

MEETING AGENDA

WDC One-Stop Operator & Partners Committee
October 4, 2016
8:30 a.m. – 10:00 a.m.
Ron Thalheimer, Chair

WorkSource Pierce County Job Center
3650 South Cedar, Classroom 1, Tacoma, WA

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

Committee Focus:

What are the key skills and qualities that will allow us to build a WorkSource culture to make the customer focus vision a success?

Topic	Leader	Inform/ Discuss/Act	Time
Welcome	Ron Thalheimer	Inform	5 min
Review Prior Meeting Notes	Ron Thalheimer	Act	5 min
Career Pathway Presentation	Christina DeWors	Inform	45 min
Updates • Interim One-Stop Oversight Group (Feedback re: Skills/Qualities Chart)	Jamie Walker LaTanya Huey	Inform	10 min
Continued Work on Assessment Matrix	Ron Thalheimer	Discuss	15 min
Build next meeting's agenda	Ron Thalheimer	Discuss	5 min

For Further Discussion

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Next Steps

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Next Meeting Dates

November 1, 2016 8:30 – 10:00 am December 6, 2016 8:30 – 10:00 am
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WorkForce Central Staff
Linda Nguyen, CEO
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Deborah, Howell, COO
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Jan Adams, Executive Assistant
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WDC One-Stop Operator & Partners Committee

NOTES

September 6, 2016

8:30 – 10:00 a.m.

WorkSource Pierce County Job Center

3650 South Cedar, Street, Tacoma, WA

Committee Member Attendees: Susan Cable, Michelle Griffith, Linda Wilder, Mandy Kipfer, Anne Goranson, James Walker, James Helling, and Nanette Borders

WFC Staff Attendees: MaryEllen Laird and Debbie Lean

AGENDA	NOTES	ACTION ITEMS
Welcome	• Vice Chair Susan Cable called the meeting to order at 8:35 am. • Roundtable introductions were made.	
Review Prior Meeting Notes	• Prior meeting notes were accepted as prepared.	
Updates	<u>MaryEllen Laird gave a One-Stop Work Group Update:</u> • The group focused on three things: - o Customer focus which has been handed to this group, One-Stop Committee. - o Network design: Talked about how language is being heard in the community around the word “network” rather than system. We are going to continue to use this language for the Pierce County employment network. - o Location of the one-stop center: DES/ESD is still working on getting a RFP prepared and released. • The work group ended the meeting discussing their future as a group and decided that they are willing to continue to work on things but thought the current task was done so will wait for this larger group to give them something else to chew on so they are on hiatus. <u>Michelle Griffith gave an Interim Facility & the Oversight Taskforce:</u> • The phones and internet are finally up and running. For now, Career Path Services and ResCare are both connected. ESD is working through some of the things that	

	they need for their technology and will be providing their own server and IT. Not sure what the ETA is on that but knows ESD is in communication. • Resource Room is taking shape. Rhoda will be tracking laptop usage so that we can have a report out at the end of each month to see if we can show a customer increase at some point. Have also encouraged partner program materials to begin coming into the center so customers have access to that. • Trying to figure out how to navigate that tricky scenario where a customer may hear the word WorkSource or Job Center and they end up in the wrong location. Has some training activities going on in the front house to ensure that they have some language to be able to understand what the customer is really searching for before we send them out the door to somewhere else. Trying to be proactive as the concern is as they begin to offer more workshops in the facility there may be a little bit of a disconnect if similar workshops are being offered at the downtown location. • Susan shared that it is confusing for the partners right now to figure out where to refer people and that it would be good for all partners to have a menu of services. <i>Michelle will provide the trifold they have that shows the services available right now at the Cedar Street location.</i> • They have been offering some different partner presentations both in conjunction with Career Path Services and ResCare to make sure that the internal staff have a good understanding of some of the resources that are in the community. Welcomes any additional partner programs who are interested in providing a presentation. • Started partner meetings in house and eagerly awaiting ESD to be part of that. Luke is on the invitation list so if he is interested in participating before they are housed here it would be great. <i>Anne shared that it is really important for ESD to be making those connections prior to being here so let her know if there is anything she can do to make that happen.</i>	
Finalize Skills/Qualities Chart	• The committee finalized the matrix and it is now ready for it to be presented to internal leaders at Cedar to look at it. If something is off, correct it but otherwise the intention is to keep it rolling and getting it to all staff. • Michelle will coordinate with everyone who has been identified to be at the Center and get an all staff meeting scheduled to share the skills/qualities expectations chart. • Would like feedback to come back to the One-Stop committee by their October 4th meeting. All agreed however that the process of this is really important and taking the time to have buy in by internal staff before going out to the network is extremely important. Need to do it right and not rush.	

