

**WDC Meeting
 Agenda
 November 19, 2015
 3:00-5:00 p.m.
 WorkForce Central
 3650 S. Cedar St., Classroom 1**

Eric Hahn, Chair

1st Vice-chair

Joyce Conner, 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

Sharon Ness

Tim Owens

Dona Ponepinto

Patty Rose

Sheila Ruhland

Ron Thalheimer

James Walker

Blaine Wolfe

1. Welcome/Call to order
2. Public Comment
3. WorkForce Central Executive Board update – Eric Hahn
4. Action items
 - Approve October 15, 2015 minutes
 - Approve WDC Coordinating Committee's Recommendation for WDC Officer positions of Joyce Conner for 1st Chair and Ron Thalheimer for 2nd Vice Chair
 - Approve WIOA Core 6 Leadership Team as a formal WDC committee
5. CEO Report
 - WIOA Core Partner Panel Presentation
 - Georgia Lomax, Pierce County Library System
 - James Walker, ESD
 - Federal Budget Threat removed for two years - Line of credit from City of Tacoma and Pierce County Update
 - Regional Planning area designation discussion
 - November 10th state board steering committee meeting – will recommend to State Board CLEOs position of 12 regional planning areas
 - Data of interest
 - Camo2Commerce won the US Chamber of Commerce's 5th Annual Hiring Our Heroes Capital One Award for Small Business Veteran and Military Spouse Employment - Shellie Willis
 - WDC Discussion on how they and/or their organization are/can be involved with the workforce development system
 - Cool New Developments:
 - Healthcare Partnership Review and Reconstitution
 - Sector Specific Supply and Demand Reports
 - BankWork\$ Program
 - Coding Academy State of the Workforce 2nd annual report
 - December WDC meeting - Short program and networking opportunities
6. WDC Committee Report Out
7. Other business
 - Video Conferencing Capability January 2016
8. Adjourn

Future meetings:

WDC Meeting – Eric Hahn, Chair	Dec 17, 2015	3:00-5:00
Business Services Committee – Dave Lawson, Chair	Nov 23, 2015	8:00-9:30
Youth & Young Adult Services Committee – April Gibson, Chair	Nov 24, 2015	9:30-11:30
Adult Services Committee – Robin Baker, Chair	Dec 2, 2015	2:30-4:30
One-Stop System Operator & Partner Committee – Ron Thalheimer, Chair	Dec 1, 2015	8:00-10:30
WDC Coordinating Committee – Eric Hahn, Chair	Dec 8, 2015	3:00-4:30

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

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**WDC Meeting
Agenda
October 15, 2015
3:00-5:00 p.m.
WorkForce Central**

3650 S. Cedar St., Classroom 1

Eric Hahn, Chair

1st Vice-chair

Joyce Conner, 2nd Vice-chair

Robin Baker

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Patty Rose

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Ron Thalheimer

James Walker

Blaine Wolfe

Attendees: Joyce Conner, James Walker, Tim Owens, Ron Thalheimer, Mike Johnson, Darci Gibson, Cheri Loiland, MaryEllen Laird, Michelle Burreson, Patty Rose, Deborah Howell, Jan Adams, Dale King, Blaine Wolfe, Robin Baker

1. Welcome/Call to order

Joyce called the meeting to order at 3:00 p.m.

2. Public Comment

None

3. WorkForce Central Executive Board update – Joyce Conner

Joyce gave a brief update from the morning's Board Meeting.

4. Action items

• **Approve September 17, 2015 minutes**

Motion to approve made by Dale seconded by Tim. Approved.

• **Approve WIOA On the Job Training Policy**

Motion to approve made by Dale seconded by Ron. Deborah gave an overview of the changes from WIA to WIOA in the policy. Approved.

5. WIOA Core Partner Presentations

• **Deborah Howell – WorkForce Central**

Joyce explained we will have presentations from the core partners over the next few meetings. Deborah presented a Title 1 overview.

6. National Association of Workforce Board Annual Conference Attendees

Joyce discussed the conference giving a background and benefits of attending.

The invitees will include WDC leadership, WDC committee chairs or their designee. Tim mentioned that if you are new, attending is a great way to see how other WDCs operate and best practices that can be learned.

7. CEO Report

• **Quarter 1 Title 1 Dashboard**

Deborah gave an overview of the new dashboard summary that is a snapshot of the full detailed dashboard. Mike asked if the target was the full year plan. Deborah clarified that it was indeed the full year plan and the actual was the quarter. MaryEllen discussed the items where we are not meeting the plan including customized services and CareerLink noting we are adding staff focus in these areas. James asked how the participants were accepted into the program. Deborah discussed the process of referrals for the program. Discussion continued around several programs highlighted on the dashboard. Tim asked about the internal tracking on the Literacy Numeracy. Robin asked about the roundtables how are they organized and what is the goal around those. MaryEllen discussed a few of the roundtables that are being planned noting they have five more scheduled. She said they will bring the schedule of what is planned to the WDC as soon as it is available.

