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**WDC One-Stop Operator & Partners Committee
Meeting Agenda**

**July 5, 2016
8:30 a.m. – 10:00 a.m.
Ron Thalheimer, Chair**

**Career Development Center
White River Room
1305 Tacoma Avenue South
Tacoma, WA**

1. Hello / Introductions Ron Thalheimer
2. Review Prior Meeting Notes Ron Thalheimer
3. Updates
 - One-Stop Work Group Susan Cable
 - Discussion Re: Committee Name Change to *Pierce County Employment Network Committee*
 - Interim Facility Oversight Taskforce MaryEllen Laird
4. Customer Focus Work Group Discussion
 - What are the key skills and qualities that will allow us to build a WorkSource culture to make the customer focus vision a success?***
5. Next Meeting Agenda Items
6. Thank You/Adjourn

Future Meetings

August 2, 2016 8:30 – 10:00 am
September 6, 2016 8:30 – 10:00 am
October 4, 2016 8:30 – 10:00 am
November 1, 2016 8:30 – 10:00 am
December 6, 2016 8:30 – 10:00 am



WDC One-Stop Operator & Partners Committee Meeting

NOTES

June 7, 2016

8:30 – 9:30 a.m.

WorkForce Central

3650 S. Cedar St, Tacoma

Classroom 1

Committee Member Attendees: Ron Thalheimer, James Walker, Kelli Johnston, Cristeen Crouchet, Susan Cable, James Helling, Jaime Prothro, Linda Wilder, Anne Goranson, Ginger Peck

WFC Staff Attendees: Deborah Howell, MaryEllen Laird, Cheri Loiland and Debbie Lean

AGENDA	NOTES	ACTION ITEMS
1. Hello/Introductions	- Chair Ron Thalheimer called the meeting to order at 8:35 am. - Roundtable introductions were made.	
2. Review Prior Meeting Notes	Prior meeting notes were accepted as prepared.	
3. PY16/FY17 Budget	- Deborah shared that the WDC and Executive Board approved the budget for WIOA Title 1 funding. She also commented on the statutory mandates that support direct services and what is included in the Admin category. - Suggestion to color code changes from one draft to the next would be helpful to the committee. - The committee chair or vice-chair who attend the coordinating committee meetings will report out to this committee any major changes to future budgets. - Deborah shared that she has started working on a system dashboard template for the partners and will share that in the future.	
4. One-Stop Work Group Update	Deborah shared that the One-Stop Work Group meeting was facilitated by Sally Perkins who provided the group with the Core 6 matrix, the survey results, and Core 6 expectations. With this information the work group did a high level breakdown of what our customers look like right now. This gave some momentum in terms of customer service delivery in the system, the characteristics of what	

	expectations are in terms of a positive experience going from one part of the system to another part of the system. From that pulled out some next steps. • Anne thinks to get to the next step in the facility planning process we need to have the big picture and that ESD's facilities people are waiting for some direction. • Deborah shared the facility planning is being done by the interim facility oversight taskforce and will align with the customer service delivery expectations. • Susan thinks we need to know what that system looks like and where affiliates will be. • Deborah stated that for everything to get done in a timely manner, there are different groups working on components of the system. • There was a suggestion of scheduling a retreat.	
5. Interim Facility Task Group	• Deborah shared that she met with the partners who are moving into this space to discuss elements of the move. • Partners in Interim One Stop: Career Path Services, ESD, DVR, ResCare (Youth provider), BankWork\$, one WFC staff person through 10/31/16, Business Services provider, and the One-Stop Operator. • Cami from Career Path Services has been asked to take the lead on the RSA and shared that the lease price is being negotiated. Discussions will continue at the next meeting with regards to common space for a resource room, labs and workshops. • The building has been monitored by the DOL and ESD and meets the accessibility requirements. DVR has standards beyond that and there is ongoing discussion with them regarding whether they will be able to locate in the interim facility. • Career Path has committed to having a leadership advisory group of all partners who are going to be in the space.	
6. System Updates	Cheri gave the following system updates: Local Plan: • Local plan 30-day public comment period has passed. WFC is working with the state on the process and timeline needed for final submittal of the plan. Business Services RFP: • A successful proposer has been identified and awaiting Executive Board approval on June 16th to begin contract negotiations.	
7. Next Meeting Agenda Items	• Committee will continue to meet every month. Consensus that July 5th meeting date remain with Jamie offering to host the meeting at the CDC. Keep meeting	

	time from 8:30-10:00 am knowing that the meetings may just be one hour in duration and be noted on the agenda each month. • July 5th Agenda Topics: - o Interim Facility Oversight Taskforce - o One-Stop Work Group	
8. Thank You/Adjourn	9:40 am	

