

MEETING AGENDA

WDC One-Stop Operator & Partners Committee
 March 7, 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

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>Committee members to bring reporting data to meeting</i>	All	Discuss	20 min
February 17 th MOU/IFA Mtg. with Lori Strumpf	All	Discuss	10 min
Updates: <ul style="list-style-type: none"> WorkSource Pierce Job Center One-Stop Work Group 	Michelle Griffith Susan Cable	Inform	15 min
Build next meeting's agenda	All	Discuss	5 min

For Further Discussion

Next Steps

Next Meeting Dates

April 4, 2017 8:30–10:00 am
 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

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 Tacoma, WA 98409
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Workforce Development Council (WDC) of Tacoma Pierce County

WIOA Committee Membership

02-17-17

- 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 also serve on Coordinating Committee.

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@tacomacommunityhouse.org
	Tacoma Rescue Mission	Mike Johnson, Rescue Mission 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

Workforce Development Council (WDC) of Tacoma Pierce County

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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		
	Job Corps		
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**

**February 7, 2017
 8:30 – 10:00 a.m.**

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

Attendees: Michelle Griffith, Anne Marie Edmunds, Felicia Dennis, Keith Johnson, Nanette Borders, James Walker, Kelli Johnston, Dianne Giannobile, Jaime Prothro, Greg Claycamp

WFC Staff: Deborah Howell, Debbie Lean

AGENDA	NOTES	ACTION ITEMS
Welcome	<ul style="list-style-type: none"> • In the absence of both the Chair and Vice Chair, Deborah Howell called the meeting to order. • 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>	<p>Homework for Assessment #16</p> <ul style="list-style-type: none"> • After discussion, Deborah asked committee members to bring to the next meeting reporting data that their entity uses. • To begin the conversation, Deborah will share the network document that WFC created. On it, you will see the types of things we are looking at as priorities from the WDC and how we are trying to collect things as a network. If we know what our strategy is as a network and the things that we are trying to do, we can match the data – knowledge of the data to those outcomes we are trying to achieve as a network. 	<p>Deborah will share network document WFC created</p> <p>All will bring reporting data to share and discuss</p>
January 24 th MOU/IFA Mtg. with Lori Strumpf	<ul style="list-style-type: none"> • Deborah shared that we have had our first meeting with Lori Strumpf who talked about the new MOU/IFA process. This first meeting was more about the overview of the MOU process. In addition, along with the MOU process comes the structure around how we identify affiliate sites, partner sites and the comprehensive one-stop center. • Feedback from those that attended the first meeting: <ul style="list-style-type: none"> ○ Jaime P. thinks a lot of good information was presented and we all were caught up on the regulations, budgets, etc. felt like recommendations for any service improvements were kind of off the cuff and not really based on collaborative expectations and research. If we articulate our common goals, we could then build and devise a strategy by which we could all contribute and stay committed. 	

	<ul style="list-style-type: none"> ○ Greg Claycamp shared that he attended the meeting and asked if there is a plan to synchronize our efforts and those of the Center for Strong Families since they seem to be in some ways very complementing. <i>Deborah shared that she does not believe there will be a formal effort to synchronize them but that there is a place for us to do a lot of co-enrollment and co-partnering. Also shared that Dona Ponepinto, CEO of United Way of Pierce County is on the WDC so would be part of the approval process of the MOU.</i> ● Deborah encouraged committee members attending the meetings to ask questions or email her or Linda so they could be shared with Lori. Also encouraged everyone to continue to stay engaged with this important process. 	
Updates	<p><u>WorkSource Pierce Job Center (Michelle Griffith):</u></p> <ul style="list-style-type: none"> ● Open house on January 12th was a huge success. ● Close to 100 customers came into the center the week after the meeting. ● Michelle gave a recap in terms of numbers of customers coming into the facility weekly: <ul style="list-style-type: none"> ○ November – average 40 ○ December – average 50-60 ○ January average – average 56 ● WIOA Orientation weekly- averaging 16 new customers to the Center ● Weekly workshops for public – 12 additional new customers per week ● Working closely with ESD to do EBlasts highlighting some of the events on the calendar on WorkSourceWA website. <i>(There are approximately 4000 UI claimants who have signed up to receive weekly Eblasts).</i> <p><u>One-Stop Work Group (Deborah Howell):</u></p> <ul style="list-style-type: none"> ● For review and discussion, Deborah shared the work the One-Stop Work Group has been doing about referral and service to the 14 barrier population: <ul style="list-style-type: none"> ○ Network referral map – <ul style="list-style-type: none"> ▪ The work group came up with an idea of what might work for the flow for the customer and might get people to the providers in a way that make sense and is seamless. ▪ This is more about customer engagement than it is customer outcomes. ▪ Discussions around navigators was how to be intentional. Need to have highly skilled people who are resourced and who are able to do a true assessment. Want to try to strengthen the network so that these people become experts on how to get the person to the right provider. It is about the customer point of view – not about meeting individual agency goals. ▪ If customers walk into a different door, the hope is the people will communicate with a navigator so the flow can go back and forth. 	