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Deborah, Howell, CAO
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Jan Adams, Executive Assistant
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- **Annual State Audit**

Deborah noted the results were “no findings” designating us as a low risk auditee

- **WorkForce Central Transition Update**

Communication has gone out to our partners, the WFC Executive Board approved the new organizational structure and we will be doing RFP early next year for service providers.

- **WIOA Core 6 Leadership update**

Deborah gave a brief overview of the members and the vision which is still in draft format. Cheri gave a quick update on the progress.

8. **WDC Committee Report Out**

- Ron gave a briefing of the One-stop committee and the presentation on Washington Connections as well as a proposal from James around Facebook. James discussed the proposal noting they felt it was time to engage in this type of technology. Ron discussed some of the benefits of Facebook and its accessibility options for people with disabilities.
- Robin gave a briefing on the Adult Services committee noting their discussion on the audit results.
- Dale noted the Youth and Young Adult committee visited ResCare noting how modern their facilities are and that everyone seems to be engaged. Their next meeting will be at the Reach Center

9. **Other business**

- Joyce noted Linda and Eric along with four other WDCs met with Perry England who is the new Chair of the State Workforce Board, to share their concerns on the regional planning issue.
- Ron ask about the AJAC program. MaryEllen noted we contract with them for the Manufacturing Academy. Cheri gave a short overview on the AJAC program. Discussion continued around the program and what their focus is.

10. **Adjourn**

Motion to adjourn made by Dale seconded by Robin. Meeting to adjourned at 4:00 p.m.



[Core 6 Partners Group Charter, nearly final] [WIOA Planning]

VERSION: [two]

REVISION DATE: [10-16-2015]

Approval of the Project Charter indicates an understanding of the purpose and content described in this deliverable. By signing this deliverable, each individual agrees work should be initiated on this project and necessary resources should be committed as described herein.

Approver Name	Title	Signature	Date
Linda Nguyen	CEO, Workforce Central		
Anne Goranson	Regional Director, ESD		
Mary Matusiak	Puyallup DVR Supervisor, DVR		
Georgia Lomax	CEO, Pierce County Library		
Kendrick Stewart	Regional Administrator, DSHS CSD		
ABE Rep	Rep, Adult Basic Education		

PROJECT CHARTER

Contents

Section 1. Project Overview	1
1.1 Problem Statement	1
1.2 Project Description	1
1.3 Project Goals and Objectives.....	1
1.4 Project Scope.....	2
1.5 Critical Success Factors	2
1.6 Assumptions.....	3
1.7 Constraints	3
Section 2. Project Authority and Milestones	5
2.1 Funding Authority	5
2.2 Project Oversight Authority	5
2.3 Major Project Milestones.....	5
Section 3. Project Organization	6
3.1 Project Structure	6
3.2 Roles and Responsibilities.....	6
3.3 Project Facilities and Resources.....	7
Section 4. Points of Contact.....	8
Section 5. Glossary	9
Section 6. Revision History	10
Section 7. Appendices	11

Section 1. Project Overview

1.1 Problem/Opportunity Statement

Recent changes in federal workforce development legislation create new opportunities for partnerships, integrated planning and better alignment of resources to help customers (employers/business, workers, and job seekers) succeed. There is a significant opportunity to be more strategic and aspirational as we further develop our vision under WIOA.

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1.2 Project Description

The Core 6 Partners will meet regularly to set and support an aspirational vision for the Pierce County workforce development system, building on current strengths and addressing new and unfulfilled opportunities. The Core 6 partners will set the strategic direction for priority changes/improvements to the workforce development system.

The Core 6 Partners will codify business relationships (Memorandum of Understanding (MOU)), alignment and provision of resources (Resource Sharing Agreement (RSA)) and set priorities for implementation of changes to the workforce development system in Pierce County. Utilizing high-level direction from the WorkForce Central Executive Board and the Workforce Development Council (WDC), the Core 6 Partners will coordinate and direct the development of the local strategic plan, working as appropriate with existing Committees and specifically-established work groups (if any).

