

WDC Pierce County Leadership Team

Tim Owens, Chair  
April Gibson, 1<sup>st</sup> Vice-chair  
TBD, 2<sup>nd</sup> Vice-chair  
Steve Gear  
Darci Gibson  
Mike Johnson  
Bruce Kendall  
Dale King  
Mandy Kipfer  
Ron Langrell  
Mark Martinez  
Tim McGann  
Wayne Nakamura  
Sharon Ness  
Dona Ponepinto  
Christina Roberts  
Patty Rose  
David Shaw  
Dereck Spivey  
Ron Thalheimer  
Blaine Wolfe

**Agenda**  
**September 22, 2017**  
**8:00 am - 10:00 am**

**WorkForce Central**  
**3640 S. Cedar St, Tacoma**

- |   |                |
|---|----------------|
| 1. Introductions  | Deborah Howell |
| 2. Leadership Team Membership                                 | Linda Nguyen   |
| 3. Performance Measures for WorkSource Pierce System Operator | Linda Nguyen   |
| 4. I-Dashboard Tool   | Linda Nguyen   |
| 5. Meeting Frequency  | Deborah Howell |
| 6. Building Next Meeting Agenda                               | All            |

WorkForce Central Staff  
Linda Nguyen, CEO  
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Deborah, Howell, COO  
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PIERCE COUNTY  
**WORKFORCE**  
 DEVELOPMENT COUNCIL

