

MEETING AGENDA

WDC One-Stop Operator & Partners Committee
April 4, 2017 8:30 a.m. – 9:30 a.m.

WorkSource Pierce Job Center
3650 South Cedar, Classroom 1, Tacoma, WA

Eric Hahn, Chair

, 1st Vice-chair

Ron Thalheimer, 2nd Vice-chair

Steve Gear

April Gibson

Darci Gibson

Mike Johnson

Bruce Kendall

Dale King

Dave Lawson

Mark Martinez

Mary Matusiak

Wayne Nakamura

Sharon Ness

Tim Owens

Dona Ponepinto

Christina Roberts

Patty Rose

Dereck Spivey

James Walker

Blaine Wolfe

Committee Focus:

What are the skills and qualities that will allow us to build a WorkSource culture to make the customer focus vision a success?

Topic	Leader	Inform/ Discuss/Act	Time
Welcome	Ron Thalheimer		5 min
Review Prior Meeting Notes	Ron Thalheimer	Act	5 min
Homework for Assessment #16: How are we reporting as a network? • <i>Bring a list of your data points.</i> <i>What are the points that you are tracking that you think are of interest to the network or could be.</i>	All	Discuss	40 min
Updates: • WorkSource Pierce Job Center - Customer Service Matrix Update - Other Updates / News	Michelle Griffith Center Staff	Inform	5 min
Build next meeting's agenda	All	Discuss	5 min

For Further Discussion

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Next Steps

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Next Meeting Dates

May 2, 2017 8:30–10:00 am June 6, 2017 8:30–10:00 am

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
Fax: 253.830.6848
www.workforce-central.org

Workforce Development Council (WDC) of Tacoma Pierce County

WIOA Committee Membership

03-15-17

WDC One-Stop System Operator(s) & Partners Committee			
- Committee Chair is member of WDC and appointed. ✓ Since all of WDC members are required to serve on a WDC Committee, approximately 4-6 members of the committee will be WDC members. - Vice Chair selected from Committee and must be willing to serve on Coordinating Committee when Committee Chair is absent.			
Activities/Partners	Partners	Representative(s)	
Chair of Committee	Niagara Water	Ron Thalheimer, Tacoma Plant Director rthalheimer@niagarawater.com	
Vice Chair of Committee	Pierce College District	Susan Cable, Director scable@pierce.ctc.edu	
CORE PARTNERS (Resource Sharing Agreement Partners)			
One-Stop Career Center Infrastructure Title 1-B Youth, Adults and Dislocated Worker Training and Employment (Core Program)	WorkForce Central/Youth Provider	Deborah Howell, COO dhowell@workforce-central.org	
	Pierce County Library System	Jaime Prothro, Customer Experience Manager jprothro@piercecountylibrary.org	
Title III Wagner-Peyser Act of 1933 Employment Services (Core Program)	WA State Employment Security Department	Anne Goranson, Regional Director agoranson@esd.wa.gov James Walker, Director jawalker@esd.wa.gov	
REQUIRED PARTNERS (Memorandum of Understanding Partners)			
Title II Adult Education and Literacy (Core Program)	Bates Technical College	Blake Ingram, Dean bingram@bates.ctc.edu	
	Clover Park Technical College	Cristeen Crouchet, Director cristeen.crouchet@cptc.edu	
	Pierce College District	Susan Cable, Director scable@pierce.ctc.edu	
	Tacoma Community College	Krista Fox, Dean kkfox@tacomacc.edu	
	Tacoma Community House	Jason Scales, Manager jscales@tacomacomunityhouse.org	
	Tacoma Rescue Mission	Mike Johnson, Executive Director mike.johnson@trm.org	
Title IV Rehabilitation Act of 1973 Vocational Rehabilitation Training and Services (Core Program)	WA State Division of Vocational Rehabilitation (DVR)	Mary Matusiak, Supervisor matusmk@dshs.wa.gov Don Redford, Counselor redfoda@dshs.wa.gov	
	WA State Department of Services for the Blind	Jonathan Utrera, Vocational Rehabilitation Counselor jonathan.utrera@dsb.wa.gov	
Title V Older Americans Act of 1965 (Community Service Employment for Seniors)	Goodwill of the Olympics and Rainier Region	Kurt Simmons, Assistant Workforce Dev. Director kurts@goodwillwa.org Jim Kinney, SCSEP Program Manager jimk@goodwillwa.org	
Carl D. Perkins Career and Technical Education (non core program)	Bates Technical College	Blake Ingram, Dean bingram@bates.ctc.edu	
	Clover Park Technical College	Cristeen Crouchet, Director cristeen.crouchet@cptc.edu	
	Pierce College	Susan Cable, Director scable@pierce.ctc.edu	
	Tacoma Community College	Krista Fox, Dean kkfox@tacomacc.edu	