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1.3 Project Goals and Objectives

Business goals and objectives of the project:

- *Articulate and communicate the Vision*
- *Develop and utilize a project charter for the Core 6 Partners group*
- *Assure that the MOU and RSA are fully discussed, agreed and signed.*
- *Assure that agreed-upon priorities are set for the local strategic plan.*
- *Assure that work requested of Committees or work groups is appropriately scoped, linked to the Vision, and overseen.*
- *Assure that the local strategic plan is drafted, with review and input by all relevant parties, and submitted on time, according to the requirements.*

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1.4 Project Scope

Describe the project scope. The scope defines project limits and identifies the products and/or services delivered by the project. The scope establishes the boundaries of the project and should describe products and/or services that are outside of the project scope.

Project Includes
<i>Utilizing high-level direction from the Executive Board and the WDC, and regular reports back on progress.</i>
<i>Setting the Vision for the transformed workforce development system</i>
<i>Providing aspirational and strategic guidance to the Committees and work groups working on operational planning and implementation. Providing clarity of scope for assignments to Committees and work groups.</i>
<i>Developing effective methods of partnering among the Core 6 and other partners, in line with the Vision.</i>
<i>Completing the MOU, RSA, and local strategic plan</i>
<i>Identifying and facilitating access to resources to accomplish the local strategic plan.</i>
<i>Identifying Core 6 integrated projects and setting structures and timelines for implementing them</i>
<i>Providing guidance and oversight for implementation of WIOA local strategic plan priorities; provide mid-course corrections as needed.</i>
<i>Model the behavior we wish to see throughout the workforce development system and be champions for these services in our communities.</i>

Project Excludes
<i>Full integration among partners at the operational level. This means that the workforce development system entities and staff (each Partner) will continue to operate under its own organization's personnel policies, collective bargaining agreements, state and federal policies, and other relevant requirements for its own organization.</i>
<i>However, efforts by partners to coordinate and integrate how services are provided to customers are welcomed and included in the scope of this project.</i>
<i>Core 6 partners getting directly involved in operational matters [this is the province of the Committees and work groups].</i>

1.5 Critical Success Factors

Describe the factors or characteristics that are deemed critical to the success of a project, such that, in their absence the project will fail.

- *Full participation by each Core 6 member in meetings, discussions and provision of materials and other resources.*
- *Willingness to stay focused at the visionary, aspiration and strategic level, leaving operational issues to operational staff*
- *Willingness to make changes (or propose changes) at the agency level.*

- *Commitment to nurturing and strengthening relationships with each other.*
- *Willingness to tackle difficult issues without defensiveness or denial.*
- *Willingness to work for the common good of the system, not just for the good of an individual organization.*
- *Willingness to consider the needs of individual Partners as part of decision-making, and work to create successful solutions.*
- *Willingness to align resources in new or creative ways.*
- *Commitment to sustaining the changes required by the Vision and local strategic plan, including succession planning within each organization.*

1.6 Assumptions

Describe any project assumptions related to business, technology, resources, scope, expectations, or schedules.

- *That each Core 6 Partner not only wants to do this work but is committed to better workforce outcomes for businesses, workers and job-seekers.*
- *That there are more effective ways to provide customer service.*
- *That there are effective ways to plan together and to align resources.*
- *That each Core 6 Partner is willing and able to commit existing resources to greater alignment to achieve the goals of WIOA.*

1.7 Constraints

Describe any project constraints being imposed in areas such as schedule, budget, resources, products to be reused, technology to be employed, products to be acquired, and interfaces to other products. List the project constraints based on the current knowledge today.

- *Time, both of individual people, and for the process as a whole (deadlines)*
- *Resources continue to be limited*
- *Existing technology (for the workforce development system) needs significant upgrading*
- *Accessibility, both for facilities and with technology, needs to be improved*
- *Mechanisms for more effective partnering at the operational level have not been fully developed.*

- *Compliance mindset and related processes, policies and procedures, constrain the new Vision and will need specific attention. This is part of a larger organizational culture change that will be required long-term.*

Section 2. Project Authority and Milestones

2.1 Funding Authority

Sally's note: Not sure what the specific funding authority is.

2.2 Project Oversight Authority

The Executive Board and the WDC have project oversight authority. They express this authority at the beginning of the project by providing high-level direction (complete) and at the close of the project through review and approval of the MOU, the RSA and the local strategic plan. They further provide oversight through monitoring implementation.

2.3 Major Project Milestones

List the project's major milestones and deliverables and the planned completion dates for delivery. This list should reflect products and/or services delivered to the end user as well as the delivery of key project management or other project-related work products.