Begin Updating Assessment Matrix	• Susan shared that this was a document that we decided to use as the one-stop to look at where we have been in the system and what we thought were improvements that we could make to the system. The form itself came from the Department of Labor and adapted it to our use. • The committee began work on Step 3 (key strategies) of the assessment matrix and will continue work beginning with Assessment #6 at next meeting.	
Next Meeting Agenda	• Career Pathway Presentation – Christina DuWors • Feedback from Internal Staff re: Skills/Qualities Matrix • Updates from Interim One-Stop Oversight Group • Assessment continuation #6	
Thank You	10:00 am	

WORKSOURCE PIERCE COUNTY JOB CENTER SKILLS/QUALITIES

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, network partners, 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).	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 network partners 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 and network partners.	Offers to help co-workers as needed. Does their part to achieve organization and Pierce County Job Center goals. Builds rapport among co-workers, other departments and network partners. Respects others' ideas and abilities. Is dependable.	Says "that's not my job" or never volunteers assistance to others. Disrespects others; 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 WorkSource to the community. Models excellence in work, appearance, and conduct.	Provides quality service in all situations. Projects a positive image of the WorkSource network 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.

WORKSOURCE PIERCE COUNTY JOB CENTER SKILLS/QUALITIES

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 the network partnership and may extend beyond their job description. Steps in and diffuses difficult/complex 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/complex situations. Accepts and actively supports 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/complex 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 network. 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 and respond to email and other forms of communication in a timely manner. 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 customer behavior and issues. Solution-oriented	Proactive in addressing problems. Identifies and works to resolve potential problems before they escalate. Seeks opportunities to improve service or work processes.	Relies on judgment over rules to help customers with special situations. Relies on professional judgment to help customers with special situations "look for the Yes".	Rigidly enforces 'the rules' even when exceptions are appropriate. Ignores or contributes to problems. Contributes to a disruptive workplace.

WORKSOURCE PIERCE COUNTY JOB CENTER SKILLS/QUALITIES

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 or network change and shows willingness to learn new ways to accomplish work. Flexible. Maximizes time and talents to achieve organizational and network 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 workforce information 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 WorkSource network meet the needs of a changing community. Continually pursues learning opportunities both within the organization and beyond.	Stays current with workforce information 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 and network.	Fails to stay current with 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 WorkSource and its mission in the community.	Advocates for WorkSource in the community as appropriate. Looks for ways to boost the morale of other staff. Speaks positively of WorkSource Pierce County Job Center activities and mission to coworkers, network and the community.	Greets customers and coworkers every day. Actively supports WorkSource partner 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, appreciates and demonstrates the value of diversity in all its forms. Practice inclusion.	Actively integrate knowledge about various cultures. Promotes and models inclusive practices and behaviors.	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.

ASSESSMENT

1. Our workforce network has all core and required one-stop partners at the table supporting development and implementation of the area's one-stop policies and processes, service delivery design, and infrastructure and certification criteria.

Step 1: List areas of opportunity for improvement (from QSAP):				Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:		
- Identify missing members - Certification will come after the state information is public (Wagner Peyser cannot stand alone) When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.				- Reach out to core/required partners - Rescue Mission - WA Department of Services for the Blind - Community Services Block Grant for Low Income – reach out to the City of Tacoma or Commerce (Diane Klontz) - Assistance to the Aged - reach out to the City of Tacoma - Employment and training programs carried out by the Small Business Administration - reach out to Small Business Administration Regional Office in Seattle. When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.		
Step 3: Follow the template below for each GOAL:						
Key Strategies	Activities/Steps	Responsible Party	Timeframe/ Milestone	Resources Needed	Desired Outcomes	Status
Certification	Policy review	WDC	WDC will set	Certification Policy	Policy Awareness Full participation of partners	In progress

ASSESSMENT

2. Core and required one-stop partners are invested in supporting development and implementation of our state/local area's one-stop policies and processes and a customer-centered service delivery design.

