP of Business Solutions Director of Business Solutions Business Solutions Coordinator Business Solutions HR/Talent Recruiter Business Solutions Admin Assistant Business Solutions Manager Business Solutions Coordinator	WFC staff – Potential staffing 4-7 potential positions VP of Business Solutions Business Solutions Manager Business Solutions Coordinator Career Team Business Solutions Specialist – JBLM Business Solutions Specialist – Adult/DW Director of Business Solutions Business Solutions Coordinator	
Full scale execution of business solution services (Board approved) via WFC department developed with the FTEs referenced above executing the oversight, coordination and execution of all services for Pierce County employers.	Full scale execution of business solution services (Board approved) via WFC department developed with the FTEs referenced above executing the oversight, coordination and execution of all services for Pierce County employers.	
<ul style="list-style-type: none"> • Increase awareness, connection and engagement of industry and small businesses to workforce development services • Identify and respond to employer needs for a talent pipeline to include job postings and recruitment of local job seekers • Drive local training and job seeker programs to be responsive to the voice of industry and employer needs • Develop meaningful WorkBased Learning Opportunities/Sites • Strengthen and sustain collaborative partnering with local Economic Development and Chamber stakeholders to further meet the need of industry. • Develop and execute the coordination of meaningful hiring events and career expo events • Provide assistance with employers onboarding needs for local hires such as drug and background screening • Assist employers to identify upskill/backfill training opportunities for incumbent workers • Provide guidance and support regarding Rapid Responses, COVID-19 Impact, resources from local, state and federal government to local area businesses • Provide Labor Market Information • Move WFC's Business Solutions efforts to truly meet the expectation of support and resources from the Pierce County Workforce Development Council 	WFC <ul style="list-style-type: none"> • Increase awareness, connection and engagement of industry and small businesses to workforce development services • Identify and respond to employer needs for a talent pipeline to include job postings and recruitment of local job seekers • Drive local training and job seeker programs to be responsive to the voice of industry and employer needs • Strengthen and sustain collaborative partnering with local Economic Development and Chamber stakeholders to further meet the need of industry. • Staff Business Solutions WDC Committee and Single Point of Contact Committee • Develop and execute the coordination of meaningful hiring events and career expo events • Provide assistance with employers on boarding needs for local hires such as drug and background screening • Assist employers to identify upskill/backfill training opportunities for incumbent workers • Provide guidance and support regarding Rapid Responses, COVID-19 Impact, resources from local, state and federal government to local area businesses • Provide Labor Market Information • Move WFC's Business Solutions efforts to truly meet the expectation of support and resources from the Pierce County Workforce Development Council Career Team <ul style="list-style-type: none"> • Firm focus to develop and sustain a bridge between WFC Business Solutions efforts and the WIOA job seeker population • Work in collaboration w/ partner Business Solutions efforts • Support WFC's Business Solutions department's work, initiatives and events • Develop WEX/OJT worksites • Works directly with the job seeker population with or thru WIOA case managers to further prepare and create marketable pools of talent • Support/participate in committees related to Business Solutions Efforts 	

SCENARIO 1: Allocate up to \$620,000 (add \$103,000 PY19 RRIE) to a Business Solutions Department		SCENARIO 2 Allocate up to \$543,000 to a WFC Business Solutions Department Allocate up to \$200,000 to Career Team (no procurement required)		SCENARIO 3 Continue with contractor model for WFC – release an RFP for Business Solutions and hire a different contractor	
Pros	Cons	Pros	Cons	Pros	Cons
<ul style="list-style-type: none"> • Staff directed and supervised by WFC • Staff can be trained to the model by WFC • Agile and able to respond to changes quickly • Able to closely monitor activities with business • It is the model the business community likes and wants • Can rebuild relationships, trust and brand. • Provides the greatest focus forward to the businesses • Gives WFC the greatest amount of control and oversight • Greater synergy for the team 	<ul style="list-style-type: none"> • Will require Governor approval, that may take time. • It's a restart, will take a bit of time and training 	<ul style="list-style-type: none"> • Bus Solutions staff directly supervised by WFC • WFC staff can be trained to the model • Can closely monitor activities and results • Model that business community likes and wants • Rebuild relationships and trust • Control and oversight of this portion of the team 	<ul style="list-style-type: none"> • Contract monitoring and coordination with Career team • Training and coordination of the two models, less seamless. • Additional coordination with Career Team Contract Manager • Possibly less direct interaction with job seeker population in helping to recommend best fit employees 	<ul style="list-style-type: none"> • Start with a new vendor, who could have a track record in business solutions elsewhere 	<ul style="list-style-type: none"> • It is a restart with unknown people and company – higher risk • No obvious partners have risen to the surface during assessment • Contract model provides less control over service delivery. • Staff churn tends to be higher in contract model • Business experience with contract model has been mixed • Harder to earn back the business
Hire and prepare the model to launch by September 31, 2020.		Hire and prepare the model to launch by September 30, 2020			

Business Solutions Situational Assessment Report

July 2020

Overview

In mid-2019, WorkForce Central received complaints from key partners and businesses regarding issues with service delivery for business solutions/services. The partners expressed frustration with a lack of responsiveness and a need for a consistent point of contact for Business Solutions that could provide timely action and follow up delivery of business solutions/services.