Milestone/Deliverable	Planned Completion Date
<i>MOU and RSA completed and signed</i>	<i>6-30-2016</i>
<i>Regional (local) strategic plan completed and submitted</i>	<i>April 2016</i>
<i>Scoping (aspirational and strategic) of assignments/"asks" of Committees and work groups</i>	<i>October-December 2015</i>

Section 3. Project Organization

3.1 Project Structure

The project structure is the Core 6 Partners group, consisting of leaders of each entity in the Pierce County context.

Beyond the Core 6 Partners group, there are additional partners to be consulted and communicated with.

3.2 Roles and Responsibilities

Summarize roles and responsibilities for the project team and stakeholders identified in the project structure above.

Role	Responsibility
<i>Linda Nguyen</i>	<i>Lead; CEO for WorkForce Central, Pierce County; responsible for assuring that WIOA requirements are met for the MOU, RSA and local strategic plan. Legally-designated Partner for Core 6.</i>
<i>Anne Goranson</i>	<i>Employment Security Department Lead for Piece County (Regional Director), legally-designated Partner for Core 6</i>
<i>Mary Matusiak</i>	<i>Vocational Rehabilitation Lead for Pierce County, Puyallup DVR Supervisor, legally-designated partner for Core 6</i>
<i>Kendrick Stewart</i>	<i>Department of Social and Health Services, Community Services Division, Lead for TANF agency (pending designation from DSHS top management). Regional Administrator; preferred Partner for Core 6 (but not legally required until DSHS makes its designation)</i>
<i>Georgia Lomax</i>	<i>Executive Director, Pierce County Library. Locally-designated Core 6 Partner. Provides multiple locations for service; strong history of serving Library customers with work-related services.</i>
<i>ABE Rep</i>	<i>To be designated; will represent the Adult Basic Education sector on Core 6.</i>
<i>Deborah Howell</i>	<i>COO, WorkForce Central. Focus on high-level operational issues; subs for CEO when CEO is not available.</i>
<i>Cheri Loiland</i>	<i>WIOA Administrator, WorkForce Central. Resource to Core 6 Partners on topics of WIOA process and requirements.</i>
<i>Deborah Lean</i>	<i>Executive Assistant, WorkForce Central. Project support services for Core 6 Partners</i>
<i>Sally Perkins</i>	<i>Consultant and Facilitator, Practical Solutions. Assists in organizing and facilitating the work of the Core 6 Partners during and outside of meetings.</i>

3.3 Project Facilities and Resources

Describe the project's requirements for facilities and resources, such as office space, special facilities, computer equipment, office equipment, and support tools. Identify responsibilities by role for provisioning the specific items needed to support the project environment.

Resource Requirement	Responsibility
<i>Meeting space</i>	<i>WorkForce Central</i>
<i>Meeting tools (flip chart, markers, etc.)</i>	<i>Workforce Central and Consultant/Facilitator</i>
<i>Meeting notes</i>	<i>Deborah Lean, Sally Perkins</i>
<i>Other Core 6 Partners Support</i>	<i>Cheri Loiland, Deborah Lean, Sally Perkins</i>
<i>WIOA guidance and resources</i>	<i>Cheri Loiland, Deborah Lean</i>

Section 4. Points of Contact

Identify and provide contact information for the primary and secondary contacts for the project.

Primary Contact	Name/Title/Organization	Phone	Email
<i>Linda Nguyen</i>	<i>CEO, WorkForce Central</i>	<i>253 254 7607</i>	<i>Inguyen@workforce-central.org</i>
Secondary Contact	Name/Title/Organization	Phone	Email
<i>Deborah Lean</i>	<i>Executive Assistant, WorkForce Central</i>	<i>253 414 0141</i>	<i>dlean@workforce-central.org</i>

Section 5. Glossary

Define all terms and acronyms required to interpret the Project Charter properly.

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Section 6. Revision History

Identify document changes.

Version	Date	Name	Description
2	10-16-2015	Core 6 meeting discussion	Clean up language (workforce <u>development</u> system; local <u>strategic</u> plan, etc.); clarify Exclusions section; correct staff designations.

