

MEETING AGENDA

WDC One-Stop Operator & Partners Committee

September 6, 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	Inform	5 min
Updates One-Stop Work Group	MaryEllen Laird	Inform/Discuss	10 min
Finalize Skills/Qualities chart	MaryEllen Laird	Discuss	10 min
Begin updating the Assessment Matrix	Ron Thalheimer	Discuss	55 min
Build next meeting's agenda	Ron Thalheimer	Discuss	5 min

For Further Discussion

Next Steps

Next Meeting Dates

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

WorkForce Central Staff
Linda Nguyen, CEO
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WDC One-Stop Operator & Partners Committee

NOTES

August 2, 2016

8:30 – 10:00 a.m.

**Pierce County Job Center
3650 South Cedar, Street, Tacoma, WA**

Committee Member Attendees: Ron Thalheimer, Susan Cable, Christeen Crouchet, James Walker, Kelli Johnston, Wes Bailey, Kurt Simmons, Sheila Ruhland, Anne Goranson, Linda Wilder, Michelle Griffith, Nanette Borders, Krista Fox, Jaime Prothro, James Helling, Mandy Kipfer

WFC Staff Attendees: MaryEllen Laird and Debbie Lean

AGENDA	NOTES	ACTION ITEMS
Welcome	• Chair Ron Thalheimer 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>One-Stop Work Group:</u> At the last meeting there was discussion around: • The space planning sheet for the permanent facility and the location of the facility and issues that might impact the new facility. • Talked about transportation and about what the additional locations around the county might be. The biggest concern is the fact that Eastern Pierce County doesn't have a lot of services particularly for WorkSource and its services. Also looked at what the technology capacity, and staffing would look like. • Had conversation about needing to be strategic about the areas that we focus on. We identified Key Peninsula and the Graham/Buckley areas where there are other energies around. Need to make sure that we are not doing something parallel to other efforts that are going on. • Spent a long time talking about transportation and about Pierce Transit being a critical piece to all of these conversations. Also think it is important to have the main center not just on a bus line but near a transportation hub where the people are going to have the least difficulty getting to places. Work group would like the Core LT	

	have discussion around how to engage Pierce Transit in the workforce development conversation. - Linda W. shared that Pierce Transit shuttles only go on the same routes at the buses take. Don't go anyplace the buses go. <u>Interim Facility Oversight Taskforce:</u> MaryEllen gave an update: - The space planning for the new facility is ongoing. Some of the partners were able to indicate what they thought they would need. Still waiting to hear from a few partners but what we have has been compiled into one document to be submitted by the end of the week. - Members of the interim group that are housed in the interim site are going to be working on an office guide. In developing the guide, in-house leadership will begin the discussion and then involve staff for feedback. - Career Path and ResCare staff are 100% moved into the building. One WFC staff person is also located in the center working on a special homeless project through October 2016. ESD will be moving in after phones and internet issues are resolved.	
Continued Customer Focus Work	- The committee continued their work in reviewing, discussing and making changes to the customer service skills/qualities matrix. They would like to see this as shared values across the WorkSource system. - After changes are complete, it will be shared with the Core LT to start the process of adoption – 1) move it on to the Pierce County Job Center leaders at the Center to review; 2) to internal staff; and 3) out to the network for review and input. - There needs to be an opportunity for the staff to come together and help shape these shared values. That is going to lead them to more ownership.	
Next Meeting Agenda	- Complete (revisit) areas of the Skills/Qualities matrix. - Discuss how do we roll this out and make sure we are all living and breathing it.	Debbie will send Assessment tool that the committee worked on.
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 WorkSource 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.

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
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 Pierce County to the community. Models excellence in work, appearance, and conduct.	Provides quality service in all situations. Projects a positive image of the WorkSource Pierce County 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.
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/crisis situations. REVISIT Goes above and beyond the prescribed job responsibilities when appropriate.	Demonstrates a willingness to seek, explore, and accept new ideas. REVISIT: Stays calm in difficult situations such as handling angry customers and emergencies. Or Stays calm in complex and crisis 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 situations. REVISIT
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.	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.

WORKSOURCE PIERCE COUNTY JOB CENTER SKILLS/QUALITIES

		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.	
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 Pierce County 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 Pierce County and its mission in the community	Advocates for WorkSource Pierce County in the community as appropriate. Looks for ways to boost the morale of other staff. Speaks positively of the WorkSource Pierce County 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 system 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

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 system - 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.				- System that is customer focused and inclusive to develop and implement a system 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

ASSESSMENT

3. Our workforce system 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 system actively connects entities receiving HUD, DOD, DOJ, etc. 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 (Brian Humphries) - 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

ASSESSMENT

4. Our workforce system 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

ASSESSMENT

5. Our workforce system 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 6 focus groups 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 committee 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

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:						
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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 system 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:						
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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:						
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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:						
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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 system?

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