Step 1: List areas of opportunity for improvement (from QSAP):				Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:		
- Explore the customer focused inclusive network - Create a more sophisticated Memorandum of Understanding (MOU) than the prior one When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.				- Network that is customer focused and inclusive to develop and implement a network that is customer centered (facilitator for this discussion) - Update the Memorandum of Understanding (MOU) When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.		
Step 3: Follow the template below for each GOAL:						
Key Strategies	Activities/Steps	Responsible Party	Timeframe/ Milestone	Resources Needed	Desired Outcomes	Status
Network MOU	Find out what structure of the network Design MOU	Core LT One-Stop Committee WDC	July 2017	Facilitated collaborative meetings	MOU completion	In progress
Customer-centered	Create project and implement	Anne Goranson	January 2017	Facilitation training	Improved customer satisfaction	In progress

ASSESSMENT

3. Our workforce network actively connects entities receiving DOL-funded discretionary grants with the one-stops to ensure customers can take advantage of the grant opportunities provided.

Workforce Central added:

Our workforce network actively connects entities receiving HUD, DOD, DOJ, DOL, and multiple public and private funded discretionary grants with the one-stops to ensure customers can take advantage of the grant opportunities provided.

Step 1: List areas of opportunity for improvement (from QSAP):				Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:		
- Update opportunities and add foundation to it - Upcoming Grants When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.				- Connection with Earn-Ability Group - Data and tracking When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.		
Step 3: Follow the template below for each GOAL:						
Key Strategies	Activities/Steps	Responsible Party	Timeframe/Milestone	Resources Needed	Desired Outcomes	Status
Re-visit at end of exercise						

ASSESSMENT

4. Our workforce network has identified existing efforts in the state and local areas that have established emerging career pathways and is working to expand those efforts in a non-duplicative manner.

Step 1: List areas of opportunity for improvement (from QSAP):				Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:		
Washington Career Pathways When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.				Presentation at an upcoming meeting When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.		
Step 3: Follow the template below for each GOAL:						
Key Strategies	Activities/Steps	Responsible Party	Timeframe/ Milestone	Resources Needed	Desired Outcomes	Status
Washington Career pathway	Training	Internal staff at WorkSource Pierce County Job Center & One-Stop committee Train the trainer		Trainer	Push out to the network partners so they understand the career pathways and be able to help customers understand that in moving toward pathways.	

ASSESSMENT

5. Our workforce network has a structure in place to ensure input from area business and industry about the skill needs of the workforce is captured and addressed.

Step 1: List areas of opportunity for improvement (from QSAP):				Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:		
Get input/feedback from the focus groups representing key sectors and the WDC so it is constantly accessible to the entire community. Determine if there are other venues we need to put in place. When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.				Compile the information so it is accessible in one place; pursue focus group information and WDC goals; tie into the Business Services to determine how to disseminate the information. <i>Possible Strategy: The WDC has identified a handful of key sectors that are important to our economy so we have to be intentional and strategic and when we ask for feedback there are at least 5 key questions that we want to ask every time.</i> When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.		
Step 3: Follow the template below for each GOAL:						
Key Strategies	Activities/Steps	Responsible Party	Timeframe/ Milestone	Resources Needed	Desired Outcomes	Status
Re-visit at end of exercise						

ASSESSMENT

6. Business services representatives work collaboratively with one-stop partners and have an impactful role in one-stop service delivery, such as identifying industry-recognized credentials appropriate to regional economies.

Step 1: List areas of opportunity for improvement (from QSAP):				Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:		
- ESD has employees talking to employers and others who work more with the job seeker and thinks communication between the two could use improvement starting at the Worksource Center but expand to include all other partners. - WFC has staff that work primarily with job seekers and would be great to build in some training where they understand what businesses are looking. - Data analytics- we are constantly looking at it from a demand perspective. Maybe look at it from the supply side. Look at what our inventory currently is and how do we work within the inventory. When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.				Proactively work on getting information out and work on strategies. When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.		
Step 3: Follow the template below for each GOAL:						
Key Strategies	Activities/Steps	Responsible Party	Timeframe/ Milestone	Resources Needed	Desired Outcomes	Status

ASSESSMENT

7. Business services representatives have a comprehensive understanding of labor market conditions, economic development activities, skill needs of the workforce and are fully connected to regional and local business partnership activities and sector strategies.