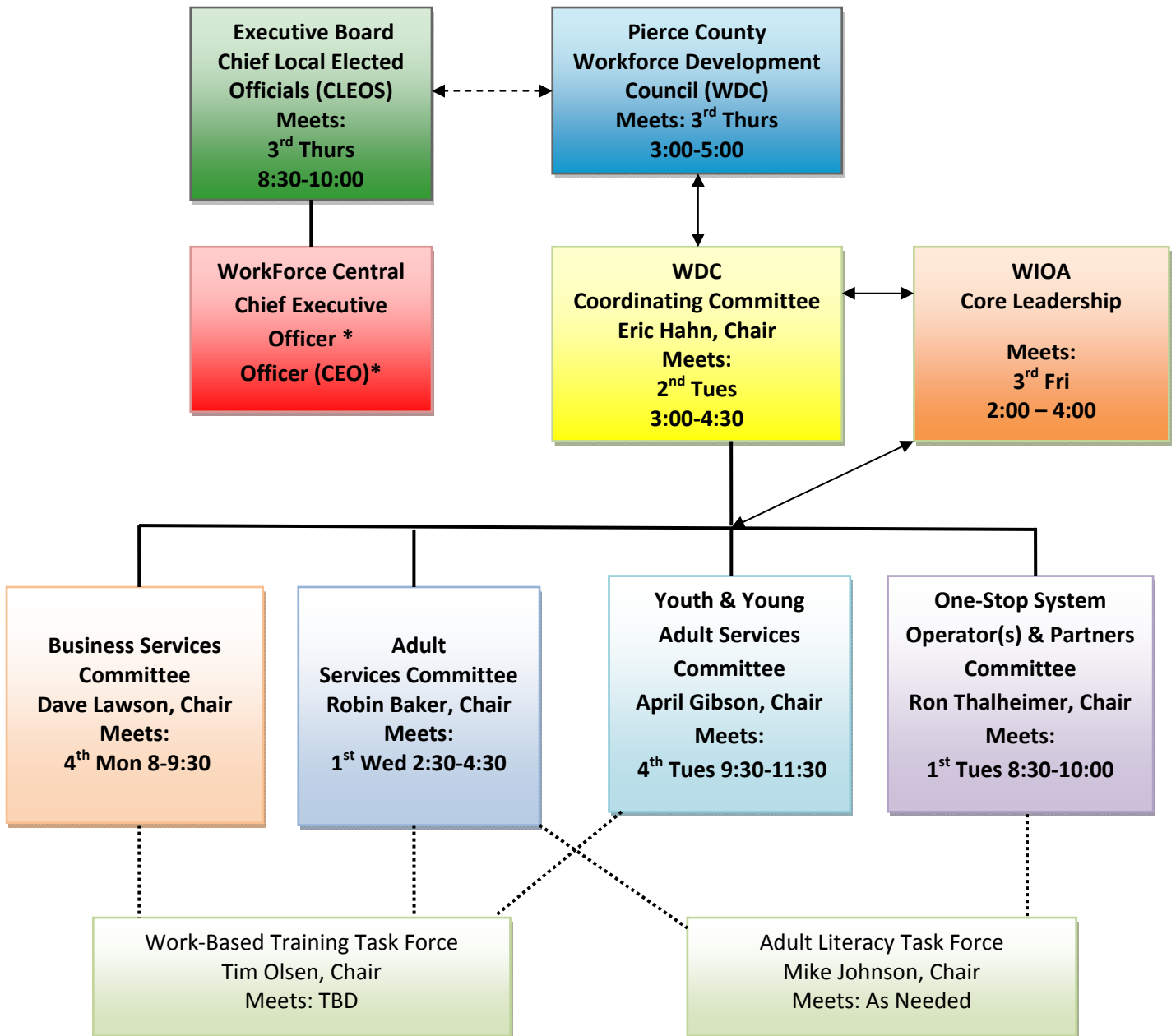
Section 7. Appendices

Include any relevant appendices.

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Pierce County Workforce Development WIOA Organizational Structure

October 1, 2015



* WorkForce Central CEO is the Chief staff to the WDC and ensures appropriate staffing of the WDC and its committees

**ONE STOP SERVICE DELIVERY SYSTEM: VISION STATEMENT, WORKING VERSION.
FINALIZED BY CORE 6 PARTNERS ON OCTOBER 16, 2015.**

Overall vision: The transformed workforce development system is customer-focused, providing comprehensive solutions based on the individual circumstances of each customer—whether job seeker, worker, or business. The system is based on building long-term relationships with customers, not just transactions. The customer’s overall experience **and success** are our highest priority.

WorkSource Pierce partners in all locations operate as a united team, providing exceptional customer service to assist businesses to find well-qualified, enthusiastic workers, and helping people find good jobs that lead to career growth.

Key Elements:

- **Customer focus**
 - The customer’s success, and entire journey through the workforce development system, are primary;
 - The relationship with a customer is larger than individual transactions;
 - Meeting customers where they are; listening carefully, matching people with the resources that are responsive to their circumstances;
 - Taking the initiative in solving problems WITH customers;
 - Assuring hands-on and walk-in options in addition to access through technology;
 - Creating a range of opportunities to hear about customer experience and gain feedback for understanding what customers need, for continuous quality improvement of our services;
 - Ongoing commitment to making improvements based on customer experiences.