	<ul style="list-style-type: none"> ▪ The assessment system we create at one level should be known at the other levels so when someone walks in their door they could serve the customer where they are. ○ 14 Barrier Populations – <ul style="list-style-type: none"> ▪ Trying to make sure that in this model we are addressing these 14 populations and what might be needed by the navigator or even by people in the system in order to address. ○ Navigator Role and Responsibilities – <ul style="list-style-type: none"> ▪ Provided a list of what the work group felt the navigator’s roles and responsibilities should be. Asked committee to review and email anything they felt was missing. • Technology is what will link us whether in the comprehensive center or out in the community. It may also be an incentive for other partners to engage. • Looking for some best practice models. • Goal is to create a no wrong door system - expectation is a customer can walk through any door. • Want to track as many people as we can in one system so we can see what their traveling looks like. • Cannot be all things to every customer so need to rely on partners to be experts in their work and we be experts in our work and partner more effectively. Figuring out how to teeth out that information up front will save everybody some trouble. Knowing that with target populations there are some key places you could potentially reach out to and find out how to share people. • Need to document the process, flow, and expectation (manual) on how we do business. Creating a formal training process should help. • The navigator certification training will be open to everybody that is going to be in the network so we are all on the same page. 	
Build Next Meeting Agenda		
Adjourn	10:05 am	

ASSESSMENT

16. Center Assessment: How are we reporting as a network?

Step 1: List areas of opportunity for improvement (from QSAP):	Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:
<ul style="list-style-type: none"> • Certifying affiliate sites every so many years. <hr style="width: 30%; margin: 20px auto;"/> <p style="text-align: center;">When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.</p>	<ul style="list-style-type: none"> • We have an obligation to make sure we have an assessment of the center. • Colleges get information from ESD and can report aggregate employment information for their students <ul style="list-style-type: none"> ○ Graduation sector? ○ Jobs, sector and wage? <hr style="width: 30%; margin: 20px auto;"/> <p style="text-align: center;">When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.</p>

Step 3: Follow the template below for each GOAL:						
Key Strategies	Activities/Steps	Responsible Party	Timeframe/ Milestone	Resources Needed	Desired Outcomes	Status
<p>Open jobs being filled?</p> <p>Increased certification including apprenticeships in key sectors</p>						