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Chapter 2 of Title II of the Trade Act of 1974 (Trade Adjustment Assistance)	WA State Employment Security Department	Anne Goranson, Regional Director agoranson@esd.wa.gov James Walker, Director jawalker@esd.wa.gov	
Chapter 41 of Title 38, United States Code (Veterans Assistance)	WA State Employment Security Department	Anne Goranson, Regional Director agoranson@esd.wa.gov James Walker, Director jawalker@esd.wa.gov	
Community Services Block Grant Act (Assistance to Low Income Individuals & Families)	Metropolitan Development Council's Educational Opportunity Center	Wes Bailey, Program Manager obailey@mdc-hope.org	
Community Development Block Grant (Employment and training by Dept. of Housing & Urban Development)	Tacoma Housing Authority	Greg Claycamp, Director of Client Services gclaycamp@tacomahousing.org	
	Job Corps	Rich Nannini, Project Director rmannini@nwdesi.org	
Programs under State Unemployment Compensations Laws	WA State Employment Security Department	Anne Goranson, Regional Director agoranson@esd.wa.gov James Walker, Director jawalker@esd.wa.gov	
Programs under Second Chance Act of 2007 (Reintegration of Ex-Offenders)	Department of Corrections	Nanette Borders nanette.borders@doc.wa.gov	
Native American Programs	Western Washington Indian Employment and Training Program	Debbie McFarlane, Director debbie@wwietp.org	
OPTIONAL – LOCAL			
Other	WA State Department of Labor & Industries	Keith Johnson, Regional Program Manager jkei235@LNI.WA.GOV	
Other	WA State Department of Social and Health Services (DSHS) Region 3 – Community Services Division	Bethina Golden, Social Services Specialist Supervisor goldenbm@dshs.wa.gov	
Other	Pierce County Juvenile Court	TJ Bohl tbohl@co.pierce.wa.us	
Other	Career Path Services	Michelle Griffith, Program Operator mgriffith@careerpathservices.org	
Other	ResCare	LaKesha Egardo-Jones, Project Director lakesha.egardo-jones@rescare.com	
Other	Career Path Services	Diane Giannobile, Pierce County Branch Manager gianndm@dshs.wa.gov	
Other	United Way of Pierce County	Dona Ponepinto, President & CEO donap@uwpc.org	
Other	Pierce County Community Connections	Anne Marie Edmunds, Program Specialist aedmund@co.pierce.wa.us	
Workforce Development Council/WorkForce Central Staff	Deborah Howell, Chief Operations Officer 253.254.7618; dhowell@workforce-central.org Debbie Lean, Executive Assistant 253.414.0141; dlean@workforce-central.org		



WDC One-Stop Operator & Partners Committee

NOTES

March 7, 2017

8:30 – 9:30 a.m.

**WorkSource Pierce Job Center
3650 South Cedar, Street, Tacoma, WA**

Attendees: Susan Cable, Keith Johnson, Jim Kinney, Jason Scales, Jaime Prothro, James Walker, Kelli Johnston, Michelle Griffith, Kurt Simmons, Anne Marie Edmunds, Diane Giannobile, LaKesha Egardo-Jones, Krista Fox, Jonathan Utrera and Tami Clark

