

Eric Hahn, Chair
Joyce Conner, 1st Vice-chair
Ron Thalheimer, 2nd Vice-chair
Robin Baker
Michelle Burreson
April Gibson
Darci Gibson
Paul Hogoboom
Mike Johnson
Bruce Kendall
Dale King
Dave Lawson
Mark Martinez
Mary Matusiak
Wayne Nakamura
Tim Owens
Dona Ponepinto
Patty Rose
Sheila Ruhland
James Walker
Blaine Wolfe

Revised

**WDC Business Services Committee Meeting
Agenda**

**January 25, 2016
8:00 a.m. – 9:30 a.m.
Dave Lawson, Chair**

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

- | | | |
|---|----------------------|--------|
| 1. Hello / Introductions | Dave Lawson | 5 min |
| 2. Review Prior Meeting Notes | Dave Lawson | 5 min |
| 3. WIOA Title I Quarter 2 Dashboard | Deborah Howell | 10 min |
| 4. Core 6 Leadership Team | Linda Nguyen | 10 min |
| 5. Sector Strategies | Ellie Chambers Grady | 15 min |
| a. Sector Activities | | |
| b. New Sector Contractor Work | | |
| 6. Workforce State Plan Draft &
Regional Local Plan Guidelines | Cheri Loiland | 40 min |
| 7. Next Meeting Agenda Item | | |
| 8. Thank You/Adjourn | | |

WorkForce Central Staff
Linda Nguyen, CEO
lnguyen@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

Future Meetings

February 22, 2016 8:00 – 9:30 am
March 28, 2016 8:00 – 9:30 am
April 25, 2016 8:00 – 9:30 am
May 23, 2016 8:00 – 9:30 am
June 27, 2016 8:00 – 9:30 am

Workforce Development Council (WDC) of Tacoma Pierce County
WIOA Committee Membership Planning Document
01-19-16

WDC Business Services Committee		
<ul style="list-style-type: none"> • Committee Chair is member of WDC. ✓ 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. 		
Representation	Name, Title, Employer, Email, Phone(s)	WDC Member
Chair of Committee	Dave Lawson, Executive VP, Human Resources Columbia Bank dlawson@columbiabank.com	✓
Vice Chair	Darci Gibson, Director - Human Potential Partner Services MultiCare Health System darci.gibson@multicare.org	✓
1. Economic Development Representative	Bruce Kendall, President and CEO Economic Development Council Tacoma-Pierce County bruce@edbtacomapierce.org	✓
2. Business - Aerospace Industry Sector		
3. Business - Healthcare Industry Sector	Darci Gibson, Director - Human Potential Partner Svcs MultiCare Health System darci.gibson@multicare.org	✓
4. Business - Logistics/Transportation Industry		
5. Business - Military Industry Sector		
6. Business - Other	Dave Lawson, Executive VP, Human Resources Columbia Bank dlawson@columbiabank.com	✓
7. Business - Other	Wayne Nakamura, Claims Manager State Farm Insurance wayne.nakamura.ap5e@statefarm.com	✓
8. Business - Small Business	Jeff Lovell, President/Executive Director Automotive Service Association Northwest jeff@asawa.com	
9. Labor Representative or Apprentice JATC Representative		✓
10. Labor Representative or Apprentice JATC Representative	Mark Martinez, Executive Secretary Pierce County Bldg & Construction Trades Council piercebctc@earthlink.com	✓
11. Pierce County Library System		
12. WA State Department of Social and Health Services		
13. WA State Division of Vocational Rehabilitation	Kristine Stolberg, Business Specialist WA State Division of Vocational Rehabilitation stolbk@dshs.gov	
14. WA State Employment Security Department	Ione Turner, Career Navigator Employment Security Department iturner@esd.wa.gov	
15. Education	Jo Ann Baria, VP of Workforce, Economic and Professional Dev. Pierce College District JBaria@pierce.ctc.edu	
16. Community Based Organization		
Workforce Development Council/WorkForce Central Staff	Ellie Chambers-Grady, Director of Business Services & Sector Strategies 253.254-7845; echambersgrady@workforce-central.org Cheri Loiland, Chief WIOA Transition Officer 253.254.7908 ; cloiland@workforce-central.org Debbie Lean, Executive Assistant 253.414.0141; dlean@workforce-central.org	



