

Eric Hahn, Chair
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 Sharon Ness
 Tim Owens
 Dona Ponepinto
 Patty Rose
 Sheila Ruhland
 Ron Thalheimer
 James Walker
 Blaine Wolfe

**WDC Business Services Committee
 &
 WDC Adult Services Committee
 Joint Meeting
 Agenda
 October 26, 2015
 8:00 am – 9:30 am**

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

- | | | |
|--------------------------------------------------------------------------------|----------------------------|--------|
| 1. Hello / Introductions | Robin Baker
Dave Lawson | 5 min |
| 2. Review Prior Meeting Notes | Robin Baker
Dave Lawson | 5 min |
| 3. Code of Conduct & Conflict of Interest Policy | Cheri Loiland | 10 min |
| 4. Dashboard Update | Deborah Howell | 10 min |
| 5. Important Services/Activities One-Stop Service Delivery System Should Offer | Cheri Loiland | 50 min |
| 6. Other Business | | |
| 7. Thank You/Adjourn | | |

WDC Adult Services Committee Future Meetings
 December 2, 2015

WDC Business Services Committee Future Meetings
 November 23, 2015
 December 28, 2015

WorkForce Central Staff
 Linda Nguyen, CEO
lnghuyen@workforce-central.org

Deborah, Howell, CAO
dhowell@workforce-central.org

Jan Adams, Executive Assistant
jadams@workforce-central.org

WorkForce Central
 3650 S. Cedar St.
 Tacoma, WA 98409
 Phone: 253.254.7335
 Fax: 253.830.5226
www.workforce-central.org



WDC Business Services Committee Meeting

NOTES

September 28, 2015

8:00 – 9:30 a.m.

WorkForce Central

3650 S. Cedar St, Tacoma

Classroom 1

Attendees: Dave Lawson, Jeff Lovell, Ione Turner, JoAnn Baria, Mark Martinez, Darci Gibson
WFC Staff: Linda Nguyen, Deborah Howell, Andy Wells, Dan Grisham, Cheri Loiland and Debbie Lean
Guest Speaker: Bill Gruetzenbach, Western Institutional Review Board (WIRB)

AGENDA	NOTES	ACTION ITEMS
<p>1. Welcome/Introductions (Dave Lawson)</p>	<ul style="list-style-type: none"> • Meeting started at 8:05 a.m. • Roundtable introductions were made. 	
<p>2. Business Services Client Discussion (Bill Gruetzenbach, WIRB)</p>	<p>Dan Grisham introduced Bill (via phone) to talk about his company and to share his experience with Workforce Central.</p> <ul style="list-style-type: none"> • Bill is the HR Recruiter for Western Institutional Review Board (WIRB) is located in Puyallup. • Their clients are those individuals who are doing clinical research studies. Any time you see an ad in the paper or hear one on the television that says we are looking for people with asthma or type 2 diabetes, etc. to participate in a clinical research study, those are their clients. • In 1972 the FDA made it a requirement that when human beings are going to be volunteering, they have to have a third party to review the regulations of the study to make sure it is following proper protocol. In a nut shell, they are regulatory and they review clinical studies. • The FDA says that they are the busiest IRB out there but they do have competition. • They have over 700 clients. Clients are individuals, doctors, universities and large pharmaceutical companies such as Pfizer and Johnson & Johnson. • He has been with Western ISB for 2+ years. When he hired by WISB the plan was in place to move from Olympia to Puyallup. Because of that, he knew they were going to have a lot of different recruiting needs so they hired him to be their HR Generalist and the recruiter to help facilitate the process of the move and hiring needs. • In the beginning Workforce helped them bring on three doctors. They recruited approximately 25 business analyst for their team to review the clinical trial 	

	<p>documents. What was extremely important for them during that timeframe was to help them also narrow down what they were looking for as a company. WFC team worked with the prior HR staff to help with testing and recruiting strategies. Over time one of the things that has been very helpful is Workforce sending them the testing codes for Prove It – al a carte’ testing software. Workforce used to do it and then send the testing scores to them but the codes are sent to them now and as the experts they administer and manage it.</p> <ul style="list-style-type: none"> • They have a staff of 230 at Western IRB but as part of the Copernicus Group there are 500+ corporate wide. • In the 12 month period of time WFC has helped with testing approximately 800-1000 candidates. • In 2013 FDA approved 38 new medications and WIRB was a part of 32 of those. • In 2014 (as a bigger organization - WIRB Copernicus Group) FDA approved 45 medications and WIRB was part of 28. According to FDA they are responsible for 70% of all clinical trial studies in the US that go out independently. • When the company moved from Olympia to Puyallup, WFC was there at a time of need and it has been a great partnership. <p>Dan added how the relationship began:</p> <ul style="list-style-type: none"> • Dan and staff went down to the company - the move was very controversial with many staff not wanting to leave there. As a result when the company made the decision to move they lost a number of their department managers and their HR staff except one person. WFC became their HR staff. Dan worked with the COO who was wearing two hats at one time also. There were conversations where he indicated that he wanted to take this opportunity to upgrade the skills of staff. WFC held two hiring events on weekends. It took many WFC staff to help make this a successful hiring event and he expressed how grateful he was for their work. 	
<p>3. Review Prior Meeting Notes (Dave Lawson)</p>	<ul style="list-style-type: none"> • Meeting notes were approved as presented. 	
<p>4. State Board Recommendation for Regional Planning Areas (Linda Nguyen)</p>	<p>Linda shared that under WIOA it requires the governor to identify regions for planning purposes. We are required to write a local plan that says this is how will operate in our area but this regional plan will require us to also do a joint planning with whoever the state and governor think we need to join with.</p> <p>Highlights of the Power Point Presentation:</p> <ul style="list-style-type: none"> • Regions by law can be defined as: <ul style="list-style-type: none"> ○ The 12 local areas; or ○ 2 or more contiguous counties or local areas (connected boundary wise); or ○ Contiguous workforce areas across states (i.e. Spokane/Idaho) 	