SKILL OR QUALITY & DEFINITION	EXAMPLES OF DIFFERENT LEVELS OF WORK PERFORMANCE OF THIS SKILL/QUALITY		
	Exceeds Standards	Meets Standards	Needs Improvement
1. Customer Focus Strives to understand and exceed our customer's expectations. Treats all people with respect and is welcoming and approachable. <i>Note: "customer" always means both coworkers and the public.</i>	Knows regular customers' names and interests. Customers request advice and help from a particular staff member frequently. Goes beyond what the customer expects.	Express empathy for customers. Anticipates customer needs and provides the right level of service for that customer (customizes service). Demonstrates good listening skills. Offers alternative solutions whenever possible. Demonstrates that the customer is more important than the rule or the task. Consistently acknowledges customer (smiles, greets, and/or makes eye contact). Promotes library services and programs by matching them the customer's interests.	Does not properly display staff identification. Says "that's not my job" or otherwise refuses to help customer. Adheres rigidly to rules regardless of situation. Assumes they know what is best for the customer. Does not acknowledge customer; focuses on task rather than customer. Talks down to the customer
2. Teamwork Works effectively with team/work group to accomplish organizational goals. Interacts effectively and builds respectful relationships within, between units and among individuals. Encourages and supports other staff.	Productive member and leader of teams outside of regular work group. Looks for ways to improve team performance. Works to resolve conflicts between coworkers.	Offers to help co-workers in all positions as needed Does their part to achieve the organization's goals Builds rapport among co-workers and other departments Respects others' ideas and abilities Is dependable	Says "that's not my job" or never volunteers assistance to others. Treats coworkers with disrespect; does not consider other's opinions. Insists on their own point of view and refuses to compromise. Does not do their share of the work
3. Professional Integrity Projects professional image and attitude; adheres to a high standard of professional conduct.	Models quality service in all situations. Actively promotes a positive image of the library to the community. Models excellence in work, appearance, and conduct.	Provides quality service in all situations. Projects a positive image of the library to the community. Shows pride in work, appearance, and conduct.	Dresses and acts in a manner inappropriate to their work setting. Complains about job and workplace. Personal hygiene that is disrespectful of others.

SKILL OR QUALITY & DEFINITION	EXAMPLES OF DIFFERENT LEVELS OF WORK PERFORMANCE OF THIS SKILL/QUALITY		
	Exceeds Standards	Meets Standards	Needs Improvement
4. Demonstrates Leadership Accepts responsibility and makes decisions appropriate to position. Contributes, supports and encourages new ideas. Demonstrates grace under pressure.	Willing to take risks by trying new ideas that benefit of the organization and may extend beyond their normal job description. Steps in and diffuses difficult situations. Goes 'above and beyond' the prescribed job responsibilities when appropriate.	Demonstrates a willingness to seek, explore, and accept new ideas. Stays calm in difficult situations such as handling angry patrons and emergencies. Accepts new decisions once they have been made.	Meets new ideas with disdain; isn't willing to explore new ways of thinking and doing. Blames others. Defers all decisions to other staff. Unable to maintain control in difficult situations.
5. Communication Effectively communicates, both verbally and in writing. Listens to understand and uses constructive approaches to resolving workplace issues. Shares new ideas.	Proactively shares knowledge with colleagues, across work groups, and throughout the system. Encourages others to share ideas and information.	Tailors message and delivery as appropriate to the audience and situation. Written and spoken communication is clear and professional; expectations are clearly stated Uses a pleasant tone of voice appropriate for the situation. Uses active Listening: open body language, good eye contact, listening to understand not listening to respond. Paraphrases what others say to check for understanding. Provides and receives feedback effectively; addressing the situation, behavior, impact	Does not check email and Staff Web Bulletin Board every shift. Assumes they understand without listening or asking for clarification.
6. Problem Solving Develops effective approaches, addresses needs and solves problems, uses good judgment to resolve conflicts. Addresses patron behavior and issues. Solution-oriented	Proactive in addressing problems. Identifies potential problems before they escalate. Seeks opportunities to improve service or work processes	Relies on judgment over rules to help patrons with special situations. If unable to meet specific need of customer always offers other service options.	Rigidly enforces 'the rules' even when exceptions are appropriate. Ignores or contributes to problems. Contributes to a disruptive workplace.

SKILL OR QUALITY & DEFINITION	EXAMPLES OF DIFFERENT LEVELS OF WORK PERFORMANCE OF THIS SKILL/QUALITY		
	Exceeds Standards	Meets Standards	Needs Improvement
7. Change and Learning Positively responds to organizational change and shows willingness to learn new ways to accomplish work. Flexible. Maximizes time and talents to achieve organizational goals. Focuses on the future of the organization. Takes initiative in looking for ways to develop both individuals and the organization. Strategic thinking.	Actively seeks and informs others of new library and technology trends and developments. Works toward positive improvements to policies and procedures. Looks for, supports, and works toward implementation of new ideas to help the library meet the needs of a changing community. Continually pursues learning opportunities both within the organization and beyond.	Stays current with new library and technology trends and developments that may affect the position. Readily adopts new policies and procedures. Open to new ideas from all sources. Takes responsibility for pursuing learning opportunities within the organization.	Fails to stay current with new library and technology trends and developments that may affect the position. Insists on doing things the old way after being informed of new policies and procedures. Rejects new ideas without due consideration. Doesn't participate in available learning opportunities.
8. Positive Attitude Enthusiasm for work and having fun. Serves as positive role model for fellow staff and as a representative of the library and its mission in the community	Advocates for the library in the community as appropriate. Looks for ways to boost the morale of other staff. Speaks positively of the library's activities and mission to coworkers and the community.	Greets customers and coworkers every day. Actively supports the library's programs and initiatives. Airs concerns appropriately and in the proper setting. Demonstrates enjoyment of their job; smiles. Respects the workplace as a "no gossip zone."	Does not greet customers/coworkers. Allows unhappy moods to affect their working environment. Complains about coworkers or job in presence of public or in otherwise inappropriate settings and ways. Acts as though customers are bothering or interrupting them. Gossips.
9. Diversity Understands and demonstrates the value of diversity in all its forms. Upholds the principles of intellectual freedom.	Knowledge about customs of different countries. Offers help to other staff to improve interactions with all different types of people.	Understands and explains the Library's policies and procedures concerning intellectual freedom. Respects, understands and treats all staff and customers well regardless of age, ethnicity, beliefs, disabilities, interests, gender, sexual orientation or other personal attributes.	Makes disparaging remarks to customers and peers that indicate bias based on age, ethnicity, culture, disabilities beliefs, interests, gender, sexual orientation or other personal attributes. Contradicts library's policies and procedures on intellectual freedom.