Step 1: List areas of opportunity for improvement (from QSAP):				Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:		
Have all representatives who do most of this type of work be better educated to raise the level of awareness and education about the various labor market conditions and economic development activities. When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.				Provide the education – pull it all together. <i>Possible Strategy: Need to connect it regionally and locally – we do well but could do better; need to pay attention to employers we are engaged with and respond to those needs; EDB did a plan with the sectors/clusters and will be giving a presentation to the next Business Services Committee on August 24th (8-9:30am)- all committees are invited</i> When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.		
Step 3: Follow the template below for each GOAL:						
Key Strategies	Activities/Steps	Responsible Party	Timeframe/ Milestone	Resources Needed	Desired Outcomes	Status

ASSESSMENT

8. A service strategy is in place for providing career services to Unemployment Insurance (UI) claimants. One-stop center staff are trained and knowledgeable in available UI services.

Step 1: List areas of opportunity for improvement (from QSAP):				Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:		
Per WIOA Employment Security needs to have someone sitting in the centers or get people connected, through technology, to someone who has a higher level of unemployment insurance knowledge. Need to have a better distinction between the role of the claims center and the role of re-employment focused staff. When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.				Look at the monster system and see how it engages in the career services piece. It would be beneficial to have a demo for this group on the Monster system. Anne commits to bring back what is being done on the state level for discussion and help with options if necessary. When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.		
Step 3: Follow the template below for each GOAL:						
Key Strategies	Activities/Steps	Responsible Party	Timeframe/ Milestone	Resources Needed	Desired Outcomes	Status

ASSESSMENT

9. The role of all required partners in the one-stop has been defined, introduced, and integrated into service delivery.

Step 1: List areas of opportunity for improvement (from QSAP):				Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:		
- Referral System - SKIES (new system: WorkSource Washington) - EJas - Customer service satisfaction When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.				- Formal shared referral system - Determine what WorkSource Washington (WIT) capabilities are. - Customer service survey on important services of the network is being done now. Results will be shared at the convening meeting with Core 6 and all committees on 2/26/2016. When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.		
Step 3: Follow the template below for each GOAL:						
Key Strategies	Activities/Steps	Responsible Party	Timeframe/Milestone	Resources Needed	Desired Outcomes	Status

ASSESSMENT

10. The role of TANF in the one-stop has been defined in consultation with local TANF program administrators and TANF-specific services have been integrated into overall service delivery structures.

Step 1: List areas of opportunity for improvement (from QSAP):				Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:		
- Local Planning Area Partnerships (LPA) - Training - Department of Commerce-subcontract out to 39 community based organizations that provide employment prep activities - Employment Security Department partnership - DSHS – business outreach - Washington Connection through DSHS – a link to services - System To Family Stability National Policy Academy - Basic Food & Employment Training (BFET) - Resources to Initiate Successful Employment (RISE) When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.				- Explore the roles and potential connections with LPA. Kendrick will reach out globally what things are happening and Susan will reach out locally. - Invite Jarret McGill to present – October meeting - Look at how BFET is connected - Look at policy group – (Kendrick will send some information on that group and once the kickoff takes place will bring more information or get someone to present). When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.		
Step 3: Follow the template below for each GOAL:						
Key Strategies	Activities/Steps	Responsible Party	Timeframe/ Milestone	Resources Needed	Desired Outcomes	Status

ASSESSMENT

11. A process is in place to assess customers' educational barriers when necessary and refer them to appropriate services that address a range of educational needs (e.g. low literacy levels, learning disabilities, etc.) and to appropriate partner programs (e.g. Adult Education, providers of ESL training, etc.).