WFC Staff: Deborah Howell, Debbie Lean, LaTanya Huey

AGENDA	NOTES	ACTION ITEMS
Welcome	- Vice Chair Susan Cable called the meeting to order at 8:33 am. - Roundtable introductions were made.	
Review Prior Meeting Notes	- Prior meeting notes were approved as prepared. - Deborah shared that the RFP for the One-Stop Operator has been published. Timeline can be found on WorkForce Central's website. - Shared that Ron has a conflict on Tuesday morning (currently). She will work with him so he can call in if necessary.	
Homework for Assessment #16 <i>How are we reporting as a network?</i>	Homework for Assessment #16 - Committee members shared what type of assessments they use in their agencies: CASAS, CAPS, WOIS, Accuplacer, Career Cruising, Career Coach, customized, skills interest and abilities assessment, Key Train, Check out a College, Washington Career Pathways, Washington Connection, Woofound personality assessment, GED mediation tool. - Deborah shared the draft network dashboard and stated that at the last meeting data framework was discussed. When we start talking about what we want to track as a network, these are some of the priorities the WDC has come up with. As part of next conversation, may want to think about what types of things we want to track that are common measures. Suggested everyone bring their data framework to the next meeting so we could find commonalities. Hopes this will help describe the discussion so that we could pick out the common things. This group needs to decide what the priority data frameworks we want to know about and whoever has the data can bring it to the table. If the state has it that is who we will use to get the data.	Next meeting: Committee members bring a list of your data points. What are the points that you are tracking that you think are of interest to the network or could be

	• Kelli thinks if we are not privy to what is being constructed at the state level; we may be doing double work. It would really be helpful to have the conversation with that context. • Susan suggested that committee members bring a list of your data points. What are the points that you are tracking that you think are of interest to the network or could be.	
February 17 th MOU/IFA Mtg. with Lori Strumpf	Susan shared that we have had our second meeting with Lori Strumpf who talked about the new MOU/IFA process. Takeaways from the meeting: • Still need to think through affiliate sites and what those look like. • Deborah shared that locally we have the discretion to add additional criteria to the existing certification process. There will be a timeline and discussions around this at the next meeting with Lori Strumpf. • Co-enrollment and information sharing – some of the systems do not communicate with each other now so what is that going to mean in terms of information sharing. • Those who are interim affiliates were asked to do a budget. The piece of the conversation we did not get to was what is the proportion look like and is it value added? • Deborah shared that the IFA has changed how we do this work and that is why we are trying to get the cost of the system. This is driven by the new expectations in the law.	
Updates	<u>WorkSource Pierce Job Center (Michelle Griffith):</u> • Over 400 customers came into the building last month. • LaKesha's team is building new partner presentations for employers to come into the center to educate partners. • Pierce County library will be hosting training sessions in IC3 Technology Training to WIOA eligible. Students will be certified in three different phases of computers: Fundamentals, Application, Being successful in online environment. When someone successfully passes each of these they will be IC3 certified which is industry recognized. • Invited two new partners into the building: Representatives from YWCA through BankWork\$ moved in and will begin training April 10; Jamie W.'s team has identified three new workshops that will begin in April and are open to all job seekers – pulled ideas that are different then what is being offered at the Tacoma Ave. location. <u>One-Stop Work Group (Susan Cable):</u> • Susan reminded the committee that there is a workgroup working on a referral system for the network and shared the updated draft of the referral map documents. • Separated out roles and responsibilities of the navigator and definitions • One point made about the referral system is that it goes both ways. It does not matter who walks in what door, there would be a mechanism to refer this person to whatever they need at the time and a mechanism to have a form of triage at these places. • When we say referral it is not about sending someone to several places, it is about communicating between our agencies in a way that is customer centered.	

	• We want technology where we would put information in a system that all can see and share and if the service provider cannot completely do everything this person needs, then they would go to the navigator or back into the intake. We are hoping we have a tight triage system that will help that person. When we say referral it is not about sending someone to several places, it is about communicating between our agencies in a way that is customer centered. • Jason provided a list of technology that TCH right now is exploring. It is a great start – we can add to this chart of any technology that you may know of. What we have to do is look at the referral and once we have that, what does it need to do? We are going to get to a point where we decide which of these we would like to see a demo on and invite them. Once we have a good comprehensive list of what do we want, ask questions. • A secure system is going to be needed. • The workgroup had a brief discussion about state systems that are available and do not think there is a state system out there that we want it to do. • Workgroup asked to flush out what we think the referral system should do – cautioned not to make it so cumbersome. This is about the referral system and not about comprehensive referral to the provider; it is about getting a customer to the provider and then tracking where the customer goes as they hit the providers. We are not trying to track their comprehensive service delivery nor the data outcomes.	Workgroup asked to flush out what the referral system should do. Report out to full committee at future meeting.
Build Next Meeting Agenda	• Committee members bring a list of your data points. What are the points that you are tracking that you think are of interest to the network or could be.	
Adjourn	9:40 am	