- **Simple, easy to use system**
 - Customer-friendly technology; WorkSource Pierce partners eager to help people learn how to use it;
 - Many points of access—physical location, technology-based services, and geographically County-wide;
 - Mobile and tablet options;
 - Alternative ways for customers to provide and receive information;
 - Not asking customers for the same information multiple times;
 - Information is concise, streamlined and linked to more in-depth resources;
 - Transitions from one resource or system to another are smooth and seamless.

- **Partnership**
 - Making best use of partners’ locations and capabilities throughout the county;
 - Assuring seamless transitions across partners’ services and resources;
 - Establishing professional learning communities and other opportunities where staff people from partner organizations come together to learn and grow in their work and continually improve how they work with customers.

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
	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 ONE-STOP SERVICES
COMMITTEE**

(Exercise to continue at 12/1/2015 mtg.)

Customer: Workers	Customer: Job Seekers	Customer: Business
Support services such as transportation, childcare, employee assistance (EAP) services	Entrepreneurial skills	Business incubation / growth skills
Retention services including support/wrap-around services	Opportunities to gain skills for new careers – affordable, Including apprenticeship	Assessment <ul style="list-style-type: none"> • Career interest
Coaching, transitions	Support services such as transportation, childcare, employee assistance (EAP) services	Strategies to connect employers to job seekers
Financial literacy	Outreach of work source services	Fee for services
Rapid Response Services	Assessment <ul style="list-style-type: none"> • Career Interest • Disability • Technology skills • ABE • Self management • Aptitude (technical and ABE skills) • Geographic – location/transportation, physical disability, family 	Incumbent worker training <ul style="list-style-type: none"> • Assessing needs – sector training
Education and training navigation – funding plan	Financial literacy	Consulting services – what personnel needs to reach your strategic planning goals?
Access to technology <ul style="list-style-type: none"> • Barriers (DOC) 	Labor market information (how do you create a network <ul style="list-style-type: none"> • <u>Social media</u> (networking and appropriate use) 	Convening small and medium sized businesses to come together to discuss emerging trends
Succession planning <ul style="list-style-type: none"> • Career navigation, career coaching, pathway guidance 	Work based learning	Wage assessment
Outreach of work source services	How do we provide services that help people become confident in their skills	Single point of contact to find subject matter expert
Self management skills	Strategies to connect employers to job seekers	Creating venue where resources are easily found <ul style="list-style-type: none"> • Financial resources i.e. Electricity
Self assessment skills	Do we have the personnel in the system to support the needs of customers?	Rapid Response Services
Employability skills including interview skills	Re-career services	Re-career services
Entrepreneurial skills	More opportunities for job shadowing	Business networking events
Aptitude (technical and ABE skills)		Assessment that include relationships - dynamic risk factors <ul style="list-style-type: none"> • Family and other risk factors • Mental health • Substance abuse • Domestic violence
Defining yourself (self-reflection)		
Assessments		
Basic skills incl ESL		
Job prep skills		
Skill development—workforce education, career pathways		
Pre-GED, GED, HS completion		

High School 21		
Resource Center—technology, materials		
Job search, referral		
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 • 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	
Rapid response services	Clear employment portfolio and how to job search, how to use portfolio to apply for jobs – using online apps, etc.	
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		

WDC YOUTH & YOUNG ADULT SERVICES COMMITTEE
(Exercise to continue at 11/24/2015 mtg)

Customer: Workers	Customer: Job Seekers	Customer: Business
Professional development planning	Career pathway/lattice	
Safe place to make mistakes and get feedback – way to create a system to have professional learning	Behavior, motivation..essential skills – personal management skills	
Skills in managing money	Workforce personnel having education/skills in cognitive principles – how to help people gain these	
Professional mentoring programs – to support	Professional mentoring programs – to support	
	Navigation process over time – navigators	
	Mental health professional help	
	Motivational interviewing	
	Portfolio: information cloud –based (locker where easily accessible	
	Management skills for parent/families with barriers	
	Benefit planning / planner	
	Access to industry training – basic short term certifications	
	Recently incarcerated youth – what do they need?	
	Connections to positive experiences – help staying engaged	

