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 Ron Thalheimer, 2nd Vice-chair
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 Dale King
 Dave Lawson
 Mark Martinez
 Mary Matusiak
 Wayne Nakamura
 Tim Owens
 Dona Ponepinto
 Patty Rose
 Sheila Ruhland
 James Walker
 Blaine Wolfe

WDC Adult Services Committee Meeting

Agenda
April 6, 2016
2:30 pm – 4:00 pm
Robin Baker, Chair

LOCATION:
Lakewood Pierce County Library
6300 Wildaire Rd SW
Lakewood, WA 98499

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|--|----------------|--------|
| 1. Hello / Introductions | Robin Baker | 5 min |
| 2. Review Prior Meeting Notes | Robin Baker | 5 min |
| 3. PY16/FY17 Budget Discussion | Deborah Howell | 15 min |
| 4. WorkSource Integrated Technology (WIT) Update | Faye Melton | 10 min |
| 5. NWAB Conference Update | Robin Baker | 10 min |
| 6. Pierce County Library System Presentation | Liz Athey | 20 min |
| 7. Next Meeting Agenda Items | | |
| 8. Thank You/Adjourn | | |

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Future Meetings
 May 4, 2016 2:30-4:00 pm
 June 1, 2016 2:30-4:00 pm

PIERCE COUNTY
WORKFORCE
 DEVELOPMENT COUNCIL

WDC Adult Services Committee
NOTES
March 2, 2016
2:30 – 4:00 p.m.
WorkForce Central
3650 S. Cedar St, Tacoma
Classroom 1

Committee Member Attendees: Robin Baker, Don Redford, Karen DiPol, Diane Giannobile
 WDC Staff Attendees: LaTanya Huey, Cheri Loiland, Shellie Willis, Felicia Dennis and Debbie Lean

AGENDA	NOTES	ACTION ITEMS
1. Hello/Introductions	<ul style="list-style-type: none"> • Chair Robin Baker called the meeting at 2:37pm. • Roundtable introductions were made. • Robin shared that Stephanie McWilliams is no longer with Charter College and submitted her resignation from the committee. She asked committee members to consider volunteering to act as Vice Chair. 	
2. Review Prior Meeting Notes	<ul style="list-style-type: none"> • After a discussion about the last meeting, the meeting notes were approved as prepared. 	
3. Follow Up from All WDC Committees/ Core 6 Joint Meeting	<ul style="list-style-type: none"> • Don shared that he attended the meeting and thinks that people were satisfied with how the meeting went. • Cheri shared that the responses from the survey participants were very supportive of what the committees came up with. This validated that we are moving forward with the right lists. 	
4. Local Plan Discussion	<ul style="list-style-type: none"> • Cheri shared a document that was prepared by the Workforce Training Board that lists the different barriers that WIOA has identified. It goes into not only the nature of the barriers but how the barriers inhibit success. It then goes into what our system can do to address the barriers. The committee focused on: How do we enhance access (identify strategies) for those customers who may have barriers to employment? In the agenda packet there was a document entitled <i>WIOA Population with Barriers and Proposed Solutions</i> that was prepared by the Workforce Training & Education Coordinating Board. The theme with a lot of groups in this document is transportation, no recent work experience and lack of a cell phone or some way of communicating or receiving communication. Ideas of addressing those challenges? <ul style="list-style-type: none"> ○ Karen thinks that the chosen subrecipients of the two RFPs (adult services and business services) would hopefully be addressing some of these issues. ○ Marketing/getting the word out about the free cell phone service through DSHS. It can create credit issues if not used properly but it is not a bad idea for those that can use it as a backup plan and not their primary phone. It might 	

not be the perfect solutions but it would be a way to get them connected to the bigger system. The free service may also include unlimited texting so they could get alerts for jobs, etc. through the phone system. Maybe the phone could also be pre-loaded with the apps or whatever we are going to be using to connect to the resources.