Step 1: List areas of opportunity for improvement (from QSAP):				Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:		
- Workforce Central: uses Comprehensive Adult Student Assessment System (CASAS) to assess educational levels -reading and math - Colleges: use Compass, College Board AccuPlacer and CASAS - ESD: Skills interest and ability assessments that people can access online - can make it available in print also - DVR: Has an assessment tool _____ When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.				- Be more encouraging for people to have a willingness to disclose disability. - There are a lot of non apparent disabilities that we are dealing with i.e. people who don't want to talk about or don't know that they have a disability. - Awareness - Making sure we all know what resources are out there. - Find best practices and effective strategies. - TCC had a grant - Krista/Kelli will research and bring back what worked well and what didn't. - Apply for grants. - DVR - Mandy will bring information on strategies that DVR uses. - Maybe use the Earn-Ability Group to help with grant writing. _____ When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.		
Step 3: Follow the template below for each GOAL:						
Key Strategies	Activities/Steps	Responsible Party	Timeframe/ Milestone	Resources Needed	Desired Outcomes	Status

ASSESSMENT

12. A service strategy has been put in place that provides youth with access to educational and other appropriate activities and supportive services. Youth are able to access robust programs, activities, and supportive services to assist them in obtaining high school and postsecondary credentials and succeeding in careers.

Step 1: List areas of opportunity for improvement (from QSAP):				Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:		
Before discussing affiliate/connection sites, we need to assess where we are today. The Core 6 Leadership team is going to be looking at maps that show where the population is, where the services exist to come up with where the super center and affiliates sites should be. Whether they are sites owned by the colleges, library system or community based organization is unknown right now. When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.				When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.		
Step 3: Follow the template below for each GOAL:						
Key Strategies	Activities/Steps	Responsible Party	Timeframe/ Milestone	Resources Needed	Desired Outcomes	Status

ASSESSMENT

13. One-Stop centers work in partnership with Job Corps Centers to actively recruit and refer youth to the program.

Step 1: List areas of opportunity for improvement (from QSAP):				Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:		
- We need to have Job Corp represented at the table. - We don't have any Job Corp centers in Pierce County but should post for the young adults as an option. - Locations are: - Sedro-Wooley Cascade - Columbia Basin in Moses Lake - Curlew (Eastern Washington) - Ft. Simcoe (Gorge area) - To get access to the Job Corp Centers is through the more localized contact points that we have in our community. It is a referral and assessment process. -- Goodwill has Job Corp staff there. Who else has Job Corp staff on premise? When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.				- Get Job Corp representation at the table. - Partners should post Job Corp center locations and who the local contacts are. Locations are: - Sedro-Wooley Cascade - Columbia Basin in Moses Lake - Curlew (Eastern Washington) - Ft. Simcoe (Gorge area) Local Contacts: - Goodwill has Job Corp staff When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.		
Step 3: Follow the template below for each GOAL:						
Key Strategies	Activities/Steps	Responsible Party	Timeframe/ Milestone	Resources Needed	Desired Outcomes	Status

ASSESSMENT

14. Assistive Technology: How are we serving the disabled population?

Step 1: List areas of opportunity for improvement (from QSAP):				Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:		
- Mary Matusiak working with an ESD group of people to assess what we currently have and what we need. - A governor initiated committee: Access and Technology Committee. - ESD has a committee with representatives from different development centers that are working through issues to begin to raise the standards and ensure that our centers are meeting the needs of people with disabilities. - Library System has a couple of pretty rudimentary software installed. Online services they look to see if they are translatable, text to reader, etc. When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.				- Connect to the statewide initiative. - Stay on track with the progress being made. When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.		
Step 3: Follow the template below for each GOAL:						
Key Strategies	Activities/Steps	Responsible Party	Timeframe/ Milestone	Resources Needed	Desired Outcomes	Status

ASSESSMENT

15. Job Seeker/Customer: What assessment tools are used now and what do we want to change to better serve the job seeker/customer?

Step 1: List areas of opportunity for improvement (from QSAP):				Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:		
Agencies individually have tools they are using. Challenge is to know what those tools are, how they apply and what the best tools to use are. When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.				All committee members are to bring back the list of assessments used either in your affiliate or in dealing with job seekers and prioritize whether they are career, scholastic, etc. When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.		
Step 3: Follow the template below for each GOAL:						
Key Strategies	Activities/Steps	Responsible Party	Timeframe/ Milestone	Resources Needed	Desired Outcomes	Status

ASSESSMENT

16. Center Assessment: How are we reporting as a network?

Step 1: List areas of opportunity for improvement (from QSAP):				Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:		
Certifying affiliate sites every so many years. When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.				We have an obligation to make sure we have an assessment of the center. When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.		
Step 3: Follow the template below for each GOAL:						
Key Strategies	Activities/Steps	Responsible Party	Timeframe/ Milestone	Resources Needed	Desired Outcomes	Status