**WDC PIERCE COUNTY LEADERSHIP TEAM**

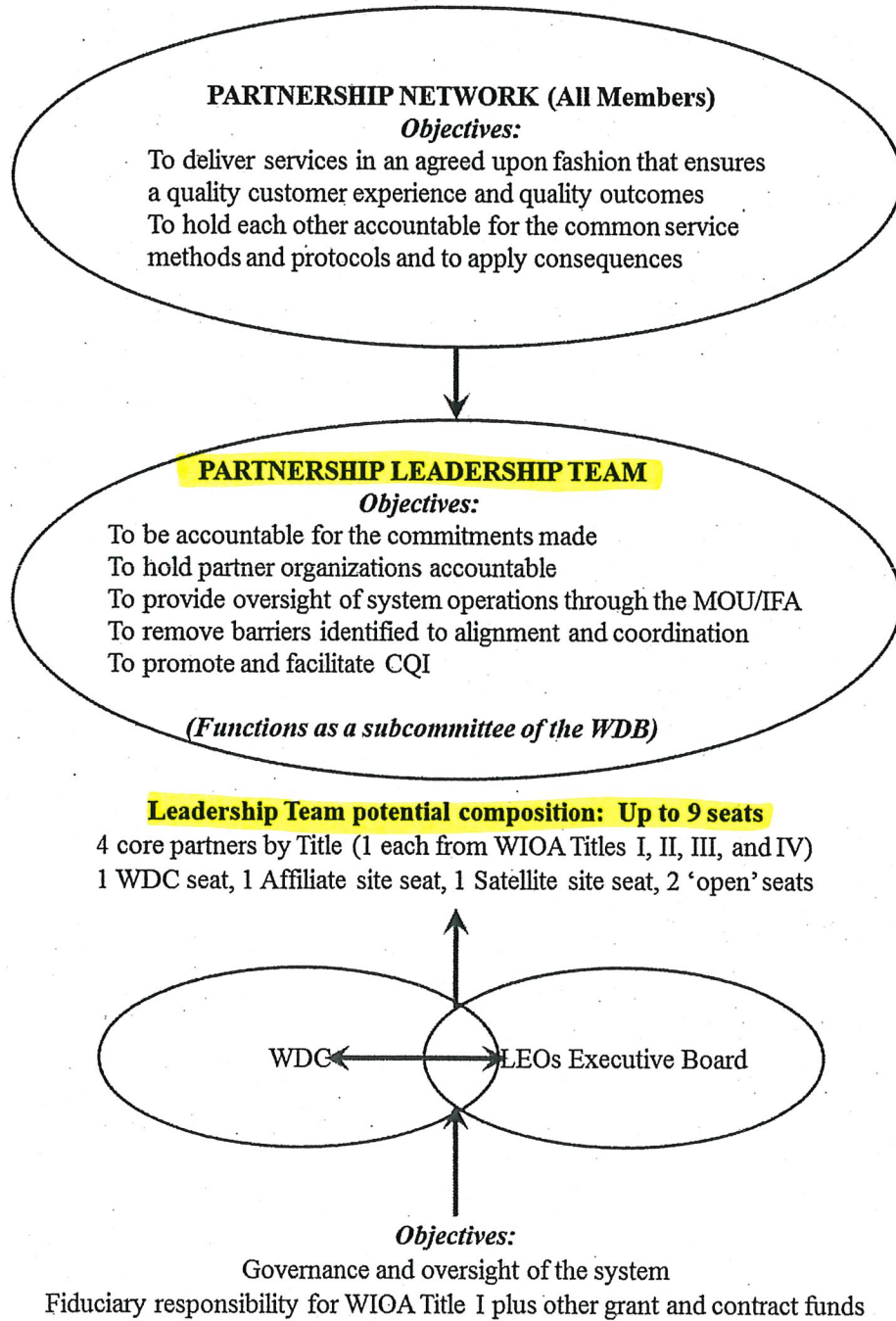
Title 1 – Employment & Training	<b>Deborah Howell</b> Chief Operations Officer WorkForce Central <a href="mailto:dhowell@workforce-central.org">dhowell@workforce-central.org</a>		
Title 2 – Adult Basic Education	<b>Jason Scales</b> Director of Client Services Tacoma Community House <a href="mailto:jscales@tacomacommunityhouse.org">jscales@tacomacommunityhouse.org</a>		
Title 3 – Wagner-Peyser	<b>Tim McGann</b> Regional Director Employment Security Department <a href="mailto:tmcgann@esd.wa.gov">tmcgann@esd.wa.gov</a>		
Title 4 – Rehabilitation Act	<b>Mandy Kipfer</b> Supervisor Department of Vocational Rehabilitation <a href="mailto:kipfeaj@dshs.wa.gov">kipfeaj@dshs.wa.gov</a>		
DSHS TANF	<b>Jackie MacLean</b> Regional Administrator Dept of Social and Health Services <a href="mailto:maclejv@dshs.wa.gov">maclejv@dshs.wa.gov</a>		
1 Affiliate	<b>Kurt Simmons</b> Asst. Workforce Development Director Goodwill of the Olympics & Rainier Region <a href="mailto:kurts@goodwillwa.org">kurts@goodwillwa.org</a>		
1 Connection/Satellite	<b>Vacant –</b> No connection site yet. Will add in the future		
2 College Workforce	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;"> <b>Mabel Edmonds</b>            Interim Vice President for Instruction            Clover Park Technical College  <a href="mailto:mabel.edmonds@cptc.edu">mabel.edmonds@cptc.edu</a> </td> <td style="width: 50%; border: none;"> <b>Susan Cable</b>            Director of Workforce Development            Pierce College  <a href="mailto:scable@pierce.ctc.edu">scable@pierce.ctc.edu</a> </td> </tr> </table>	<b>Mabel Edmonds</b> Interim Vice President for Instruction Clover Park Technical College <a href="mailto:mabel.edmonds@cptc.edu">mabel.edmonds@cptc.edu</a>	<b>Susan Cable</b> Director of Workforce Development Pierce College <a href="mailto:scable@pierce.ctc.edu">scable@pierce.ctc.edu</a>
<b>Mabel Edmonds</b> Interim Vice President for Instruction Clover Park Technical College <a href="mailto:mabel.edmonds@cptc.edu">mabel.edmonds@cptc.edu</a>	<b>Susan Cable</b> Director of Workforce Development Pierce College <a href="mailto:scable@pierce.ctc.edu">scable@pierce.ctc.edu</a>		