**WDC Adult Services Committee
 & WDC Business Services Committee
 Joint Meeting
 NOTES
 December 2, 2015
 2:30 – 4:00 p.m.
 WorkForce Central
 3650 S. Cedar St, Tacoma
 Classroom 1**

Committee Member Attendees: Robin Baker, Darci Gibson, Rachel Eddy, Wayne Nakamura, Jeff Lovell, Kristine Stolberg, Karen DiPol, Ione Turner, Luke Upton, Diane Giannobile, Dona Ponepinto, Stephanie McWilliams

WDC Staff Attendees: Andy Wells, Cheri Loiland, Felicia Dennis, Debbie Lean

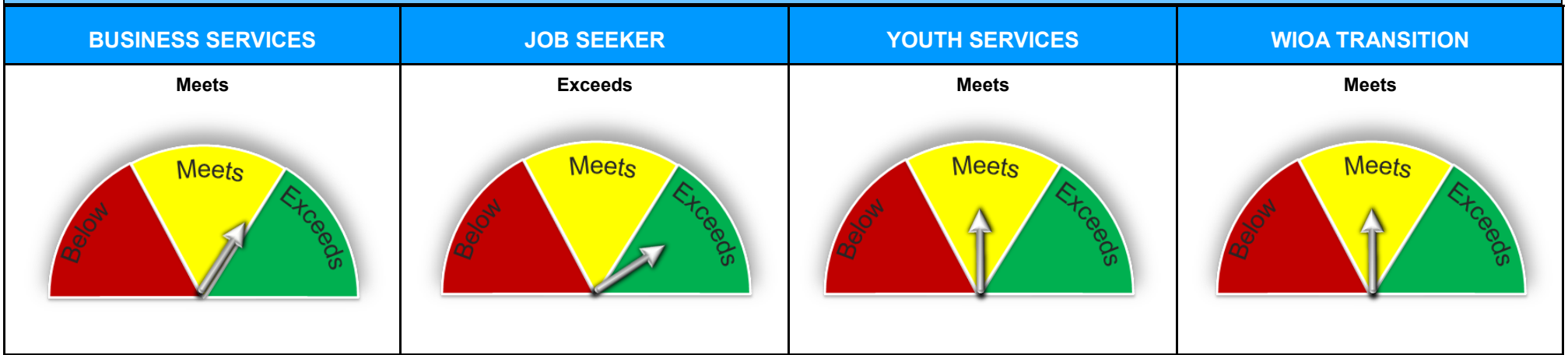
AGENDA	NOTES	ACTION ITEMS
1. Hello/Introductions (Robin Baker)	<ul style="list-style-type: none"> • Robin called the meeting to order at 2:35 pm. • Roundtable Introductions were made. 	
2. Review Prior Meeting Notes	<ul style="list-style-type: none"> • Meeting notes for both committees were approved as presented. 	
3. Important Services/Activities One-Stop Service Delivery System Should Offer	<ul style="list-style-type: none"> • Cheri gave an overview of where we are with the project. What the Core had asked is that each of the committees gives them feedback as to their top 5 service priorities for the workforce one-stop system that we would focus on. Part of coming up with those top 5 areas will help drive the strategic goals for the local plan. Each committee is doing this exercise and then the Core 6 is going to look at the final information. • The committee at the last meeting came up with a list of services under Workers and Job Seekers and now need to complete the Business column. • Since there were a couple of new members present and to help decide what the top services may be, Andy gave a recap of what business services are offered through ESD and WorkForce Central. • Cheri also shared that the Core 6 will take the final priority services to each identified groups of customers and ask them if these are the top workforce service priorities that the system should be providing. <p>After discussion the following was added to the Business column:</p> <p><u>Business Column Additions</u> <i>Assessment Related:</i> Organizational readiness – expansions Pre-screen/testing to include DOL assessment of crosswalk military to civilian Alignment between job market and high education programs</p>	