	<ul style="list-style-type: none"> • Fast forward, the State Workforce Training & Education Coordinating Board asked for input from all of the chief local elected officials of the 12 areas asking us what we thought about regional planning and how should we define regions. The chief local elected officials of the 12 areas were in consensus saying that we collaborate already and that the definition of the re-planning regions should be the 12 areas. There was a meeting at the State Board and Commissioner Dahlstad from Bellingham, one of the voices for all of our local officials, reported out what all of the 12 input was. • A “Workforce Planning Regions” power point was presented at that meeting and that afternoon it was pushed out that said the recommendation by the state to the governor will be regions as defined as set forth in the Workforce Planning Regions document. A lot of WDCs are lumped together and they can’t make sense of it. • They did not go through due process before it was put out for 30 day comment. This recommendation did not flow through the committees, taskforce or the steering committee. • So our question to the State Board will be: You asked for local input and now (1) why is this happening 2) why didn’t you go through your due process 3) we don’t understand how you are clumping the planning regions together and 4) do you understand that there is a lot of work to transition so if you are doing this work with each other (contiguous and non contiguous) this is going to take away resources that are limited already. • Linda shared the power point presentation to the committee and asked for their input on what they see as their rationale and wants them to help her think about what other data points did they not consider, what questions to ask them. The CELO have to write a letter to the governor’s office and then we need to make sure we put in our comments on the other track which is the public 30 day comment as well. <p>After presentation:</p> <ul style="list-style-type: none"> • Linda is going to call the Puget Sound Regional Council and ask what data and factors were taken into account to form Workforce Central, King, Snohomish, and Olympic as one region. • She might call on members to send bulleted comments out for consideration. 	
<p>5. WIOA On the Job Training (OJT) Policy (Andy Wells)</p>	<p>Andy presented the draft WIOA On the Job Training (OJT) Policy and asked for comments:</p> <ul style="list-style-type: none"> • The committee reviewed and discussed the eligibility criteria as set out in the policy. After discussion, the committee recommends that there be a revision to Employer Eligibility paragraph setting a standard of a company being in business to show stability, etc. at least 120 days to qualify. 	

	<ul style="list-style-type: none"> Committee recommended moving the policy to the coordinating committee after change to the employer eligibility paragraph as set out in bullet 1 is made and knowing that changes can be made at a later date if necessary. 	
6. Washington State Auditor’s Office Workforce Development System Performance Audit – 8/31/2015	<p>Cheri shared that the Washington State Auditor’s Office just completed the performance audit on the Workforce Development System in Washington State. Strongly encourages everyone to take the time to read as she believes it will come in handy across the state for local plan development.</p> <ul style="list-style-type: none"> Highlights: <ul style="list-style-type: none"> When the performance audits are done the state auditor’s office is answering two questions 1) what are Washington’s workforce development programs, how are they funded and administered; and 2) is there overlap, duplication or fragmentation within the workforce system. There are four major agencies providing 84% of the workforce development programs in the State of Washington - \$1.1B spent on workforce development programs. They are OSPI, SBCTC, DSHS, and ESD. 16% is funded by all others. Overarching Workforce Training & Education Coordinating Board is the one that is responsible for the system and partners. Transition from WIA to WIOA and highlights the four areas that WIOA is emphasizing: further coordination of services at the one stop centers, focus on career pathways, re-iteration of the focus on local control, and new focus on regional coordination between local workforce development areas. Report also states that Washington is a leader in the nation in workforce development systems. 	
7. Next Meeting Agenda (Joint Mtg. w/Business Services)	<ul style="list-style-type: none"> Core 6 Vision Statement Dashboard Update (Deborah Howell) Local Plan Measurements - Would like 5 or 6 things to be able to share on how we are doing (WFC Staff) 	Staff will work on 5-6 current things WFC is doing/successes
8. Thank You Adjourn	At 9:30 am.	

PIERCE COUNTY
WORKFORCE
DEVELOPMENT COUNCIL

WDC Adult Services Committee

NOTES

October 7, 2015

2:30 – 4:30 p.m.

WorkForce Central

3650 S. Cedar St, Tacoma

Classroom 1

Committee Member Attendees: Robin Baker, Stephanie McWilliams, Rachel Eddy, Mike Johnson, Dona Ponepinto and Karen DiPol

WDC Staff Attendees: MaryEllen Laird, LaTanya Huey, Cheri Loiland and Debbie Lean

AGENDA	NOTES	ACTION ITEMS
1. Hello/Introductions (Robin Baker)	<ul style="list-style-type: none"> • Chair Robin Baker called the meeting at 2:35 pm. • Roundtable introductions were made. 	
2. Review Prior Meeting Notes (Robin Baker)	<ul style="list-style-type: none"> • Meeting notes were approved as prepared. 	
3. WIOA Code of Conduct and 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. Vision for the Adult Education and Family Literacy Act in the Workforce System and Initial Implementation of the WIOA (Cheri Loiland)	<p>In the packet is the latest information that has come out on Adult Education and Family Literacy Act which is an ABE/ESL related education.</p> <ul style="list-style-type: none"> • There are 6 official entities in Pierce County that represent adult literacy: the four local community and technical colleges plus Tacoma Community House and Tacoma Rescue Mission. • They all receive funding from the State Board for Community and Technical Colleges and are also tied to Title II funding. • This is one of the vision statements that is coming out from DOL and is being passed on to the States and from the states to the local Workforce Development Councils. The purpose behind it is to help give the beginning of the directions for what we must accomplish in WIOA. There is nothing to act on other than as information to the vision statements as they are coming out. 	