Highest Education Level of Pierce County Commuters

<i>Educational Attainment</i>	Pierce County		King County		Kitsap County		Snohomish County		Other County	
	<i>Est</i>	<i>MoE</i>	<i>Est</i>	<i>MoE</i>	<i>Est</i>	<i>MoE</i>	<i>Est</i>	<i>MoE</i>	<i>Est</i>	<i>MoE</i>
Total	263,762	8,280	92,310	5,398	4,203	1,334	2,284	904	8,674	1,776
Less than a high school diploma	21,122	3,631	4,701	1,288					859	563
High school diploma or equivalent	66,009	4,594	25,117	3,679	1,037	763	753	506	2,274	1,199
Some college, no degree	81,214	6,488	25,864	3,630	1,136	698	289	269	1,983	900
Associate's degree	27,942	3,317	10,832	2,140	523	391	215	187	819	421
Bachelor's degree	42,508	3,987	17,852	2,186	956	609	457	354	1,645	703
Master's degree	16,841	2,490	6,715	1,489	551	358	337	348	738	478
Professional or doctorate degree	8,126	1,774	1,229	529			233	264	356	379

Industry Category of Pierce County Commuters

<i>Industry</i>	Pierce County		King County		Kitsap County		Snohomish County		Other County	
	<i>Est</i>	<i>MoE</i>	<i>Est</i>	<i>MoE</i>	<i>Est</i>	<i>MoE</i>	<i>Est</i>	<i>MoE</i>	<i>Est</i>	<i>MoE</i>
Total	263,762	8,280	92,310	5,398	4,203	1,334	2,284	904	8,674	1,776
Agriculture, forestry, mining	2,022	970	179	175					496	450
Utilities	1,493	640	784	406						
Construction	15,787	2,864	7,402	1,337	409	434	321	321	787	485
Manufacturing industries	14,089	2,573	9,937	2,166	560	381	138	150	633	541
Aircraft and aerospace products	2,665	1,181	8,552	1,776	51	82	245	251		
Wholesale trade	7,219	1,597	5,631	1,771	58	96	120	201	97	128
Retail trade	35,394	3,706	9,457	2,092	854	669	40	49	439	379
Transportation services/warehousing/storage	9,574	1,885	8,076	1,953	280	206	150	145	1,141	832
Information services	5,194	1,404	1,953	944					71	115
Finance, insurance, real estate	13,187	2,570	5,021	1,297	197	239	222	278	94	130
Administrative and professional services	20,444	2,549	8,271	1,952	312	294	28	48	565	438
Education	25,769	3,220	3,468	1,020	575	374	411	380	565	417
Medical	33,105	3,865	8,231	1,929	553	587	370	314	977	634
Social services	9,364	2,360	473	284					527	741
Entertainment, recreation, sports	22,314	3,131	5,600	1,488			78	125	570	356
Services and organizations	12,607	2,048	3,125	984			91	152	414	493
Government and administration	14,462	2,297	6,010	1,500	314	284	70	113	1,298	677
Military	19,073	2,424	140	167	40	65				

Commute Mode Share of Pierce County Commuters

<i>Mode to work</i>	Pierce County		King County		Kitsap County		Snohomish County		Other County	
	<i>Est</i>	<i>MoE</i>	<i>Est</i>	<i>MoE</i>	<i>Est</i>	<i>MoE</i>	<i>Est</i>	<i>MoE</i>	<i>Est</i>	<i>MoE</i>
Total	248,911	8,457	92,310	5,398	4,203	1,334	2,284	904	8,674	1,776
SOV	212,288	8,367	72,962	4,972	3733	1,193	1608	666	6728	1,601
HOV	21,658	3,519	11,162	2,263	406	434	622	438	1779	814
Transit	3,882	1,201	3,517	1,258					19	30
Rail			3,224	1,048						
Bicycle	1,251	647	255	216						
Walked	7,923	2,057	298	298						
Other	1,909	1,028	892	819	64	111	54	92	148	177

Owner/Renter Status of Pierce County Commuters

<i>Tenure</i>	Pierce County		King County		Kitsap County		Snohomish County		Other County	
	<i>Est</i>	<i>MoE</i>	<i>Est</i>	<i>MoE</i>	<i>Est</i>	<i>MoE</i>	<i>Est</i>	<i>MoE</i>	<i>Est</i>	<i>MoE</i>
Total	257,551	7,975	92,310	5,398	4,203	1,334	2,284	904	8,674	1,776
Owner	157,714	6,819	65,299	5,026	3215	1,059	1663	746	6118	1,535
Renter	99,837	6,963	27,011	3,914	988	553	621	382	2556	1,425