	<p><i>Career Pathway Guidance:</i> Apprenticeship programs – sponsoring</p> <p><i>Training:</i> Add: Benefit options and FMLA / maternity leave to HR Training Apprenticeship programs for incumbent workers Diversity training – inclusion, equity Disability awareness Limited English proficiency (LEP) Assisted technology Rapid response – layoff aversion or support Best practices of hiring, recruiting, retraining veterans Internships, on-the-job training, job shadowing Professional development - True Colors, LEAN Training enhancement related to on the job specific training related to specific company or industry</p> <p><i>Coaching/Navigation:</i> Job Orders – Coaching/assistance with job announcement Posting announcements Development of job descriptions (was originally a standalone service) Networking How to work effectively with partners Info around collective bargaining & organized labor, labor mgmt community</p> <p><i>Job Search:</i> Labor market / wage information (wage information was originally a standalone service)</p> <p><i>Support services:</i> Support for employers to work with veterans and other resources for other community based services for high risk/people with barriers Education for employers about resources and community based services to work with veterans for high risk/people with barriers</p> <p><u>Worker Column Changes:</u> Coaching/Navigation - Add Childcare to Basic needs of workers</p> <p><u>Job Seeker Column Changes:</u> Coaching/Navigation - Add Childcare to Basic needs of job seeker Support Services – Add Financial management to Support Services</p> <ul style="list-style-type: none"> • After the above services were added/changed, the committee discussed what they see as the top 5 priorities: 	
--	--	--

	<p><u>Workers Top 5 Priorities:</u></p> <ul style="list-style-type: none"> ○ Career pathway and lattice guidance, wage & skill progression. Focus opportunities for under-represented groups ○ Rapid response services ○ Apprenticeship programs ○ Basic needs of workers. Getting basics handled while getting job (food, housing, benefit transition, medical ins, transportation, child care) ○ Clear employment portfolio and how to job search, how to use portfolio to apply for jobs – using online apps, etc. (Career progression) <p><u>Job Seekers Top 5 Priorities:</u></p> <ul style="list-style-type: none"> ○ Self Management Assessment of competencies needed to find job <ul style="list-style-type: none"> ▪ Defining yourself (self-reflection) ▪ Identifying individual needs ▪ Assessment of services ▪ Skills inventory articulation training – what can I do well ○ Pathway guidance, wage & skill progression. Focus opportunities for under-represented groups ○ Skill development—workforce education, career pathways ○ Resource navigation: Basic needs of job seekers. Getting basics handled while finding work (food, housing, benefit planning, medical ins, transportation, childcare) ○ Job search, referral <p><u>Business Top 5 Priorities:</u></p> <ul style="list-style-type: none"> ○ Diversity training – inclusion, equity <ul style="list-style-type: none"> ▪ Disability awareness ▪ Assisted technology ▪ Limited English Proficiency (LEP) ○ Job orders – <ul style="list-style-type: none"> ▪ Coaching/assistance with job announcement ▪ Posting announcements ▪ Development of job descriptions ○ Help navigate workforce incentives and credits ○ Labor market / wage information ○ Education for employers about resources and community based services to work with veterans for high risk/people with barriers 	
4. Other	As requested at the November joint meeting, the Q1 Summary of Dashboard with Success Stories on page 2 was provided to committee members.	

5. Next Meeting	<ul style="list-style-type: none"> • Next meeting is not a combined meeting: Business Services committee meeting is December 28, 2015 Adult Services committee meeting is January 6th, 2016 • Sally Perkins, facilitator will be facilitating a combined meeting between the Core 6 Leadership Team and all committees in February. 	
6. Thank You / Adjourn	4:10 pm	