	<p>Most important people for this particular vision are going to be those entities that are tied to the adult literacy act itself.</p>	
<p>5. Adult Literacy Taskforce (Cheri Loiland)</p>	<p>Cheri shared that the Adult Literacy Taskforce had their first meeting.</p> <ul style="list-style-type: none"> • Attendees were the lead staff person and/or their workforce system person of each of the six entities (four colleges, Tacoma Community House and Tacoma Rescue Mission). • Discussed what the purpose was going to be for this group when they get together. • Shared the vision statement document with them and then got into the questions that will continue on for discussion at the next meeting. Which was how are we going to connect adult literacy with the K12 system, to career pathways and what happens in the one stop system. • In the same meeting the question came up about how are they going to represent themselves in the Core 6 group? Not only do they need to address the vision and help make sure those things are happening they also need to have representation at the Core 6 meetings. As a group they came up with the idea of having co-representatives: one from a college and one from a non profit. The Core 6 doesn't care which person is at the table but what they want to make sure is that the voting power and the voice is even in that group with the other representatives so will do a follow up with them to see if they will decide who will be the first representative and who will be the alternate or between them decide each month who will come to the meeting. • Prior to March the taskforce will have some recommendations that will come up to this group. Anything that goes to the coordinating committee from them will come up through this committee and maybe the One Stop committee. • The taskforce will need to at least meet until the local plan is completed (late March/early April 2016). After that time, the taskforce will dissolve. • The next taskforce meeting is scheduled for October 30th. 	
<p>6. Washington State Auditor's Office Workforce Development System Performance Audit 8/31/2015</p>	<p>Cheri shared that the Washington State Auditor's Office just completed the performance audit on the Workforce Development System in Washington State. Strongly encourages everyone to take the time to read as she believes it will come in handy across the state for local plan development.</p> <ul style="list-style-type: none"> • Highlights: <ul style="list-style-type: none"> ○ When the performance audits are done the state auditor's office is answering two questions 1) what are Washington's workforce development programs, how are they funded and administered; and 2) is there overlap, duplication or fragmentation within the workforce system. ○ There are four major agencies providing 84% of the workforce development programs in the State of Washington - \$1.1B spent on workforce development programs. They are OSPI, SBCTC, DSHS, and ESD. 16% is funded by all others. ○ Overarching Workforce Training & Education Coordinating Board is the 	

	<p>one that is responsible for the system and partners.</p> <ul style="list-style-type: none"> ○ Transition from WIA to WIOA and highlights the four areas that WIOA is emphasizing: further coordination of services at the one stop centers, focus on career pathways, re-iteration of the focus on local control, and new focus on regional coordination between local workforce development areas. ○ Report also states that Washington is a leader in the nation in workforce development systems. 	
7. Other Business	<p>Committee discussed duration of future meeting and decided that the meeting time will be reduced by one half hour.</p> <ul style="list-style-type: none"> ● New Meeting Time: 2:30-4:00pm. 	
8. Next Meeting Date & Agenda Items	<p>Joint Meeting with Business Services Committee – October 26th 8:00-9:30am</p> <ul style="list-style-type: none"> ● Core 6 Vision Statement ● Dashboard Update ● Local Plan ● Measurements - Would like 5 or 6 things to be able to share on how we are doing (WFC Staff) 	
9. Thank You/Adjourn	3:30 pm	



Workforce Innovation and Opportunity Act Policies and Procedures

CODE OF CONDUCT and CONFLICT OF INTEREST POLICY

Policy Number: 3006

Effective Date: 07-01-2015

SUPERSEDES: Conflict of Interest Policy # 42-52-1212, effective December 6, 2012

PURPOSE:

The Pierce County Workforce Development Council (WDC) is committed to maintaining the highest of standards of ethical conduct and to guard against problems arising from real, perceived, or potential conflict of interest. All partners at all levels of participation in the WorkSource System funded by the Workforce Innovation and Opportunity Act (WIOA) are expected to read, understand and apply this policy to ensure system integrity and effective oversight of the WorkSource System.

Standards of conduct covering conflicts of interest governing the performance of WorkForce Central employees may be found in WorkForce Central's Personnel Rules and Regulations, Article 11.

BACKGROUND

Grantees, subrecipients and contractors funded under WIOA must implement codes of conduct and conflict of interest policies and procedures as stipulated in WIOA law, regulations and guidance; Office of Management and Budget (OMB) Circulars; State regulations; and State WIOA policies. A conflict of interest policy is required to ensure that individuals or representatives of organizations entrusted with public funds will not personally or professionally benefit from the award, administration, or expenditure of such funds.

In addition, the Pierce County WDC recognizes that by its very composition, conflicts of interest and issues concerning the appearance of fairness may arise. Therefore, it is essential for the WDC members to be sensitive and error on the side of caution when potential or real conflict or fairness matters occur.

To accomplish these purposes, the WDC establishes the following definitions, actions, and guidelines for interpretation.

Code of Conduct:

During the performance of duties, your actions are a reflection upon the Pierce County WDC as well as a reflection upon you. It is extremely important that all WDC and committee members, including subrecipients, contractors and WorkSource Partners act in a courteous, friendly, helpful and prompt manner in dealing with the public, customers and officials.

Ethical Principles:

- **Compliance with the Law:** It is the WDC's policy to be knowledgeable of and comply with all applicable laws and regulations of the United States and the State of Washington in a manner that will reflect a high standard of ethics. Compliance does not comprise one's entire ethical

responsibility; rather it is a minimum, and an essential condition for adherence to mission and duties.

- **Professional Standards:** It is the WDC's policy that its representatives be knowledgeable of emerging issues and professional standards in the field and conduct themselves with professional competence, fairness, efficiency and effectiveness.