Pierce County Workforce Network Performance Dashboard - PY16 / FY17

Workforce System Performance	Measurement	Q1	Q2	Q3	Q4
Increase the number of jobs filled ^[1]	Total Openings	12,463	10,346		
	Construction	107	87		
	Transportation, Warehousing & Logistics	256	200		
	Healthcare	874	783		
	Advanced Manufacturing	160	220		
	ICT & Cybersecurity	na	na		
	Military & Defense	na	na		
Benchmark and track number who have achieved employment	Discouraged job seekers	<i>Data not yet available</i>			
	• UI Benefits exhausted/or soon to exhaust	37,623	38,473		
	• SSD or SSI				
Track Unemployment Rate	Unemployment Rate	6	6%		
		^[3] 2014-2015	2015-2016	2016-2017	2017-2018
Decrease number of high school dropouts	Dropout rate	11.6	10.5		
Increase number re-engaged dropouts	Dropouts re-engaged				
Increase the number of high school diploma/or equivalent attainment	Diploma attainment				
	• Traditional	7,265	7,779		
	• GED	92	22		
	• High School Completion (CTCs)	395	453		
	• Dual Track (attained with AA Degree)	159	185		
	Total	7,911	8,439		
Increase number receiving postsecondary education recognition ^[2]	Certificate	2014-2015	2015-2016	2016-2017	2017-2018
	• Construction	180	177		
	• Transportation, Warehousing & Logistics	310	295		
	• Healthcare	1018	863		
	• Advanced Manufacturing	194	202		
	• ICT & Cybersecurity	416	395		
	• Military & Defense				
	AA				
	• Construction				
	• Transportation, Warehousing & Logistics				
	• Healthcare				
	• Advanced Manufacturing				
	• ICT & Cybersecurity				
	• Military & Defense				
	BA				
	• Construction				
	• Transportation, Warehousing & Logistics				
	• Healthcare				
	• Advanced Manufacturing				
	• ICT & Cybersecurity				
	• Military & Defense				
MA					
• Construction					
• Transportation, Warehousing & Logistics					
• Healthcare					
• Advanced Manufacturing					
• ICT & Cybersecurity					
• Military & Defense					
Journey Level ^[4]					
• Construction					
• Transportation, Warehousing & Logistics					
• Healthcare					
• Advanced Manufacturing					
• ICT & Cybersecurity					
• Military & Defense					
		171 total Pierce County Residents – more info in future	154 Total Pierce County Residents		

[1] Source: www.wantedanalytics.com

[2] Source: Washington State Board for Community & Technical Colleges

[3] Source: Office of the Superintendent of Public Instruction and Washington State Board for Community & Technical Colleges

[4] Source: Apprenticeship Section, Labor and Industries, Washington State www.apprenticeship.lni.wa.gov

Pierce County Workforce Network Performance Priorities and Metrics

What matters and how we know we are doing a good job?

Workforce System Performance	Measurement Method
<p>1. Increase the number of jobs filled during the measurement period.</p> <p>a. Intentionally target job seekers who have exhausted UI benefits recently or will exhaust soon</p> <p>b. Intentionally target people receiving SSD and SSI</p>	<ul style="list-style-type: none"> • Use Wanted Analytics to show quarter over quarter change in number of job listings by sectors, careers and employers. See if we can determine whether jobs fill within 90 days. • Benchmark the number of discouraged job seekers and track the number who achieve employment – define discouraged as those who have exhausted UI benefits recently or will exhaust soon. Use ESD Unemployment Insurance and Taxes data. Need to find out how to measure SSD and SSI customers – need to define discouraged with this population • <i>This is a reference number only that we do not need to track:</i> Decrease in unemployment rate – monthly reports generated by Employment Security Department, Bureau of Labor Statistics. Report to show trend.
<p>2. Decrease the number of high school drop outs; increase the number re-engaged drop outs; increase the number of high school diploma/or equivalent attainment by young adults and adults.</p>	<ul style="list-style-type: none"> • Compare benchmarked dropout rate and diploma attainment (78.7% on time graduation rate for 2014) for Pierce County high schools and track strategies and improvements – For 2016, 133,247 students enrolled in K-12 system – of which 40,928 are enrolled in 9th – 12th grades. Use OSPI data for graduation and drop-out rates; survey K-12 professionals to identify strategies impacting this measure. • Benchmark and track number of young adults under 21 years of age re-engaged into secondary education; are we re-engaging more than the number dropping out? Use OSPI data • <i>This is a reference number only that we do not need to track:</i> Compare benchmarked rate of working age adults age 25 years and older without a high school diploma or equivalent to current rate - According to the 2010-2014 American Community Survey of 533,690 people, 34,689 did not have a high school diploma or equivalent – measure annually – use the Census American Community Survey. http://factfinder.census.gov/faces/nav/jsf/pages/searchresults.xhtml?refresh=t; also use the State Board for Community and Technical College Adult Basic Education data
<p>3. Increase in the number of residents receiving postsecondary education recognition (certificate, AA, BA, journey level)</p>	<ul style="list-style-type: none"> • Benchmark the number and type of certificates/AA/BA/journey level credentials that are awarded and track to see if the numbers increase annually. Compare to see how these tie to demand sectors and careers. Get data from WA State Board for Community and Technical Colleges (Oct 2016 will have 2015/2016 data - Darbi) and from WA Student Achievement Council (Lexi) L&I for journey level apprenticeship awards.