- Having collaborative training on the resources across the system is a key thing to help people navigate.
- A web service where people can be self-served without having someone sitting there with them.
- Awareness of DSHS' Pierce Connections web tool.
- One-Stop Center Website: Have all of the partners and the kinds of services they provide and link to their agency websites. *Reach Center has their own website and partner agencies are listed and believes it ties to their agency website. Maybe a conversation with Reach to see what that looks like and how it is maintained.*
- WorkSource does presentations at different libraries in Pierce County. Maybe they could extend that and let us present on some of our resources in the community.
- Cheri shared that the Pierce County Library System has been included with the mandated core service organizations. They are not funded through any of those sources but because of their location in the county people have the ability to access resources in technology and facilities in the outlying areas.
 - ✓ The library system has become a hub of community resources.
 - ✓ Most libraries have a bus stop near them. If a person doesn't have a computer or transportation at least they could get to a library by bus and access those resources. If our focus or plan is that we want to address these populations more deliberately maybe we create some sort of an intake form/decision-tree that we work with the library to establish out in those communities. Getting the right message to the right person at the right time.
 - ✓ Libraries also provides certifications that are free that would give customers additional skills, resume workshops - it could be a multi-faceted way of connecting.
 - ✓ Cheri and Shellie shared that WFC had a conversation with the library system and they were open to a concept of being a point of entry for customers but they have the technology but not the staff.
 - ✓ Once you set up the One-Stop center maybe they could do the orientation on a weekly basis and podcast it out to the libraries and then people can sit in one of their rooms and participate. It is leveraging current technology and resources more effectively so that you can connect to remote areas to help break down some of those barriers.

Aside from an electronic referral system between partners what other coordination options exist to keep customers from falling through the cracks?

- Don suggested setting up a road map - a map with a line that they would

	<p>follow to get where they need to go (navigation system).</p> <ul style="list-style-type: none"> ○ Robin shared that the developing of the road map framework is challenging – they tried to do something very similar for a 36-month transition process. Getting the map right and be able to modify the map as new partners come into play is key and essential. The other component to this idea is that every client would have a lock box and they could upload key documents that they may need to show multiple agencies. ○ Karen and Don think it would be nice if it compiled a profile that you can then print out that showed all of the resources that you listed and the phone numbers. ○ Shellie thinks that when WIT comes out and we see what it does we can then look at filling in the gap using the least amount of resources. ○ Don suggested having something that has all of that information listed right there - kind of portable intake (a full plan for an individual). ○ The system needs some sort of connection or bridge that connects all of the dots and helps illuminate a path for a person based upon their individual system. ○ All entities would need to agree to connect to it, share information, and have data sharing agreements. <ul style="list-style-type: none"> ● Robin thinks the committee should consider developing a proposal. She would be happy to spearhead the development of a general concept. Asked the committee to put some thought into this and discuss at the next meeting. 	<p>Committee to put some thought into developing a proposal and discuss at the next meeting.</p>
<p>5. Next Meeting Date & Agenda Items</p>	<p>Meeting Date:</p> <ul style="list-style-type: none"> ● April 6, 2016 (at Pierce County Library – Lakewood or UP) <p>Agenda Items</p> <ul style="list-style-type: none"> ○ Budget ○ NWAB Conference (Robin) <ul style="list-style-type: none"> ● <i>Note: May Meeting Location: JBLM (possibly)</i> <p>Agenda Items</p> <ul style="list-style-type: none"> ○ Etiquette for Deaf & Hard of Hearing & Use of Interpreters 	<p>Cheri will check availability of a room at the Library and possible presentation</p>
<p>6. Thank You/Adjourn</p>	<p>4:10 pm</p>	



Current Year WIOA Mandatory Partners Total Investments

ESD

- \$4,665,310 this Program Year (PY15/FY16)
- 3,110 people served

DVR

- \$5 million (FY14)
- 2,000 people served

ABE

- \$1,079,767
- 4,244 people served

DSHS

-

Library (not mandatory)