Guidelines for Interpretation:

Areas of concern are those actions or lack of actions which may lead to conflict of interest or the appearance of conflict of interest or to a perception of unfairness related to WDC business outside Council and Committee meetings. Specific areas which may pose problems include but are not limited to, comments made in public, information sharing, and disclosure of associations.

Comments Made in Public: WDC and committee members are encouraged to act in a public relations capacity for the Pierce County WDC. This includes public speaking engagements and comments in a public forum. Because there is interest in WDC actions, members should differentiate between descriptive comments, which relate to actions already taken by the Council, and statements, which imply future WDC decision-making, or the ability to influence decision-making.

Information Sharing: WDC and committee members are encouraged to share information with the community about WDC activities. To the extent possible, access to information regarding procurement of services should be available at the same time and under the same circumstances to all parties. Such information includes the Operations Plan, request for proposals, notice of meetings, meeting minutes, and policies.

Disclosure of Associations: WDC and committee members have professional and personal associations throughout the community. Such associations have been and will continue to be of significant benefit to the WDC. Where a direct or indirect financial conflict of interest exists, a WDC or committee member may not vote or serve on a rating team. When associations raise appearance of fairness as an issue, WDC and committee members should qualify statements in public by disclosing the association and minutes of the meeting should reflect the disclosure.

CONFLICT OF INTEREST POLICY:

1. Each grant recipient and subrecipient must maintain a written code of standards or conduct governing the performance of persons engaged in the award and administration of WIOA contracts and sub grants.
2. No individual in a decision-making capacity shall engage in any activity if a conflict of interest (real, implied, apparent, or potential) is involved. This includes decisions involving the selection, award, or administration of a sub grant or contract supported by Workforce Innovation and Opportunity Act (WIOA) or any other federal funds.
3. A WDC member or a member of a WDC committee cannot cast a vote or participate in any decision-making about providing services by such member (or by any organization that member directly represents) or on any matter that would provide any direct financial benefit to the member or to the member's organization.
4. Before any public discussions regarding the release of a Request for Proposal, or any matter regarding the release of funding or the provision of services, a WDC member or a member of a WDC committee must disclose any real, implied, apparent, or potential conflicts of interest before engaging in the discussion. The minutes of the meeting should reflect the disclosure.

5. WDC members or a member of a WDC committee or agents of the agencies making awards cannot solicit or accept gratuities, favors, or anything of monetary value from awardees, potential awardees, or other parties to agreements. However, the WDC allows for situations where the gift is an unsolicited item of nominal value worth \$50.00 or less.
6. Disciplinary actions may be taken up to and including termination of board membership for violation of this policy by any individual. The WDC Coordinating Committee may evaluate any violations of these provisions on a case-by-case basis and recommend to the Executive Board, if and what penalties, sanctions or other disciplinary action are appropriate.
7. Individuals shall not use for their personal gain, for the gain of others, or for other than officially designated purposes, any information obtained as a result of their committee, board or working relationships with the WDC where that information is not available to the public at large, or divulge such information in advance of the time decided by the WDC for its release.
8. One Stop Operators must disclose any potential conflicts of interest arising from relationships with training providers and other service providers. [WIOA Section 121 (d)(4)]
9. Any organization that has been selected or otherwise designated to perform more than one function related to WIOA must develop a written plan that clarifies how the organization will carry out its multiple responsibilities while demonstrating compliance with WIOA, corresponding regulations, relevant Office of Management and Budget circulars, and this conflict of interest policy. This plan must limit conflict of interest or the appearance of conflict of interest, minimize fiscal risk, and develop appropriate firewalls within that single entity performing multiple functions. The plan must be agreed to by both the WDC and the Executive Board.
10. Membership on the WDC, or being a recipient of WIOA funds to provide training or other services, is not itself a violation of conflict of interest provisions of WIOA or corresponding regulations.

DEFINITIONS:

Conflict of Interest - Conflict between the official responsibilities and the private interests of a person or entity that is in a position of trust. A conflict of interest would arise when an individual or organization has a financial or other interest in or participates in the selection or award of funding for an organization. Financial or other interest can be established either through ownership or employment.

Immediate Family - Immediate Family consists of the individuals' parents (including step-parents), spouse, domestic partner, children (including step-children), siblings, grandchildren, grandparents, and any relative by marriage (an "in-law")

Individual - (1) an individual; i.e., officer, or agent, or (2) any member of the individual's immediate family (spouse, partner, child, or sibling), or (3) the individual's business partner.

Organization - A for-profit or not-for-profit entity that employs, or has offered a job to, an individual defined above. An entity can be a partnership, association, trust, estate, joint stock company, insurance company, or corporation, whether domestic or foreign, or a sole proprietor.

REFERENCES:

- [Public Law 113-128 Section 101\(f\) - State Board Conflict of Interest](#)
- [Public Law 113-128 Section 102\(b\) \(2\) \(E\) - State Plan Conflict of Interest Assurance](#)
- [Public Law 113-128 Section 107\(h\) - Local Board Conflict of Interest](#)
- [Public Law 113-128 Section 121\(d\) \(4\) - One-Stop Operators](#)
- [Proposed 20 CFR 679.430 Proposed 679.130\(f\) \(1\) through \(3\) - Criteria to certify One Stops](#)
- [Proposed 20 CFR 679.410\(a\) \(3\) and \(c\) - Local board must avoid inherent conflict of interest](#)
- [Proposed 20 CFR 679.430 - Entities performing multiple functions](#)
- [Proposed 20 CFR 683.200\(c\) \(5\) - Administrative Rules, Costs, Limitations – Title I WIOA and Wagner-Peyser](#)
- [29 CFR 97.36\(3\)](#)
- [2 CFR Part 200.112 and 200.318 and Part 2900 - Office of Management and Budget Uniform Guidance on administrative, cost, and audit provisions for federal grants](#)
- [Revised Code of Washington \(RCW\) 42.20.070 - Misappropriation and falsification of accounts by a public officer; RCW 42.20.080 – Other violations by officers](#)
- [RCW 42.52.160 – Use of persons, money or property for private gain](#)

