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**WDC Adult Services Committee
 &
 WDC Business Services Committee**

**Joint Meeting
 Agenda
 December 2, 2015
 2:30 pm – 4:00 pm**

**WorkForce Central
 3650 S. Cedar St, Tacoma
 Classroom 1**

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| 1. Hello / Introductions | Robin Baker
Dave Lawson | 5 min |
| 2. Review Prior Meeting Notes | Robin Baker
Dave Lawson | 5 min |
| 3. Important Services/Activities One-Stop Service Delivery System Should Offer – Continued Discussion | Cheri Loiland | 80 min |
| 4. Other Business | | |
| 5. Next Meeting Agenda Items | | |
| 6. Thank You/Adjourn | | |

WDC Adult Services Committee Future Meetings

January 6, 2016
 February 3, 2016
 March 2, 2016
 April 6, 2016
 May 4, 2016
 June 1, 2016

WDC Business Services Committee Future Meetings

December 28, 2015
 January 25, 2016
 February 22, 2016
 March 28, 2016
 April 25, 2016
 May 23, 2016
 June 28, 2016

PIERCE COUNTY
WORKFORCE
DEVELOPMENT COUNCIL

**WDC Adult Services Committee
& WDC Business Services Committee**

Joint Meeting

NOTES

October 26, 2015

8:00 – 9:30 a.m.

WorkForce Central

3650 S. Cedar St, Tacoma

Classroom 1

Committee Member Attendees: Dave Lawson, Robin Baker, Jeff Lovell, Rachel Eddy, Ione Turner, Sharon Ness, JoAnn Baria, Wayne Nakamura, Karen DiPol

WDC Staff Attendees: Linda Nguyen, Deborah Howell, LaTanya Huey, Andy Wells, MaryEllen Laird, Cheri Loiland, Debbie Lean

AGENDA	NOTES	ACTION ITEMS
1. Hello/Introductions (Dave Lawson & Robin Baker)	<ul style="list-style-type: none"> • Meeting started at 8:38 a.m. • Dave thanked the Adult Service Committee members for rearranging their schedules to attend this joint meeting. • Roundtable Introductions were made. 	
2. Review Prior Meeting Notes	<ul style="list-style-type: none"> • Meeting notes for both committees were approved as presented. 	
3. Code of Conduct & Conflict of Interest Policy (Cheri Loiland)	<p>Cheri shared the updated Code of Conduct and Conflict of Interest Policy that puts us in line with WIOA requirements.</p> <ul style="list-style-type: none"> • We are required to have everyone representing WorkForce Central on a committee, taskforce and/or council complete the Conflict of Interest Disclosure. We want to identify conflict of interests upfront and make sure people are aware of the importance of knowing those. • Everyone brings a wealth of experience from their stakeholder entity and ask that everyone be aware of their background and how that has the ability to influence the group when making presentations and to remember that even though you are representing a diverse background on this group that you are also representing the community at large when sitting in one of these seats. • Asked that after reading the policy to fill out the Conflict of Interest Disclosure form and return to Debbie either today or scan and send it via email to her. 	
4. Q1 Dashboard PY15/FY16 (Deborah Howell)	<p>Deborah reported out on the Q1 PY15/FY16 Dashboard which only reflects Title 1B.</p> <ul style="list-style-type: none"> • Went over the summary snapshot of what we are doing. Dials on top give indicators of where we are overall in the listed categories. 	