- \$31 million
- 21 municipalities covered with 560,000 in population
- 324,350 active card holders
- 2.3 million visits (door counts)
- 2.1 million web visits



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**BUDGET PRIORITIES FOR WIOA
TITLE 1B**

Program Year 2016/Fiscal Year 2017

(July 1, 2016-June 30, 2017)

March 17, 2016

Priority #1: Direct Services

Job Seekers, Businesses, Job Center Operator

- Adult and Dislocated Worker Direct Services – Request for Proposals on the street currently
- Business Services – Request for Proposals on the street currently
- Youth/Young Adult Services – Rescare is the current service provider; in second year of their contract
- WorkSource Job Center, Affiliate and Connection Sites Operator – “Mall Manager”

Priority #2 Statutory Mandates

- WIOA fundamentally changes the way we, in Pierce County, have historically operated since 1982.
- Mandates specific priorities that the local board and chief local elected officials need to do and emphasizes strategic leadership
- Prior to WIOA, investments focused toward direct service delivery
- With no increase in WIOA Title 1B funding anticipated, less funds will be invested toward direct service delivery to support statutory mandates

Priority #2 Statutory Mandates

1. Implement and oversee a local 4 year regional unified plan
2. Conduct workforce research and regional labor market analysis – new focus and scope of work
3. Convene, broker and leverage stakeholders and assets
 - Convene and Broker discussions and actions with stakeholders:
 - Leverage assets
4. Lead employer engagement
5. Lead career pathways development and implementation with secondary and post secondary partners – very new scope of work
6. Lead efforts to identify and promote proven and promising practices – very new scope of work

Priority #2 Statutory Mandates

7. Develop technology based strategies for service access, engagement and delivery
8. Oversee the local service delivery system and programs
9. Negotiate local performance accountability
10. Select one stop operator(s) and provider(s)
11. Select youth provider(s)
12. Identify eligible training providers
13. Ensure consumer choice
14. Coordinate with education providers
15. Approve and oversee budget and comply with federal/state/local laws and regulations in the administration of WIOA

Priority #3

- Mitigation Hold Back 5% - Rainy day/emergency/opportunity fund
 - Used to mitigate any reduction in funding the following year and/or take advantage of opportunities that we did not anticipate

BUDGET PRIORITIES FOR WIOA TITLE 1B

Program Year 2016/Fiscal Year 2017 (July 1, 2016-June 30, 2017)

March 8, 2016

Priority #1: Direct Services – WIOA Title 1B funding provides services and support to specific target populations (youth/young adults, adults and dislocated workers) to prepare them for in demand family wage careers that offer advancement opportunities and to assist businesses in finding a sufficient number of qualified talent they need to remain globally competitive. As part of the overall workforce service delivery system, WIOA Title 1B funds are intended to serve a job seeker population experiencing multiple barriers to employment. As a result, intensive guidance and support is needed, which requires a higher cost per person served and limits the total number of job seekers these investments can support.

- **Adult and Dislocated Worker Direct Services** – A contract for two years will be awarded. The estimated funding is \$2,430,000 for PY16/FY17. Of this total, \$1,730,000 will be invested from WIOA Title 1B Adult and Dislocated Worker funding stream and \$700,000 from National Emergency Grant. Leveraging WIOA Title 1B funds with non WIOA funds is a standard practice to maximize available funds and maximize the number of job seekers we can serve.

The estimated funding for PY17/FY18 is \$1,730,000. At this point, the National Emergency Grant will have been all spent down and we do not yet have additional non WIOA funds. Should additional non-WIOA funds be awarded to support direct service delivery for these two targeted populations, the WDC may increase the award. In total, the estimated investment for the two-year period (July 1, 2016 – June 30, 2018) is \$4,160,000.