ATTACHMENT

Code of Conduct & Conflict of Interest Disclosure

INQUIRIES

Direct Inquiries To:
WorkForce Central
3650 South Cedar Street
Tacoma, WA 98409-5714
(253) 472-8094 or 1-800-999-8168

APPROVED

APPROVED BY WDC



Linda Nguyen, WFC CEO

Date 9/17/15

Date: 9/17/15

EQUAL OPPORTUNITY - EQUAL ACCESS

WorkForce Central is an equal opportunity employer and provider of employment and training services. Free auxiliary aids and services are available upon request for individuals with disabilities. Washington Relay Service – 711.



WorkForce Central

Conflict of Interest Disclosure Form

ACKNOWLEDGEMENT AND DISCLOSURE FORM

I have read the WorkForce Central Code of Conduct and Conflict of Interest Policy #3006, and agree to comply fully with its terms and conditions at all times during my service as a Pierce County Workforce Development Council or Committee member. If at any time following the submission of this form I become aware of any actual or potential conflicts of interest, or if the information provided below becomes inaccurate or incomplete, I will promptly notify the Pierce County Workforce Development Council Chair and WorkForce Central CEO in writing.

Please describe below any relationships, transactions, positions you hold (volunteer or otherwise), or circumstances that you believe could contribute to a conflict of interest:

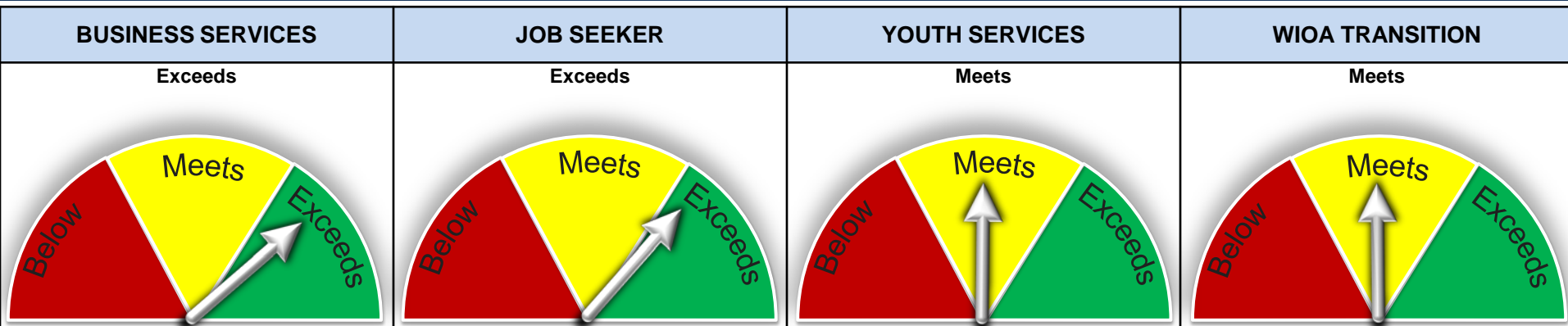
-
1. I have received a copy of the WorkForce Central Code of Conduct and Conflict of Interest Policy #3006.
 2. I have read and understand the policy and I agree to comply with this policy.
 3. I have disclosed the existence and nature of any financial or competing interest that may give rise to an actual or potential conflict of interest, under the policy.

Member Signature: _____

Member Printed Name: _____

Date: _____

Q 1 Summary of Dashboard: Adult/DW/Youth PY15/FY16



The summary sheet is designed to give a snapshot of progress overall. Not all items are reflected on the summary sheet but can be found the detail dashboard. Items in red lettering indicate that we are implementing action plans to increase outcome.

WIOA Mandated Responsibilities for CLEOs and WDC

	Target	YTD Actual
Training Programs		
• Military participants	100	77
• Program placement	84%	86%
Sector Partnerships		
• Quarterly forums	4	1
Employer Engagement		
• Convene roundtables	6	1
• Engagement activities	3	1
Coordinated Services		
• List job openings	600	570
• Place job applicants	300	214
• Customized services	\$50k	\$4.2k
• Employer services	600/220	251/145

	Target	YTD Actual
Career Pathways		
• Workshop participants	1,100	319
• Resume screening	18k	25.1k
• Career Fairs	1	1
• Follow-up services	190	83
• Rapid Response	66	24
• Job Placements	190	79
Demand Training		
• Funding opportunities	180	49
Sector Training		
• C2C placements	125	50
• Training opportunities	85	59
• Implement classes	10	7
Incumbent Worker Training		
• Healthcare employees	65	57

	Target	YTD Actual
Sector Partnerships & Business Services		
• YouthWorks		
– Graduation Coaches	250	83
– Career Goals	1,400	1,140
– Career Cruising	1,400	1,635
– Enrollments	170	76
ResCare		
• Placement	68.5%	N/A
• Degree/Certificate	68.3%	N/A
• Literacy Numeracy	47.3%	N/A
• Enrollments	420	204
• Exits to Emp/Education	288	76
• Tacoma/Pierce Split	50/50%	42.6/56.9%
• In School/Out	20/80%	19.6/80.4%
Workbase Training		
• Summer Emp/Internships	33	33
• Other Emp/Internships(WEX)	80	26
• On the Job Training	10	2
• Apprenticeship/Adv Training	7	3
• Summer Jobs 253	150	132
• CareerLink Pierce County	75	2
• CareerLink Connections	100	16