Q 2 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		Target	YTD Actual
Training Programs			Career Pathways		
• Military participants	100	199	• Workshop participants	1,100	873
• Program placement	84%	86%	• Resume screening	18k	25.710k
Sector Partnerships			• Career Fairs	1	1
• Quarterly forums	4	2	• Follow-up services	190	202
Employer Engagement			• Rapid Response	66	51
• Convene roundtables	6	3	• Job Placements	190	168
• Engagement activities	3	2	Demand Training		
Coordinated Services			• Funding opportunities	180	79
• List job openings	700	1,222	Sector Training		
• Place job applicants	350	324	• C2C placements	125	212
• Customized services	\$50k	\$11,927	• Training opportunities	85	115
• Employer services	600/220	522/185	• Implement classes	10	10
			Incumbent Worker Training		
			• Healthcare employees	65	57

1. Develop a four year regional unified plan State Plan Rec'd
2. Market analysis In progress
3. Lead employer engagement In progress
4. Lead Career pathways development and implementation In progress
5. Best practices In progress
6. Technology based strategies In progress
7. Oversee the local service delivery In progress
8. Negotiate local performance accountability In progress
9. Select one stop system In progress
10. Identify eligible training providers In progress
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

	Target	YTD Actual
Sector Partnerships & Business Services		
• YouthWorks		
• * Graduation Coaches	250	200
• * Career Goals	1,400	1256
• * Career Cruising	1,400	1,635
• * Enrollments	170	118
ResCare		
• Placement	68.5%	N/A
• Degree/Certificate	68.3%	N/A
• Literacy Numeracy	47.3%	N/A
• Enrollments	420	286
• Exits to Emp/Education	288	145
• Tacoma/Pierce Split	50/50%	43/56.6%*
• In School/Out	20/80%	19.6/80.4%
*One participant doesn't have an address		
Workbase Training		
• Summer Emp/Internships	33	33
• Other Emp/Internships(WEX)	80	61
• On the Job Training	10	5
• Apprenticeship/Adv Training	7	5
• Summer Jobs 253	150	132
• CareerLink Pierce County	75	29
• CareerLink Connections	100	28



**Talent and Prosperity for All:
The Strategic Plan for Unlocking Washington's Workforce Potential**
Link to full document: <http://wtb.wa.gov/Documents/TAPFULLCOMBINEDPLAN.pdf>

Excerpts from Washington State 10-Year Plan Draft Released December 21, 2015

Talent and Prosperity for All - Organized Around Four Strategic Priorities (Pgs 7-8)

After many months of collaboration and consultation among Washington's workforce development program leaders and their teams, including more than 70 meetings and engaging more than 500 people, the following key strategic priorities were adopted by the Workforce Board. These strategic priorities are the organizing principles around which Washington's workforce plan is structured:

- 1. Customers Receive Integrated Services that Lead to Employment and Careers:**
Customers need to be able to find and navigate the workforce development pathway that is best for them. This means Washington's richly complex system must help customers move beyond program specific solutions to make informed choices that pull from the full menu of services. Services need to be designed and delivered with customers as the focal point. In addition to acquiring skills and jobs that put them on the path to prosperity, customers should also understand they have continuous access to the workforce development system throughout their working lives. For sustained lifelong success, individuals will reengage in the workforce system throughout their career and lifelong learning journey. The system's promise is to combine all resources to help each individual learn how to find and keep the right job and receive continued support to advance their careers.
- 2. Increase Business Engagement with a Clearly Defined Workforce Value Stream:**
Only 8 percent of Washington businesses utilize the public workforce system. This stark fact underscores the limited interaction between businesses and workforce development service providers at all levels. Businesses need simple paths to the workforce system and a better understanding of the benefits, whether it's filling open positions with qualified applicants from WorkSource or shaping training programs to ensure workers have industry-specific skills. In addition, once businesses and industries are engaged—be it through sector strategies or recruitment services—the workforce system must build and sustain these partnerships. The system's promise to partnering businesses is streamlined and integrated services that are easy for an employer to navigate and recognized value.

3. Universal Accessibility to the System through Technology and Other Barrier Removal:

This plan embraces barrier removal and universal accessibility of workforce development services—both physical and programmatic—as core priorities. The system’s promise to those with barriers is to help employers realize their individual talents and to help all workers realize their full potential in the workplace. The use of technology to remove barriers for workers and enhance their access to services is a “game changer.” Advances in telecommunications and technology potentially allow for seamless, universal, and remote access to education, training, and other workforce development services. While technology cannot fix all barrier access problems, in many cases it will free up staff to tackle more difficult access issues. This plan seeks to convert the best of these possibilities into a reality. The Workforce Board is establishing a permanent advisory committee to support the barrier removal work of local Workforce Development Councils.