	<ul style="list-style-type: none"> • The few red areas in the columns are where we need to do some work or an action plan is in place to meet that particular measure. In the Youth column where there is N/A is because we haven't received that data yet. • Targets are increased a little bit each year. When doing this, we look at what we have done historically and consider the resources we have. This year is different as WorkForce Central is getting out of direct services. The focus is to hit those numbers and hit them early as we transition out of direct services. • Customized Services is income that supports business services. Samples for fee services are customer recruitment advertisement, overtime of staff, testing. We like to hear from employers on a regular basis so we conduct roundtables where we bring employers in for specific training or for a focus group and talk about industry needs, labor force and suggestions of services we provide other than what we are currently providing. • Deborah will pull together a schedule of the roundtables that we are doing for the year. Some are still in planning stage. • Robin shared that JBLM has two full day events already scheduled (Oct. and May) focusing on two of the 7 sectors the state has identified. Thinks it would be good to coordinate efforts. • Deborah asked that if there are any adjustments committee members would like to see on the dashboard to let her know. The more detailed document will always be available. • As we go forward we want to look at the system and look at what we want to measure collectively, not just Title 1B. • Deborah will add definitions to the back of the summary sheet and can have some written success stories ready to share at the next committee meeting. 	
<p>5. Important Services/Activities One-Stop Service Delivery System Should Offer</p>	<ul style="list-style-type: none"> • Linda shared that a few months ago she formed the Core 6 Leadership Team. This team will work in conjunction with all committees, the WDC and Executive Board. She added DSHS Administrator Kendrick Stewart and the Pierce County Library System Executive Director Georgia Lomax to the team. The Core 6 are partners mandated to bring assets to the table and won't walk away when it is time to invest in the system. Others have a choice. The Library System has already invested a lot in workforce development and we know they are not going to walk away. The governor has not said that DSHS is opting out of the work so believes they will be. • Linda shared the Core 6 Vision Statement with the committee. This group has also been working on a Charter. Their Charter is to ask the next level what is their vision of the One Stop service delivery system and how do we move it from 1.0 under WIA to a 2.0 under WIOA. • The Core 6 is asking the committees to help us determine what the most important services/activities the One Stop service delivery system should provide to workers, job seekers and businesses. 	

	<p>Charge to the committee:</p> <ol style="list-style-type: none"> 1. Review working list from Core 6 brainstorming meeting. 2. What are the most important services and activities that the one stop service delivery system (which includes the center, affiliates and technology) needs to offer. 3. Pick no more than 5 for top priorities. After you do that if there are others that you think are important, then pick your next 5 and those will be contingent upon resources being available. 4. If time, talk to one or two customers for their input. <p><i>*When they are done have them broaden their definition of each of the 5 priorities (common definition under each of the top priorities).</i></p> <p>Committee spent time discussing activities/services they want to see in the system:</p> <p><u>Worker:</u></p> <ul style="list-style-type: none"> • Foundation of Presentation • Skills: need to address next level. Presenting self & skills, etc. • Mentorship Program – increase retention and satisfaction. • Broadening activities/experience • Teambuilding and communication skills • Pathway guidance, wage & skill progression. Focus opportunities for under-represented groups • Apprenticeship programs • Retraining and looking at under employed • Keeping workers up to date on technical skills • Self management skills. How they relate/work with others effect their success. Self awareness, resources • Rapid response services • Information for workers on how to transition to new job. Steps to get started. Support services • Clear employment portfolio and how to job search, how to use portfolio to apply for jobs – using online apps, etc. • Employer engagement – retention. Support for workers to stay engaged. • Employee/workers understand role in the “total customer experience” • What do I give (to employer) to make a difference? Awareness of... • Basic needs of job seekers. Getting basics handled while finding work (food, housing, medical ins) • Benefit planning / planner • Social media training 	
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	<ul style="list-style-type: none"> • Teaching social & emotional behavior on the job • Skills inventory articulation training – what can I do well? • More services delivered through technology <p><u>Job Seeker:</u></p> <ul style="list-style-type: none"> • Basic needs of job seekers. Getting basics handled while finding work (food, housing, medical ins) • Self Management Assessment of competencies needed to find job (assessment of service) • Benefit Planning / Planner • Social media training • Occupational training • Resource navigation: what are lacking – filling in the gaps • Identifying individual needs • Teaching social & emotional behavior on the job • Skills inventory articulation training – what can I do well? • Pathway guidance, wage & skill progression. Focus opportunities for under-represented groups • Clear employment portfolio and how to job search, how to use portfolio to apply for jobs – using online apps, etc. • More services delivered through technology <p><u>Business:</u> Apprenticeship programs</p>	
<p>6. Next Meeting Agenda Items</p>	<ul style="list-style-type: none"> • Agenda Item: Continue Services/Activities of the One Stop System Exercise • Next meeting: Joint meeting on December 2nd at 2:30pm – 4pm. 	
<p>7. Thank You / Adjourn</p>	<p>10:00 a.m.</p>	

What are the most important services/activities that the one-stop service delivery system should offer?”