1. Develop a four year regional unified plan	On target
2. Market analysis	In progress
3. Lead employer engagement	On target
4. Lead Career pathways development and implementation	In progress
5. Best practices	
6. Technology based strategies	In progress
7. Oversee the local service delivery	Engaged
8. Negotiate local performance accountability,	In progress
9. Select one stop system	1/2016
10. Identify eligible training providers	On target
11. Coordinate with education providers	In progress
12. Approve and oversee budget and compliance	In compliance

Compliance/Monitoring/Contracting/ Performance/Data Management	
• Comply with all WIA/WIOA Regulations	In compliance
• SAO Audit	Low Risk
• ESD Performance Measures	No Findings
• Youth & Young Adult Monitoring	Completed

Adult/Dislocated Worker Strategic Dashboard Report for Program Year PY 2015 (July 2015 – June 2016)

Measures	Non-Formula Funds/ FTE	WIOA Funded FTE	Indicator	Annual Goal	Quarterly Outcomes					Comments/ Action Plans		
					1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	YTD Total/%			
WIOA Mandated Responsibilities for CLEOs and WDC (\$ 1,048,016)												
Objective: Support mandated changes for WIOA transition.		9.1	<ul style="list-style-type: none"> Integrate and support mandated responsibilities for CLEOS and WDC WIOA calls for additional responsibilities. Below are expectations that will need to be supported primarily by staff and/or external experts: <ol style="list-style-type: none"> Develop a 4 year regional unified plan Conduct workforce research and regional labor market analysis Convene, broker and leverage stakeholders and assets, Lead employer engagement Lead Career pathways development and implementation with secondary and post secondary partners Lead efforts to identify and promote proven and promising practices Develop technology based strategies for service access, engagement and delivery Oversee the local service delivery system and programs Negotiate local performance accountability, Select one stop system operator(s) and provider(s), Select youth provider(s) Identify eligible training providers, Ensure consumer choice Coordinate with education providers Approve and oversee budget and comply with federal/state/local laws and regulations in the administration of WIOA) 	Narrative Only	1. Awaiting state plan 2. Plan in progress - working 3. Committees lead by business leaders 4. Plans in progress – some work via grants accomplished 5. ??? 6. In progress 7. Currently engaged 8. In progress for overall system, WIOA negotiated 9. Jan 2016, Current Youth Providers Engaged 10. Managing the eligible provider list 11. In progress 12. In compliance							↑
Compliance/Monitoring/Contracting/Performance/ Data Management (\$300,000)												
Objective: Comply with federal, state and local regulations and policies.		2.0	<ul style="list-style-type: none"> Comply with all WIA/WIOA regulations 	Narrative Only	In compliance							↑
		1.0	<ul style="list-style-type: none"> Continue designation as low risk by the State Auditor’s Office (SAO) No findings from annual monitoring by 	Narrative Only	SAO -Aug. 2015 designated low risk,							↑

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					1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	YTD Total/%			
			Employment Security Department • Meet or exceed all federal and local performance measures		No findings Within range of meeting Federal measures							
		.40	• Complete annual local monitoring of Youth, Adult and DW Programs, including EO	Narrative Only	Completed -					All EO and program monitoring is complete with the exception of ResCare (WIOA Youth) which is scheduled for EO, fiscal and program monitoring the week of October 26th.	↑	
Sector Partnerships and Business Services (\$1,098,222)												
Objective: Develop and execute training programs within targeted industries specific to employers needs.	\$146,017/ C2C 1.0		• Partner with Pacific Mountain WDC to provide training opportunities to at least 100 transitioning military personnel participants through Camo2Commerce grant funding (cohort, academy, certificate, OJT)	100	P25/A77	P25/A	P25/A	P25/A	77/77%	Our program placement rate is maintaining at an average of 86% which is 2% above our required placement rate. We are currently working with partners to create a transition plan for C2C 2.0 2016 and beyond	↑	
Objective: Convene and facilitate sector partnerships to strengthen regional competitiveness, leverage resources and create jobs.	C2C .25		• Convene quarterly forums with Pierce and Thurston County business leaders to oversee coordinated services offered to military personnel	4	P1/A1	P1/A	P1/A	P1/A	1/25%	Conduct military forums with community partners each quarter. These collaborations allowed us to work better to ensure our resources are being leveraged to provide service and outreach to the military population	↑	
		.25	• Partner with the Chamber of Commerce to promote the hiring of veterans and military spouses by Chamber members and other businesses	Narrative Only	Has yielded 6 employer partnerships					The Veteran and Business Services connection with the Chamber has allowed us to connect employers to our veterans initiative team.	↑	
Objective: Increase employer engagement with the workforce development system.		.25	• Convene and facilitate 6 employer roundtables	6	P1/A1	P1/A1	P2/A	P2/A	1/17%	5 additional are planned 2015/16	→	

