

MEETING AGENDA

WDC One-Stop Operator & Partners Committee
 May 2, 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/Accept Prior Meeting Notes	Ron Thalheimer	Act	5 min
Structure of Committee	Linda Nguyen	Discuss	15 min
Debrief MOU / IFA April Meeting	All	Discuss	5 min
Updates: <ul style="list-style-type: none"> WorkSource Pierce Job Center Impact of President / State Budgets (if information available) Other Updates / News 	Center Staff All All	Inform	10 min
Organizational Success & Scenario Sharing	All	Inform	10 min
Build next meeting's agenda	All	Discuss	5 min

For Further Discussion

Next Steps

Next Meeting Dates

June 6, 2017 8:30–10:00

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
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Workforce Development Council (WDC) of Tacoma Pierce County

WIOA Committee Membership

04-26-17

WDC One-Stop System Operator(s) & Partners Committee			
<ul style="list-style-type: none"> • 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)	
<i>Chair of Committee</i>	<i>Niagara Water</i>	<i>Ron Thalheimer, Tacoma Plant Director rthalheimer@niagarawater.com</i>	
<i>Vice Chair of Committee</i>	<i>Pierce College District</i>	<i>Susan Cable, Director scable@pierce.ctc.edu</i>	
CORE PARTNERS (Resource Sharing Agreement Partners)			
One-Stop Career Center Infrastructure	WorkForce Central/Youth Provider	Deborah Howell, COO dhowell@workforce-central.org	
	Pierce County Library System	Jaime Prothro, Customer Experience Manager jprothro@piercecounitylibrary.org	
Title 1-B Youth, Adults and Dislocated Worker Training and Employment (Core Program)			
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 rnannini@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
April 4, 2017
8:30 – 9:30 a.m.

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

Attendees: Ron Thalheimer, Susan Cable, Cristeen Crouchet, Michelle McNett, Anne Marie Edmunds, Michelle Griffith, Tamie Clark, Jason Scales, James Walker, Keith Johnson, Jaime Prothro, Jim Kinney, Kurt Simmons, Anne Goranson, Krista Fox, Lori Childers

WFC Staff: Deborah Howell and Debbie Lean

AGENDA	NOTES	ACTION ITEMS
Welcome	<ul style="list-style-type: none"> Chair Ron Thalheimer called the meeting to order at 8:33 am. Roundtable introductions were made. 	
Review Prior Meeting Notes	<ul style="list-style-type: none"> Prior meeting notes were approved as prepared. 	
Homework for Assessment #16 <i>How are we reporting as a network?</i>	Homework for Assessment #16 <ul style="list-style-type: none"> After discussion, it was decided to turn this work over to the one-stop workgroup to come up with a matrix of the data that is currently being collected. The group will break this down into phases, identify the common matrix first and then analysis. Committee needs to decide what are the common things you want to see and what are some unique things you would want to see as a network. Surveys are important to the decision making process and may be something we want to duplicate in this system so include them also. Committee members should <i>send their data list to Debbie</i>. It is about mission fulfillment and outcomes. If it doesn't support the mission we shouldn't be collecting it. <i>(Some agencies may have specific programs that need to be tracked but they are compliance measures not outcome measures. Don't spend a lot of time in the detail of compliance type measures. We are trying to get to outcomes for the entire system).</i> 	Add LaKesha Egardo-Jones/Felicia Dennis to Workgroup Send Debbie the types of data you think you want to see as a network

	<ul style="list-style-type: none"> • Ron asked what is pertinent for every agency. What is your measure of success? <ul style="list-style-type: none"> ○ Retention ○ Number served ○ Average earnings ○ Job placements ○ Return for additional services ○ Customer satisfaction ○ Educational continuity ○ Wage progression • Deborah stated that these are indicators the workgroup can work with. We create a matrix and then bring it back for a recommendation and then the entire committee will decide on the outcomes. <i>Example: career pathways or employment could be a major outcome because everybody in this room that customers see are trying either to go to school or gain employment.</i> • Whatever data we are looking at we want to make sure it is purposeful and that it will inform the system. • Anne thinks it is always helpful to have a grounding such as past historical performance. Other piece that is going to be important for our system is there are probably some demographic groups that we want to focus on. There are different types of customers that we are going to want to have a sense of how well we are serving them. Would like us to work together to impact whatever that number may be. 	
Updates	<p><u>WorkSource Pierce Job Center (Michelle Griffith):</u></p> <ul style="list-style-type: none"> • Approached over 550 customers in March in the center. • Business Services has been doing various employer events, which is bringing new customers into the center. • Have been working on implementing the IC3 training, which is in full swing. • Added three new workshops that ESD is running: Enhancing Self-Employment (sold out crowd), Mature Workers and Social Media. • Conducted all staff meeting last week and rolled out a new customer service desk aid. Created a one pager so anybody that was filling in at the front desk would have information that is crucial to delivering excellent customer service at their fingertips. All center staff were given a brief training. • Covered five of the different components of the customer service matrix at the last staff meeting. Have been trying to do one per staff meeting and as new staff is 	

	<p>introduced into the facility it is up to the responsibility of that leadership to catch them up to speed on where we are at with that.</p> <ul style="list-style-type: none"> • As we grow at the center and recognize that each organization has a different culture we also know that we are all trying to get to the same outcomes but do that in slightly different ways. Continuous and great dialogue around that and open communication during the monthly staff meetings helps to ensure that there isn't any misperception or miscommunication. • 	
Build Next Meeting Agenda	<p>May 2nd 8:30 am – 9:45 am</p> <ul style="list-style-type: none"> • Debrief the MOU / IFA April meeting. • Organizational Success & Scenario Sharing • Impact of President budget / State budget (<i>if information is available</i>) <p>June 6th Data Points Matrix</p>	Send agenda topics to Debbie
Adjourn	9:26 am	