The Core 6 Partners would like feedback/input from Committees, per the question above.

The “workforce development system” includes the one-stop job center, other physical locations (previously called “affiliates”) and technology site(s) that allow customers to access services.

“Charge” to the WDC Committees for this discussion:

Prior to your committee meeting:

1. Review these materials and give some thought to answering this question

Ask this same question of at least two customers.

At your Committee meeting:

1. Start with the attached list of services and activities identified in the October 16 Core 6 Partners meeting; spend a few minutes adding/modifying this list. Focus on significant changes or additions; we are not seeking to make a laundry list.
2. In your committee, **discuss and identify the FIVE most important services/activities to be provided for each group of customers** (workers, job seekers, businesses).
3. Under each of your identified “most important services” provide enough details/definition so that we understand what you assume is included in each.
 - a. Resist the temptation to combine everything on the list into five groupings—the goal here is to pull out the most important ones.
4. Then, what additional services would you prioritize (beyond the first five) if there were additional resources to provide additional services? [In other words, what’s your “B” list of services?]

CORE 6 LEADERSHIP TEAM		
Customer: Workers	Customer: Job Seekers	Customer: Business
Incumbent worker training	Defining yourself (self-reflection)	Recruitment and hiring events
Skills training	Assessments	Labor market information
Career pathway guidance	Basic skills incl ESL	Wage information
Leadership/supervisory training	Job prep skills	HR-related training
	Skill development—workforce education, career pathways	Development of job descriptions
	Pre-GED, GED, HS completion	Training for incumbent workers
	High School 21	Help navigate workforce incentives and credits
	Resource Center—technology, materials	Meet business needs for employees/workers

CORE 6 LEADERSHIP TEAM		
Customer: Workers	Customer: Job Seekers	Customer: Business
	Job search, referral	Chamber, EDB, jurisdictions are often initial customers here
	Coaching, transitions	Sector strategies for high-demand sectors
	Financial aid assistance	
	Motivation and encouragement (relational)	
	Oriented to meet the needs of specific groups (ESL, people with disabilities, people in the corrections system, veterans, etc.)	
	Career information	
WDC ADULT SERVICES AND BUSINESS SERVICES COMMITTEES (Exercise to continue at 12/2/2015 mtg.)		
Customer: Workers	Customer: Job Seekers	Customer: Business
Foundation of Presentation	Basic needs of job seekers. Getting basics handled while finding work (food, housing, medical ins)	Apprenticeship programs
Skills: need to address next level <ul style="list-style-type: none"> Presenting self & skills, etc. 	Self Management Assessment of competencies needed to find job (assessment of service providers...example)	
Mentorship Program – increase retention and satisfaction	Benefit planning / planner	
Broadening activities/experiences	Social media training	
Teambuilding and communication skills	Occupational training	
Pathway guidance, wage & skill progression. Focus opportunities for under-represented groups	Resource navigation: what are lacking – filling in the gaps	
Apprenticeship programs	Identifying individual needs	
Retraining and looking at under-employed	Teaching social & emotional behavior on the job	
Keeping workers up to date on technical skills	Skills inventory articulation training – what can I do well?	
Self management skills. How they relate/work with others effect their success. Self awareness, resources	Pathway guidance, wage & skill progression. Focus opportunities for under-represented groups	

**WDC ADULT SERVICES
AND BUSINESS SERVICES
COMMITTEES**

Customer: Workers	Customer: Job Seekers	Customer: Business
Information for workers on how to transition to new job. Steps to get started. Support services	More services delivered through technology	
Clear employment portfolio and how to job search, how to use portfolio to apply for jobs – using online apps, etc.		
Employer engagement – retention. Support for workers to stay engaged		
Employee/workers understand role in the “total customer experience”		
What do I give (to employer) to make a difference? Awareness of...		
Basic needs of job seekers. Getting basics handled while finding work (food, housing, medical ins)		
Benefit planning / planner		
Social media training		
Teaching social & emotional behavior on the job		
Skills inventory articulation training – what can I do well?		
More services delivered through technology		