3 Required Partners	<p><b>Richard Nannini</b> Project Director Job Corps <a href="mailto:rnannini@nwdesi.org">rnannini@nwdesi.org</a></p> <p><b>Nanette Borders</b> Community Corrections Officer Department of Corrections <a href="mailto:Nanette.borders@doc.wa.gov">Nanette.borders@doc.wa.gov</a></p>	<p><b>Jonathan Utrera</b> Vocational Rehabilitation Counselor Department of Services for the Blind <a href="mailto:Jonathan.utrera@dsb.wa.gov">Jonathan.utrera@dsb.wa.gov</a></p>
Non Required Partner	<p><b>Keith Johnson</b> Regional Program Director Department of Labor &amp; Industries <a href="mailto:jkei235@lni.wa.gov">jkei235@lni.wa.gov</a></p>	<p><b>Georgia Lomax</b> Executive Director Pierce County Library System <a href="mailto:glomax@piercecountylibrary.org">glomax@piercecountylibrary.org</a></p>

WorkForce Central Staff Contact		
<p><b>Linda Nguyen, CEO</b> 253.254.7607 <a href="mailto:lnghuyen@workforce-central.org">lnghuyen@workforce-central.org</a></p>	<p><b>Deborah Howell, COO</b> 253.254.7618 <a href="mailto:dhowell@workforce-central.org">dhowell@workforce-central.org</a></p>	<p><b>Debbie Lean, Executive Assistant</b> 253.414-0141 <a href="mailto:dlean@workforce-central.org">dlean@workforce-central.org</a></p>

Lori described the partnership structure resulting in the following graphic:

**EMERGING PARTNERSHIP STRUCTURE  
PIERCE COUNTY WDC PARTNERSHIP NETWORK  
2.17**



## ONE-STOP COMMITTEE

Subject: Follow Up of June 6, 2017 One-Stop Committee Meeting Re: New Structure

Good Morning Partners,

After discussion at yesterday's committee meeting, the partnership decided on how the new WDC Pierce County WorkSource Leadership team and its Advisory committee structure will be formed and what their scope of work will be:

### **NEW STRUCTURE:**

#### **WDC Pierce County Leadership Team (formal committee of the WDC approved May 2017)**

Members of this Team's scope of work is found in Section 5.2 of the Memorandum of Understanding. They are stewards of the system wide commitments found in Section 7 of the MOU. This Team can establish priorities/focus for their Advisory Committee and send recommendations to the Advisory Committee for feedback and movement forward.

#### Representation:

- 1 Title 1 – Employment & Training
- 1 Title 2 – Adult Basic Education – the partners need to discuss whether there are restrictions on the type of organization that can be appointed to fill this seat
- 1 Title 3 – Wagner-Peyser
- 1 Title 4 – Rehabilitation Act
- 1 DSHS TANF
- 1 Affiliate
- 1 Connection/Satellite
- 2 College Workforce
- 3 Required Partner – not already represented in the other categories
- 1 Non Required



#### **Advisory Committee (not a formal committee of the WDC) – scope of work is directly tied to the system wide commitments found in Section 7 of the MOU**

- MOU or IFA Partners would be voting members
- Non MOU/IFA Partners would provide valuable input and work at taskforce level and/or at Advisory Committee level when appropriate, but do not have voting rights
- Recommendations from Advisory Committee would move up to Leadership Team for consideration/vote. Taskforce recommendations would move up to the Advisory Committee for consideration.



#### **Task Groups**

Comprised of subject matter experts and/or interested community stakeholders. They have a specific focus and would disband once their work is completed. They make recommendations to Advisory Committee for consideration.

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To help you see who is who, I am attaching the membership list of the past WDC One-Stop Committee and current WDC committees, a list of the current interim affiliate sites and a list of those entities in the interim WorkSource Pierce Job Center.