- **Business Services** – A contract for two years will be awarded. The estimated funding is \$445,000 for PY16/FY17. Of this total, \$400,000 will be invested from WIOA Title 1B and \$45,000 from Department of Social and Health Services, RISE. Similar to job seeker direct services operation, leveraging WIOA Title 1B funds with non-WIOA funds is standard practice.

The estimated funding for PY17/FY18 is the same as in PY16/FY17 because the leveraged funds will be available. In total, the estimated investment for the two-year period (July 1, 2016 – June 30, 2018) is \$890,000.

- **Youth/Young Adult Services** – RESCARE is the current WIOA Title 1B youth/young adult service provider and is operating in the second year of their contract. Under the Workforce Investment Act of 1998, the WDC Youth Council went through a competitive process to identify a service provider. The award to RESCARE eliminated a consortium approach to service delivery. An extension of RESCARE's contract through PY16/FY17 will ensure stability of services to our youth/young adults as the WDC goes through a competitive process to identify an adult/dislocated worker service provider and a business services provider. An estimated \$945,000 will be invested in PY16/FY17. \$200,000 of this total is anticipated as leverage.

- **WorkSource Job Center, Affiliate and Connection Sites Operator** – Given that the US Department of Labor will not issue the final WIOA regulations until June 2016 (one full year after WIOA implementation), and given that we have a one-year extension to fully implement the Memorandum of Understanding and Resource Sharing Agreement, we are holding off on releasing the Request for Proposal. We need to see how US Department of Labor defines this operator role vs. the “system operator”, which is a role that the WDC has and should continue to be responsible for, as leaders of the workforce system.

In anticipation of needing to fund the awarded center/affiliate/connection site operator in PY16/FY17, \$90,000 of WIOA Title 1B will be earmarked to leverage with mandatory WIOA partners and non-mandatory partners to support this role for the local service delivery system.

Priority #2 Statutory Mandates – The Workforce Innovation and Opportunity Act of 2014 fundamentally changes the way we in Pierce County have historically operated since 1982. WIOA mandates specific priorities that the local board and chief local elected officials need to do and emphasizes strategic leadership. WIOA mandates the procurement of all direct service delivery and center operator functions/roles, dissuading local boards to take on these roles as allowed under the Workforce Investment Act of 1998.

Prior to WIOA, our chief local elected officials and WDC have prioritized focus and investments toward direct service delivery. With no increase in WIOA Title 1B funding for PY16/FY17 and beyond anticipated, less funds will be invested toward direct service delivery because investments need to support the following statutory mandates.

- Develop a 4-year regional unified plan – while the plan will be done by July 1, 2016, we need staff to oversee the implementation of this plan and update as appropriate with partnership input.
- Conduct workforce research and regional labor market analysis – This is a new focus and scope of work for the WDC and includes the following:
 - Monthly labor market reports to be disseminated to all stakeholders
 - Sector specific reports
 - Healthcare
 - Advanced manufacturing
 - IT/cybersecurity
 - Construction
 - Transportation/logistics and warehousing
 - Military
 - Dissemination of sector and labor market reports via community convening, presentations to associations and individual stakeholder groups, social media, outreach collateral, etc.
 - In demand jobs in priority sectors for Pierce reports weekly or monthly
 - Middle skills jobs: gaps and opportunities report and dissemination
 - Workforce needs of small businesses evaluation and report
 - State of the Workforce Annual report and post on website and disseminate broadly
 - Customized research and reports as needed from Chief Local Elected Officials, WDC and stakeholders