⁷ Source: U.S. States: For Richer, For Poorer? Winning the battle for talent and securing our standard of living, Accenture report, Page 5: <http://www.wtb.wa.gov/Documents/U.S.StatesRicherPoorerCombined.pdf>

4. A Next Generation Performance Accountability System That Shows Outcomes and Identifies Gaps:

While Washington’s workforce system has been a national leader in performance accountability, new federal legislation and its mandates create the opportunity to improve performance measures to better support a more integrated and coordinated service delivery system. Under WIOA’s predecessor acts, Washington’s annual workforce program evaluation “Workforce Training Results” has shown whether participants of the state’s 12 largest workforce programs got jobs, how much they earned, the skills they obtained, and if they were satisfied with their program, among other measures. The Workforce Board’s Career Bridge website, home of the state’s Eligible Training Provider List (ETPL), also provides performance results for thousands of education programs. However, to get a clear picture of the system’s effectiveness, the current performance accountability system will have to undergo significant changes. The new federal workforce law requires that customers be served at a variety of entry points. If the intention is to enable customers to move into and across programs as needed, then the performance measurement system needs to measure results when many of the participants are served by multiple programs. These measures will need to quantify the results for customers, create a level playing field among programs and service strategies and promote behavior and results consistent with longer-term objectives, among other changes.

Business Engagement Goals (Pg 25)

Over the next two years, the following goals will help move Washington’s system forward:

- Establish a baseline and increase the number of businesses utilizing the workforce system by 20% per year.*
- Establish a baseline and increase the percentage of businesses reporting satisfaction with the services they receive via the workforce system by 20% percent each year.*
- Train at least 30% of the workforce system on the implementation of sector partnerships and have at least one new sector partnership in development in each workforce area.*
- Establish a baseline and increase resources for work-based learning, including on-the job training, apprenticeship, internships, work experience, and especially, incumbent worker training by 30% in the next two years.*

In addition, soon after the passage of WIOA, Governor Jay Inslee directed the Workforce Board to work with the system's stakeholders to shape Washington's strategic plan toward three goals to maximize the workforce system's impact:

1. Help more people find and keep jobs that lead to economic self-sufficiency, with a focus on disadvantaged populations.
2. Close skill gaps for employers, with a focus on in-demand industry sectors and occupations, including through apprenticeships.
3. Work together as a single, seamless team to make this happen.

These three goals will inform the larger system and any guide changes. Below are ways the system is evolving to better serve all populations through better engaging business.

What Better Business Engagement Means for the Workforce System (Pg 26-27)

An emphasis on business engagement creates a benchmark for more activity—more surveys, more meetings, more outreach—but not necessarily more engagement. While many businesses do not know about the many workforce system programs and services that could benefit them, more outreach does not necessarily lead to more employers partnering with the workforce system.

According to a recent National Governors Association (NGA) report, “The U.S. workforce system is often criticized as a sum of disconnected parts, with worker training poorly matched to industry demand, a lack of focus on industries that are the most important to local economies, and duplicative business outreach and workforce training services.” Outreach alone will not fix these issues.

Successful business engagement is about better understanding the value proposition that the workforce system can offer business and delivering that value by:

1. Aligning and coordinating “disconnected parts” across the system to provide workforce solutions that meet real business needs.
2. Enlisting business as a partner in the identification, development, implementation of and investment in workforce solutions.
3. Making services and products more transparent, accessible, and user-friendly, and supporting services with appropriate technologies for employers.

By finding more effective ways of working together, leveraging limited resources, and addressing long-term issues, the workforce system can help employers achieve stronger results, forging a sustainable and mutually beneficial alliance. Engaging business as a partner increases the diversity and number of resources available and builds a team that helps workers find, keep, and grow in good jobs.