***ACTION NEEDED: Please submit to me the name of one individual who you/your organization would like as your category representative for the Leadership Team by COB June 16<sup>th</sup>. Once I receive this information, I will create a doodle poll for the first WDC Pierce County WorkSource Leadership Team meeting. In the meantime, please think about who from your organization will serve on the Advisory Committee. If you have the name and contact, please send that to me as well.***

Thank you!

Debbie Lean

Structure  
Communication

All Works Now (7 Members)

Leadership (Strategic, Priority)  
Who?? (to be member chair)

Advisory (to be named)

- Recommendations Renew
- NOW/EFA MEMBERS

Task Groups (7 Now Work)

- Recommendations

Voting Structure

VAC<sup>4</sup> Grants??

1 Title 1 - Employment/Training

1 Title 2 - ABE

1 Title 3 - Wage Payor

1 Title 4 - Rehabilitation Act

1 DSHS Task

- 1 Affiliate
- 1 Connection/Salaries
- 2? College Workforce
- + ~~CEO~~

3 Reg. Partner (

1 Non Required

All Categories picks TCP's

- ABE one of the COO??
- Give Reps to Debbie
- Those Advisory Group Keys

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**GREATER ECONOMIC VITALITY FOR ALL.**  
Partnering to prepare and grow the Pierce County  
workforce to align it with employer needs.

# WorkSource Pierce System Operator

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**SOLE SOURCE PROCUREMENT**



## **Sole-Source Procurement Process:**

WorkForce Central (WFC) on behalf of the Pierce County Workforce Development Council (WDC) is exercising its option to procure the One-Stop System Operator through a sole source process. The following steps are to document the sole source procurement as required by regulation and to demonstrate transparency in the process:

1. WFC will communicate with WorkSource partners for guidance on the establishment of the Sole Source Review Panel.
2. WFC staff will develop criteria for conducting sole source procurement for review and approval by the Sole Source Review Panel. Questions for sole source candidates will also be developed for review.
3. WFC Staff will identify (based on recommendation by partners) at least three possible candidates for presentation to the Sole Source Review Panel. Candidates will be required to respond to the qualifying questions (see Exhibit A).
4. The Sole Source Review Panel will score the qualifications, experience and responses to questions using a review panel approved rubric and conduct an in-person interview.
5. The Sole Source Review Panel will make the recommendation to WFC leadership for presentation to and approval by the WDC and Executive Board.

## **Desired Qualifications and Scope of Work:**

### A. Desired minimum qualifications:

#### 1. Eligibility

- Applicant is not debarred, suspended, or proposed for debarment at any time during application process.
- Must have in-depth knowledge and understanding of WIOA and related guidance and other federal regulations.
- Must have knowledge of Pierce County one-stop system structure and partnerships.
- Must have knowledge of Continuous Quality Improvement (CQI) principles and applications.
- Must have demonstrated experience in convening and facilitating diverse groups and engaging them in realizing common goals within targeted deadlines and able to bring vibrant, fresh approaches to leading and engaging a group.

#### 2. Work History/Experience

The Sole Source candidate is expected to provide a resume that supports the desired qualifications listed above. The candidate is also required to demonstrate at least five years of meaningful work experience in the workforce development area and has demonstrated experience with WIOA implementation.

## B. Scope of Work

The WorkSource Pierce System Operator must be both strategic and operational when working with all system partners. The following are the specific roles and responsibilities:

### **Strategic:**

1. Interact with all WIOA and non-WIOA partners to design and implement a fully integrated service delivery system. This design must include:
  - a. Common data collection system, including customer satisfaction
  - b. Information sharing
  - c. Cross agency training/professional development
  - d. Common referral system
  - e. Workforce skill standards (common set of “work readiness” competencies”)
  - f. Common technology including an integrated platform (for data entry, portal, eligibility applications, etc.)
  - g. Single point of contact, one system approach, for businesses to access services. This includes collaborating, recruitment and other business services on behalf of employers of all sizes and sectors.
2. Represent all of the partners in the WorkSource Pierce system and be responsible for promoting and living the vision, mission and goals of the WDC.
3. Engage effectively in existing and newly developed WDC committees, taskforces, and WIOA partnerships to transform the service delivery system.
4. Hold all WIOA required and non-required partners accountable to agreements that include but are not limited to the Memorandum of Understanding, Infrastructure Funding Agreement, and system wide commitments.
5. Understand and comply with WIOA, local, state, federal laws, policies, regulations, and guidance.

### **Operational:**

6. Assist in the development, implementation and oversight of standards/procedures/protocol to ensure expectations and exceptional customer experience for job seekers, workers, and businesses are met throughout the system. This includes customer feedback and review system, a continuous quality improvement plan and professional development plan.
7. Establish and enforce shared customer service standards.
8. Ensure that the look and feel of WorkSource Pierce comprehensive center/partner affiliate sites and connection satellite sites are welcoming and accessible to all.

9. Be the first level point of contact for customer complaints. (The local customer complaint policy will guide the complaint and grievance process.)
10. Coordinate and facilitate operational conversations among partners to ensure a customer-centric and robust services delivery system. Be proactive in addressing partnership and system needs/issues.
11. Assist system partners applying for certification within the WorkSource Pierce System.
12. Evaluate the system to ensure compliance & Continuous Quality Improvement (CQI), develop, and oversee corrective action plans as appropriate.
13. Develop mechanism to track, validate and report to ensure that federal WIOA performance measures and WDC local system measures are met and/or are exceeded.
14. Ensure that all applicable federal, state and local policies and procedures are effectively communicated and carried out at all WorkSource Pierce System sites.
15. Provide reports to WFC CEO and Executive Board, WDC, WorkSource Pierce System partners and other stakeholders as appropriate.
16. Develop, implement, and oversee safety protocol at comprehensive center/partner affiliate/connection satellite sites.
17. Be the first line reviewer/approver of the use of WorkSource brand by following brand and social media standards developed by the WDC and system partners. WFC on behalf of the WDC will provide final approval for all requested use of the brand.
18. Develop processes/protocol with partners to ensure that all WorkSource Pierce System sites have predictable operational hours, have sufficient staff coverage, have sufficient and operational equipment, etc.
19. Be able to take on other duties as they become necessary due to the evolution of WIOA and the system/network.

## SOLE SOURCE PROCUREMENT

### QUALIFYING QUESTIONS:

1. Please describe in detail your capacity, expertise, and demonstrated knowledge and experience in the following:
  - Facilitation of multiple partners as a subject matter expert to reach workforce development related objectives/goals – include at a minimum, detailed examples of your approach, objectives/goals to be achieved, partners engaged, and outcomes.
2. Describe in detail how you will interact with all WIOA and non-WIOA partners to design and implement each system wide integration elements below. Please be specific in your approach and methodology for each element. Include any direct experience you have had with designing, implementing and overseeing key elements of an integrated service delivery system. Describe partners with whom you have done this work.
  - a. Common data collection system, including customer satisfaction
  - b. Information sharing
  - c. Cross agency training/professional development
  - d. Common referral system
  - e. Workforce skill standards (common set of “work readiness” competencies)
  - f. Common technology including an integrated platform (for data entry, portal, eligibility applications, etc)
  - g. Single point of contact, one system approach, for businesses to access services. This includes collaborating, recruitment and other business services on behalf of employers of all sizes and sectors.
3. Please provide specific examples of how you have worked with multiple partners to develop, implement and oversee operational processes/protocols. Please include in detail how you and your partners identified and made improvements to these processes/protocols.
4. Please describe how you can effectively and efficiently implement the scope of work within budget. Provide a detail budget with a minimum separate line items for salaries and benefits, travel supplies, facilities, equipment and subcontracts.