Household income of Pierce County Commuters

<i>Income</i>	Pierce County		King County		Kitsap County		Snohomish County		Other County	
	<i>Est</i>	<i>MoE</i>	<i>Est</i>	<i>MoE</i>	<i>Est</i>	<i>MoE</i>	<i>Est</i>	<i>MoE</i>	<i>Est</i>	<i>MoE</i>
Total	257,551	7,975	92,310	5,398	4,203	1,334	2,284	904	8,674	1,776
Less than \$20,000	13,493	2,739	3,197	1,049					73	93
\$20,000 to \$29,999	14,973	3,051	3,061	1,462	452	390	20	33	551	743
\$30,000 to \$39,999	21,070	3,474	6,548	1,950	195	236	26	43	375	317
\$40,000 to \$49,999	17,163	2,972	5,224	1,342	343	295	221	209	168	177
\$50,000 to \$59,999	23,549	3,742	5,599	1,409	421	385	70	113	341	453
\$60,000 to \$74,999	34,433	5,491	9,265	2,156	119	146	322	368	1,502	770
\$75,000 to \$99,999	43,453	4,732	18,637	3,375	1,129	503	532	418	1,823	1,093
\$100,000 to \$124,999	35,677	4,098	14,340	2,407	412	290	90	115	2,003	905
\$125,000 or more	53,740	5,260	26,439	3,317	1,132	785	1,003	598	1,838	773

Source: 2013 American Community Survey PUMS 1-year data

Hiring Our Heroes Honors Its Partners at Annual Gala

Jack Norton
November 11, 2015
Hiring Our Heroes

*Lieutenant General James C. McConville, Deputy Chief of Staff for Army Personnel, addresses the audience at the 5th Annual Lee Anderson Awards Dinner. Nov. 10, 2015.
Photo by Ian Wagreich*



The U.S. Chamber of Commerce Foundation's Hiring Our Heroes held its fifth annual Lee Anderson Awards Dinner on November 10, to recognize and thank the committed partners involved in finding meaningful work for veterans and military spouses.

Hiring Our Heroes handed out six awards to companies and individuals, highlighting the importance of private- and public-sector partnerships in the military hiring community. It also used the evening to talk about the way ahead for the next year.

The U.S. Chamber of Commerce President and CEO Thomas J. Donohue was a featured speaker at the event, where he thanked those present and discussed the important milestones that have been reached by the program in 2015.

"One of the most important ways our nation can honor the service and sacrifice of our military personnel is by ensuring that they have meaningful employment when they transition into civilian life," Donohue said during his remarks.

Since launching in 2011, Hiring Our Heroes has held more than 950 job fairs for veterans, military spouses, and transitioning service members, resulting in 28,000 hires.

Hiring Our Heroes also partnered in 2012 with Capital One on a campaign to engage the business community in pledging to hire 500,000 veterans and military spouses. A major milestone was reached this year when HOH and Capital One announced that they reached the 500,000 goal in June.

The work of Hiring Our Heroes is taking on new importance as more than one million service members are expected to transition out of the military in the next five years.

The keynote speaker of the evening was the LTG James McConville, who serves as the Deputy Chief of Staff, G-1, a position which he has held since August 2014.

"Only 30 percent of officers and 10 percent of enlisted personnel serve more than 20 years," McConville said. "This underscores the importance of what we're doing for transitioning veterans."

Hiring Our Heroes presented awards in the following categories:

Lee Anderson Veteran and Military Spouse Employment Award—Hospital Corporation of America (HCA) received this award for overall excellence in hiring and retaining veterans, transitioning service members, and military spouses. Other finalists were Comcast NBCUniversal and Union Pacific Railroad.

Steve Robinson Post-9/11 Veteran Employment Award—Starbucks received this award for effective and sustained efforts to enhance the ability of post-9/11 veterans and transitioning service members to find meaningful employment in the private sector.

Don Weber Wounded Veteran and Military Caregiver Employment Award—API Group Inc. received this award for demonstrated leadership in addressing the unique challenges and demands for wounded warriors, spouses, and caregivers in their search for meaningful employment.

Military Spouse Employment and Mentoring Award—Prudential Financial received this award for demonstrated hiring and support of military spouses in their search for meaningful employment in the private sector.

Capital One Award for Small Business Veteran and Military Spouse Employment—Camo2Commerce received this award for demonstrated leadership by a small business or organization (less than 500 employees) in hiring veterans, transitioning service members, and military spouses.

Colonel Michael Endres Leadership Award for Individual Excellence in Veteran Employment—Keith Natrass, GM Military & Veteran Affairs, Global Diversity, General Motors, received this award for an individual who has gone above and beyond to make a difference in employment opportunities for veterans, transitioning service members, and spouses.

The finalists and recipients for the awards were competitively judged by the Hiring Our Heroes Awards Committee, which based the judging on criteria such as innovative recruiting and retention strategies, military community engagement and leadership, and ongoing commitments to hire veterans, transitioning service members and military spouses.