- Convene, broker and leverage stakeholders and assets
 - Convene and Broker discussions and actions with stakeholders will include:
 - Labor market and workforce news/report related
 - Youth/Young Adult related – continue to pull all partners together to map out partners/services and continue to strengthen coordination/integration
 - Specific workforce development related issues like low completion rate of high school graduates, low access to financial aid, low retention and completion rate of postsecondary students, high unemployment rate of 16-24 year olds, business challenges with inter generations
 - Leverage assets
 - Partnership convening and strategizing will naturally result in leveraged assets
 - Jointly pursue funding and other resources with partners to increase workforce development investments in Pierce County – build on EarnAbility grant writing group
- Lead employer engagement
 - Establish sector partnerships for all key sectors in as much collaboration with the Economic Development Board's (EDB) work plan for 2016-2020 as feasible
 - Maintain relationship with EDB and other economic development organizations, Chambers, World Trade Center, Tourism Bureau, municipal economic development departments by providing a single point of contact/bridge to the workforce development system to address businesses' workforce development related needs/concerns
 - Establish a system wide approach to coordinating internships, work experience, on the job training, incumbent worker training, and presentations, using career link as one venue/tool
 - Locally track and benchmark employer engagement and increase number of employer engagement level with our local service delivery and workforce system
- Lead Career pathways development and implementation with secondary and post-secondary partners – This is a very new scope of work for the WDC to lead and in partnership with our educational partners
 - Identify career pathways in key sectors – issue collateral – (show the diverse careers in each sector, i.e. auto mechanics in healthcare, agriculture loan agent from Columbia Bank)
 - Work with Centers of Excellence and WA State's efforts to date
 - PC3 dual credit and Puget Sound Educational Service District efforts to bridge secondary and post-secondary education
- Lead efforts to identify and promote proven and promising practices – This is a very new scope for the WDC to lead
 - Research best practices and evidence based practices and put in place a communication plan to push out information to influence adoption of best practices throughout our workforce system – track such impact
 - Prioritize research and efforts by specific populations, sector work, issues etc.

- Develop technology based strategies for service access, engagement and delivery
 - Build on what the Pierce County Library System has in place and connect to the larger WorkSource system and network
 - Identify other technology solutions; possibilities are DSHS one stop site, United Way 211
- Oversee the local service delivery system and programs
 - As the workforce system strategic leader, the WDC is responsible for the following:
 - Review current local one stop system to identify changes needed
 - Develop criteria and process for credentialing Job center, affiliates, connection sites
 - Review and develop tool/process for review and implement Continuous Quality Improvement
- Negotiate local performance accountability
 - Work with WA Workforce Association, WA Workforce Training and Education Coordinating Board to negotiate local federal performance measures
 - Work with WIOA core and required partners to identify non-federal local performance measures
- Select one stop operator(s) and provider(s)
 - Request For Proposals were released in February 2016 and contracts will be awarded April/May 2016
 - Oversee performance, provide technical assistance of direct service operators ongoing
 - Work on identifying the new American Job Center with core 6 leadership team
 - Jointly develop a request for proposal and jointly go through the request for proposal process for a permanent job center
 - Negotiate and implement a Memorandum of Understanding and Resource Sharing Agreement no later than June 30, 2017; modify along the way when needed
 - Monitor annually as required
- Select youth provider(s)
 - Modify ResCare contract for one more year then determine if a new request for proposal needs to go out
 - Oversee performance and provide technical assistance ongoing
 - Annual monitoring required
- Identify eligible training providers
 - Conduct a thorough review of existing training providers and develop a local process to add/delete
- Ensure consumer choice
 - We must be intentional with our messaging, policies, etc. to include this value/expectation
 - Develop and modify policies as needed
 - Technical messaging community wide

- Coordinate with education providers
 - Engage K-12 and post-secondary education partners on multiple efforts that include sector strategies, career pathways, career link, tool center, cohort training, system development etc.
- Approve and oversee budget and comply with federal/state/local laws and regulations in the administration of WIOA
 - February 2016 begin discussion on new year investments for Title 1B and how to fold in mandatory partners' budgets as well
 - Show the big picture investment of our system and investments moving forward along with outcomes of importance to the WDC
 - Ensure local system and operations comply with all laws and regulations

Priority #3

- Mitigation Hold Back 5% - These funds are used to mitigate any reduction in funding the following year and/or take advantage of opportunities that we did not anticipate.

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