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					1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	YTD Total/%			
	\$173,200 Construction Career day	.50	<ul style="list-style-type: none"> Provide 3 engagement activities per year with each partner council (PC Construction Partnership and PC Healthcare Council), while retaining 90% of their membership, and adding strategic partners as appropriate (6 total) Enhance 3 sector partnerships (Career Day, IT, Healthcare) 	3	P1/A1	P1/A	P1/A	P0/A	1/33%	On Track		↑
	\$69,603 Healthcare Career day	.50		3	P1/A/1	P1/A	P1/A		1/33.3%	On Track – There was one Health Career Council(9/28) and one Construction Partnership meeting (9/03)		
Objective: <i>Direct coordinated business services to support employer needs.</i>		1.0	<ul style="list-style-type: none"> List 600 job openings for businesses and place 300 job applicants in open positions 	600	P150/A570	P150/A	P150/A	P150/A	570/95%	Ahead of schedule.		↑
				300	P75/A214	P75/A	P75/A	P75/A	214/71%	Ahead of schedule		↑
		.25	<ul style="list-style-type: none"> Provide \$50,000 of customized value-added services, which are not fully supported by public resources 	\$50,000	P\$15K/A\$4,152	P\$15K/A	P\$10K/A	P\$10K/A	\$4,152/8.3%	Below target. We are asking staff to focus on this effort. Staff is aware of goals and have created individual plans stating what actions/activities they will do to meet this goal. They have also been briefed on how important these goals are in acquiring the means to purchase additional resources to be used in accomplishing the rest of our goals		↓
		1..25	<ul style="list-style-type: none"> Provide 600 employer services to 220 businesses 	600	P150/A251	P150/A	P150/A	P150/A	251/41.8%	Ahead of schedule due to a robust economy and additional outreach efforts of the team. Team is asked to reach out to two 'new' employers each day		↑
				220	P55/A145	P55/A	P55/A	P55/A	145/65%			
Objective: <i>Enable job seekers to identify pathways to career success.</i>		1.25	<ul style="list-style-type: none"> Provide career development workshops to 1100 job seekers, and resume screening to 18,000 job seekers 	1100	P300/A319	P300/A	P300/A	P200/A	319/29%	On target Rolling total – each candidate in the system is contacted when their candidate profile matches the desires of the listing employer.		↑
				18,000	P450/A25,154	P450/A	P450/	P450/A	25,154/117%			↑

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					1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	YTD Total/%				
		.50	<ul style="list-style-type: none"> Conduct 1 career fair serving 500 adult job seekers with an emphasis on veterans 	1 500	P1/A1 Did not meet the 500 adult target – see explanation in narrative 270/500 (54%) Hires 212/270 (79%)	P/A	P/A	P/A	P/A	100%	B2W conducted its 3 rd Annual Event 270 Attendees 37 Firm Offers 48 Conditional Offers 245 Estimated Hires 57 On site Interviews Attendance was much smaller than anticipated however; our data this year provided a more accurate resemblance for positive outcomes for our military jobseekers	↑	
Objective: <i>Support job seekers to gain and retain employment.</i>		1.0	<ul style="list-style-type: none"> Provide up to 12 months of follow-up services following exit to 190 WIOA participants 	190	P50/A83	P50/A	P50/A	P40/A	83/44%	On track – Economy is improving and participants are being exited when they become employed. Staff provides assistance as needed to retain employment.	↑		
	LTU 1.0		<ul style="list-style-type: none"> Place 66 long term unemployed individuals into employment through Rapid Response LTU grant 	66	P15/A24	P15/A	P15/A	P21/A	24/36%	On track. /More jobs are available so participants are becoming employed more quickly than we had anticipated.	↑		
		1.25	<ul style="list-style-type: none"> Place 190 WIOA job seekers in employment 	190	P50/A79	P50/A	P50/A	P40/A	79/42%	On track. More jobs are available so participants are becoming employed more quickly than we had anticipated.	↑		
Demand Training (\$642,662)													
Objective: <i>Enable job seekers to identify pathways to career success.</i>		3.0	<ul style="list-style-type: none"> Provide funding opportunities, through the use of Individual Training Accounts (ITAs), for 180 students attending local colleges and technical schools 	180	P45/A49	P45/A	P45/A	P45/A	49/27%	On track. Staff is working to advertise funding opportunities through outreach and recruitment including General Orientation, Job Club, and other workshops. In	↑		

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					1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	YTD Total/%			
										addition, staff have work to develop partnerships with ESD, DSHS, Pierce County Library, and other community based agencies to advertise funding opportunities.		
Targeted Sector Training (\$454,487)												
Objective: <i>Support job seekers to gain and retain employment.</i>	C2C 2.0		<ul style="list-style-type: none"> Place 125 transitioning military personnel into employment through Camo2Commerce 	125	P31/A50	P/A	P/A	P/A		On track to meet target	↑	
		Training and Support Services Only	<ul style="list-style-type: none"> Provide sector training opportunities for 85 new WIOA eligible individuals. 	85	P20/A59	P20/A	P20/A	P25/A	59/69%	Ahead of schedule. Several training cohorts started in the first quarter of 2015.	↑	
Objective: <i>Develop and execute training programs within targeted industries specific to employers needs.</i>	\$90,005/ McKinney Vento/Sector Initiatives 1.0		<ul style="list-style-type: none"> Implement at least 10 sector training classes/academies for in-demand industries. (The funding identified for carry-in obligations only covers part of the cost of the carry-in contracts. The budget allocation of \$454,487 will be used to augment the carry-in funding). 	10	P3/A7	P3/A	P3/A	P1/A	7/70%	Ahead of schedule. Iron Workers, 2 NACs, Sheet Metal, Architectural Woodworking, Tool Center, Manufacturing Academy, CDL Truck Driving	↑	
Incumbent Worker Training (\$94,519)												
Objective: <i>Develop and execute training programs within targeted industries specific to employers needs.</i>	\$118,551/ Multicare 1.25		<ul style="list-style-type: none"> Provide training to 65 healthcare employees through the Career Coach Program Expand Career Coach Model into an additional high demand 	65	P15/A57	P15/A	P15/A	P20/A	57/87%	On track. Exploring with Kurig/Green Mountain and James Hardie, Inc.	↑	
	Multicare .75		<ul style="list-style-type: none"> Provide career development services to 400 healthcare employees 	400	P100/A278	P100/A	P100/A	P100/A	278/69.5%	On track. Career Coaching program staff provided career services to healthcare employees via phone, email and walk-in appointments.	↑	
Resource Development (\$100,700)												
Objective: <i>Form and maintain strategic public and private partnerships to strengthen regional competitiveness, leverage</i>		1.3	<ul style="list-style-type: none"> Convene the Tacoma-Pierce County Earn-Ability formally known as Growth Partnership to implement strategies to maximize collaborative impact through alignment of 	Narrative Only	2 Grants Awarded 3 Grants in Development					2 American Apprenticeship grants to WA state were awarded. 1 Promise Zone & 2 NSF applications are in	↑	