The reoccurring negative feedback prompted WorkForce Central (WFC) to respond by reviewing the current provider's level of effort, staffing capacity, capabilities, and commitment to the high level of customer service. WFC also hired a Director of Business Solutions to oversee the provision of business services and facilitate needed programmatic and relationship improvements.

To further respond to ongoing concerns, WorkForce Central hired a dedicated temporary staff member with experience from within the system with business relations and economic development experience to gather feedback, assess current service delivery, research best practices across the state/nation, and submit a report of discovery and recommendations. The report outlines a credible and customer-centric approach to business service delivery in Pierce County.

Business Interviews Overview

Business interviews were initiated and continued through the project to mid-July. Questions were provided in advance to the business owner or leader, facilitating a comprehensive conversation. The interviews were conducted either with an online meeting platform or by phone, based upon customer preference.

The interview questions were for activity and interaction with ResCare Business Solutions (EQUUS). The business solutions service delivery model changed to a contract service delivery model in 2014. In many cases, the business owner would compare or contrast the experience between the contract for the service delivery model (ResCare) and the direct service model by WorkForce Central employees that existed before the WIOA transition.

Requests for reconvening the sector conversations surfaced as part of the first round of business interviews. Business leaders believed much had changed since 2014, and in light of COVID-19, much more is changing. They were interested in knowing how other Workforce Development Councils were responding, the models' others were utilizing, and elements of successful models.

Sector Panel Overview

Covid-19's impact on all of our sectors made scheduling more difficult in the convening of the sector groups for an online meeting. Two groups participated in online meetings. The remainder were individual interviews. WorkForce Central is very grateful for those who were able to participate and provide information on their sector, and perspectives on the marketplace and talent in this season.

Several sector participants recommended that post-Covid-19, when a vaccine is available, and people can gather in person for a meeting, would be a good time to convene the sectors as things are continuing to change. They would be interested in an update on new practice models post-pandemic.

Discovery - Business Solutions Assessment Interviews:

Contacts were made with businesses from the Salesforce database for interviews.

- The lack of consistent service delivery and point of contact has frustrated business leaders. These circumstances have driven them to use other methods that are very costly to the business, especially when our current environment brings significant challenges for them.
- Business leaders indicated that they did not know when a person from the system left their office if they would hear from or see them again, due to staff turnover. They also were uncertain that the agreed upon activity from the meeting (hiring, follow up, etc.) would occur. As a result, they did not know what would happen if there would be resumes to review, interviews, or anyone to hire.
- Every time a new contact made an appointment with the business, the leader or human resource manager would familiarize them with their staffing needs and hiring process and timeframes. It became a very repetitive cycle with little return. As a result, they reached out to other organizations and businesses to help them hire new talent.

Business leaders still remember the names of WorkForce Central employees who worked with them before the WIOA transition. They had a consistent point of contact, a variety of additional services that helped them select the best employees for the position, and a trusted advisor and relationship with the person working with them through this process.

The dissatisfaction with service delivery since the transition is very high. Every business contacted from the Salesforce Customer Relationship Management System (CRM) was unhappy with the lack of services delivered. Some of the businesses no longer use the workforce system and are hiring through costly private recruiting companies. One small to medium-sized firm has three different recruiting companies they now utilize due to the diversity of talent needed. Others are still using the workforce system but also engage private placement firms for critical positions. According to business interviews, their use of recruiting firms is much more frequent, and more jobs are being filled that way because of a lack of contractor performance.

In this season of COVID-19, where a business has additional stresses, this creates another financial stressor they did not have before moving to the contract service delivery model.

The workforce delivery system WorkForce Central delivered before contracting for service delivery, was designed in collaboration with the business community. WorkForce Central reached out to the businesses asking about the staffing and hiring needs. The development of the suite of services was in response to the needs of the companies.

The program that was in place before the contract model had won a Washington State best practice award in 2009. The State of Massachusetts is currently delivering a very similar model state-wide. It received a national best practice award in 2015, see www.mass.gov/bizworks.

There are regions in Texas with business service delivery models, though modified, that still has the one point of contact and a person interfacing with the workforce system to aid the business.