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					1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	YTD Total/%			
<i>resources and create jobs.</i>			services, messaging, and resource development							development for Pierce.		
Service Delivery via Technology (\$200,000)												
Objective: <i>Support job seekers to gain and retain employment.</i>		1.0	<ul style="list-style-type: none"> Develop relationships with 2 partners currently using technology to conduct outreach and training. 	2	P1/1A	P/A	P/A	P/A		Pierce County Library system received WIOA funding to provide training via technology and has implemented		
		.50	<ul style="list-style-type: none"> Deliver services using technology 	Narrative Only	On track for phase two of infrastructure set up					As of October 1, phase one of internal network upgrades/replacements is complete. On schedule. On budget. Phase two will move us to Microsoft cloud services.		
Economic Development Partnerships (\$100,000)												
Objective: <i>Increase employer engagement with the workforce development system.</i>		1.1	<ul style="list-style-type: none"> Receive 80 business referrals from the Economic Development Board (EDB) and partners and maintain the position as the most referred source for the EDB Partner with World Trade Center to meet the new and expanding needs of international and domestic businesses 	80	P20/A18	P20/A	P20/A	P20/A	18/22.5%	Slightly below target – Leads/referrals are provided to our staff member working at the EDB office. He will enter referrals as soon as they happen into the system		
					Measurable met					Staff participated in the World Trade Summit in September		
5% Mitigation PY15/FY16 (\$177,197)												
Objective: <i>Address future cuts and/or support new opportunities.</i>			-	Narrative Only								

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Glossary			
B2S	Boots 2 Shoes	NEG	National Emergency Grant
B2W	Boots 2 Work	OJT	On the Job Training
C2C	Camouflage 2 Commerce	P/A	Planned / Actual
CLEOs	Chief Local Elected Officers	PY	Program Year
DOL	Department of Labor	RFP	Request for Proposal
DW	Dislocated Worker	RFQ	Request for Quote
EDB	Economic Development Board	RRLTU	Rapid Response Long Term Unemployed
EO	Equal Opportunity	SAO	State Auditor's Office
ESD	Employment Security Department	TPCGP	Tacoma-Pierce County Growth Partnership
FTE	Full Time Employee	WDC	Workforce Development Council
FY	Fiscal Year	WFC	WorkForce Central
ITA	Individual Training Account	WEX	Work Experience
LTU	Long Term Unemployed	WIA	Workforce Investment Act
MA	Manufacturing Academy	WIOA	Workforce Innovation and Opportunity Act
NAC	Nursing Assistant Certified	WSSFL Summit	Washington State Service Member For Life Summit
NAWB	National Association of Workforce Boards		

“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
2. Ask this same question of at least two customers.

At your Committee meeting:

3. 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.
4. In your committee, **discuss and identify the FIVE most important services/activities to be provided for each group of customers** (workers, job seekers, businesses).
5. 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.
6. 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?]

Note that these questions focus on “WHAT should be provided?” A later step is to talk about HOW the one stop service delivery partners might go about providing these services.

DRAFT LIST OF CORE SERVICES PROVIDED THROUGH THE ONE STOP SERVICE DELIVERY SYSTEM. FOR FURTHER REVIEW AND INPUT FROM WDC COMMITTEES.

Customer: Workers	Customer: Job Seekers	Customer: Business
<ul style="list-style-type: none"> ▪ Incumbent worker training 	<ul style="list-style-type: none"> ▪ Defining yourself (self-reflection) 	<ul style="list-style-type: none"> ▪ Recruitment and hiring events
<ul style="list-style-type: none"> ▪ Skills training 	<ul style="list-style-type: none"> ▪ Assessments 	<ul style="list-style-type: none"> ▪ Labor market information
<ul style="list-style-type: none"> ▪ Career pathway guidance 	<ul style="list-style-type: none"> ▪ Basic skills incl ESL 	<ul style="list-style-type: none"> ▪ Wage information
<ul style="list-style-type: none"> ▪ Leadership/supervisory training 	<ul style="list-style-type: none"> ▪ Job prep skills 	<ul style="list-style-type: none"> ▪ HR-related training
	<ul style="list-style-type: none"> ▪ Skill development—workforce education, career pathways 	<ul style="list-style-type: none"> ▪ Development of job descriptions
	<ul style="list-style-type: none"> ▪ Pre-GED, GED, HS completion 	<ul style="list-style-type: none"> ▪ Training for incumbent workers
	<ul style="list-style-type: none"> ▪ High School 21 	<ul style="list-style-type: none"> ▪ Help navigate workforce incentives and credits
	<ul style="list-style-type: none"> ▪ Resource Center—technology, materials 	<ul style="list-style-type: none"> ▪ Meet business needs for employees/workers
	<ul style="list-style-type: none"> ▪ Job search, referral 	<ul style="list-style-type: none"> ▪ Chamber, EDB, jurisdictions are often initial customers here
	<ul style="list-style-type: none"> ▪ Coaching, transitions 	<ul style="list-style-type: none"> ▪ Sector strategies for high-demand sectors
	<ul style="list-style-type: none"> ▪ Financial aid assistance 	
	<ul style="list-style-type: none"> ▪ Motivation and encouragement (relational) 	
	<ul style="list-style-type: none"> ▪ Oriented to meet the needs of specific groups (ESL, people with disabilities, people in the corrections system, veterans, etc.) 	
	<ul style="list-style-type: none"> ▪ Career information 	

Use this list as your Committee’s starting point for answering the following question. *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. See instructions on the other sheet.