During the interviews, the last questions usually asked, "Would the business be willing to come back to the business services team? What would be needed for them to return?" The response from the business leader was that they would like a model that met their hiring and talent attraction needs, provides one point of contact, and someone to work with who would deliver the services and be a resource to help solve their workforce needs.

If the business leader has spoken about some current needs they have, then the ask was, would you be willing to try again?

If they answered yes, then the customer is connected to the Director of Business Solutions at WorkForce Central and the Project Director at EQUUS, formerly known as ResCare Workforce Services, located at WorkSource Pierce. It is an interim measure to ensure customer needs are met and satisfied.

The business interviews consistently indicated that businesses were highly satisfied with the service delivery pre-WIOA for the following reason.

- Trusted system enough to refer others to their business solutions/services representative to help those businesses navigate the workforce system.

- The business solutions/services representatives were a stable point of contact, highly knowledgeable about their business and the industry or sector.
- The business solutions/services team members provided information about upcoming events.
- Business was able to hire the right talent via the ongoing communication
- The business solutions/services team helped them with strategies around hiring and what job boards could yield the best talent for certain types of positions and approaches to solving workplace concerns.
- The business solutions/services team provided connections to other partners for the training of their team members, or if the business were looking at an expansion, the company could be connected to the Economic Development Board.

The businesses expressed they did not just lose connection to hiring the right talent and a trusted resource. The business solutions/services model currently delivered via the workforce system is not a favored model in the business community. It is a significant loss for the workforce system and the business since these options are more expensive for the company, as the recruiting agencies have fees.

They would be delighted with a business solutions model that gives them easy access and methods to hire great talent. The companies want a business solutions person who is their consistent and one single point of contact. This person would work with them to be the resource and connection to the workforce system, partners, and to find great talent and connect them to other resources when needed.

Workforce Development Councils Feedback – Business Solutions/Services Models

Feedback from Workforce Development Councils to discuss practice models for business solutions/services was collected. The models for how business solutions/services are provided in Washington vary by service area. In some locations, a contract provider such as EQUUS, formerly ResCare Workforce Services, or Career Path Services provides service delivery. In other areas, it is a local contractor or chamber organization, or a Workforce Development Council will contract with the Employment Security Department for delivery of business solutions/services. Even in those situations, the single point of contact and ongoing and consistent communication to the business is hallmark of a productive model that works for the business and the workforce system. There are also a few that deliver direct services, approved by the Governor.

Best Practice Models Regionally/Nationally

Consultants locally, regionally, nationally, were contacted regarding best practice models for business solutions/services.

Interviewed organizations, companies, and consultants to research business solutions/services models across the country. Referred to individuals in Texas, Massachusetts, New Jersey, who are the consultants considered leading best practice models for business solutions/services. The report reinforces the delivery of services with a consistent point of contact, and delivery of services requested plus ongoing and regular communication. A trusted relationship with a person representing the workforce system are critical elements to success.

When this does not happen, business leaders experience a level of exhaustion with the system, with the revolving door of people from the workforce system contacting them, frustration, lack of confidence causing a disconnection from the workforce development system.

In some other states, including Washington, if the business does not have a relationship with the workforce system or one of the system partners, often the first notice of a layoff comes as a WARN notice. It is not unusual that the employees are already laid off and gone. It is much harder to provide services once the layoff happens. Sometimes packets can be assembled and delivered after the fact. Still, the services on the job site allow the employee to begin working on their transition before being let go.

Interview with Ken Messina, State of Massachusetts, www.mass.gov/bizworks revealed that the state delivers direct services through the WorkSource centers. The state has representatives to the business community located at every center. This model is durable and has been in place for years. During the interview, Mr. Messina mentioned that if a business in the state has to lay off employees due to current economic conditions, they have contacted the BizWorks business representative first as they are their trusted resource partner. Most employers are concerned for their employees during a layoff, and the business leaders wanted to assure the employees would receive all the support and aid possible in this situation.

After a review of national, regional, and local models, interviews to review best practice models for business solutions/services, contacting businesses in Pierce County plus interviews with leaders about their experiences with the business solutions/services portion of the workforce system, the following recommendation would seem to be the best model to accommodate the strident need in the marketplace.

Recommendation

The recommendation is, WorkForce Central move to a different model for business solutions/services. The model would fully service the workforce needs of the business leaders and the companies they lead and serve. The final model should contain the primary and consistent point of contact forward-facing to the business, advocate for the business, and be knowledgeable about the industry and the needs of the company. The business solutions/services point of contact would work to understand the business needs, type of talent needed at that business, and be the interface back to the workforce system.

Three models of service delivery are outlined in the Business Service Proposal Document. Three models for service delivery provided in the document for review and final model recommendation from the WDC and Executive Board.

See Business Services Proposal Document included.

Staff Recommendation

The direct service delivery model delivers the services and needs outlined by business leaders as a successful model.