

## 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  
Bruce Kendall  
Dale King  
Mandy Kipfer  
Ron Langrell  
Mark Martinez  
Tim McGann  
Wayne Nakamura  
Dona Ponepinto  
Christina Roberts  
Patty Rose  
David Shaw  
Dereck Spivey  
Ron Thalheimer  
Blaine Wolfe

### Agenda

**December 21, 2017**

**1:00 pm - 3:00 pm**

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

- I. Confirm Team Norms (Discussion and Action)
- II. Review Common Referral Development Process to Date (Update)
- III. Examine Key Elements of the Common Referral System and Next Steps (Discussion)
- IV. Review Draft Charter for the Partner Subcommittee

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WorkForce Central  
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WDC Pierce County Leadership Team

Meeting Notes  
November 2, 2017  
1:00 pm - 3:00 pm

WorkForce Central  
3640 S. Cedar St, Tacoma

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**Present:** Jason Scales, Rich Nannini, Mandy Kipfer, Susan Cable, Hillary Bryan, Linda Nguyen, Lori Strumpf, Rebecca Bussaca (via phone), Deborah Howell, Debbie Lean

**Absent:** Tim McGann, Dan Fey, Mabel Edmonds, Jason B. Matheney

**Introductions**

Roundtable introductions were made.

**Finalize Leadership Team Governance Structure**

After a lengthy discussion, the following was determined:

- **Term Limits:** Every two years beginning January 2018 if an organization represents a collective, the person needs to talk to their organizational leader a quarter before the two year expiration and either ask to remain a member or provide another employee that would like to participate. If a new person is appointed, outgoing member is required to orientate the replacement.
- **Non-Voting Proxies:** Proxies can be given to another member of the team to speak on his/her behalf if unable to attend the meeting in person or via phone. Proxy permissions shall be sent in advance to the One-Stop Operator and Debbie Lean.
- **Alternates:** No alternates permitted however, a leadership team member can send someone as an observer (listening only).
- **Meeting Agenda:** Note on agenda item as: Action; Action and Discussion; Discussion; or Informational
- **One-Stop Partner Advisory Subcommittee:** Standing item on leadership team agenda for a member of the one-stop advisory subcommittee to report out.
- **Charter:** Lori agreed to draft charters for both the leadership team and the subcommittee for review and approval.
- **Meeting Rhythm:** Lori and Debbie will put a 6 month tentative schedule together. At the fourth month discuss whether to continue meeting monthly or change to every other month.

**Establish Priorities/Goals which include OSSO and Partner Responsibilities**

After a discussion around the 7 commitments set out in the MOU, the leadership team agreed that the first two commitments to begin work on is:

- Common Referral
- Common Data Collection including customer satisfaction

This team will set the process / criteria / parameters

Deborah will bring the flow chart to the next meeting to begin the discussion.

Linda gave an overview of the I-Dashboard tool and possible use by the Workforce system.

### **Brainstorming of Norms (behavioral expectations)**

- Start and end on time
- Individuals may not take the team back to revisit a decision just because they missed a meeting.
- Silence is agreement
- Strive for consensus and use voting when necessary and anyone may call for a vote
- Proxies may be given to team members only. The proxy is not a voting proxy; it is given to a team member to authorize them to speak for another team member on their behalf. If a proxy will be given for any meeting, email the OSSO and Debbie to specify who has the member's proxy.
- Attendance is preferred over proxy. Attendance may be by participating by phone.
- Commit individually and for your organization to decisions made
- Each member is responsible for keeping their organization informed and to work decisions thru their organization so when a decision is reached, commitment is made
- Be honest and express opinions openly. Do not take disagreements personally

### **System Efforts to Date**

Linda gave an update on the new permanent site.

Lori gave an update on the IFA and who she is still waiting to hear back from.

### **Next Meeting Date / Building Meeting Agenda**

Common Referral Discussion (Deborah will provide information already done)

Review Charter for the One Stop Partner Advisory Subcommittee

### **Follow up Items**

Lori and Debbie will work on a tentative meeting schedule and email out for review. Debbie will send the list of the advisory subcommittee so everyone can look at that and discuss additions, etc.

## **WDC PIERCE COUNTY LEADERSHIP TEAM**

### **Norms (behavioral expectations)**

Starting/end on time

No going back

Silence is agreement

Strive for consensus and use voting when necessary and anyone can call for a vote

Proxy is given to a team member only = proxy is opinions. Should not vote. Email OSO and Debbie Lean with proxy permission

Attendance is preferred over proxy (attendance = phone or physical)

Commit individually/organizational to decisions made

Each member is responsible for keeping their organization informed and to work decisions thru their organization so when a decision is reached, commitment is made

Be honest/express opinions openly do no take disagreements personally

## **DRAFT CHARTER**

### **Partner Subcommittee of the Leadership Team**

The Partner Subcommittee is chartered to develop systems and to provide recommendations on the design of the systems integrators found in the MOU. These are:

- Common data collection system, including customer satisfaction
- Information Sharing
- Cross Agency Training/Professional Development
- Common Referral System
- Workforce Skill Standards (common set of 'work readiness' competencies)
- Common Technology including an Integrated Platform (for data entry, portal, eligibility applications, etc.)
- Single point of contact, one system approach, for businesses to access services.

The team is charged with aligning processes and procedures across the MOU partners to ensure that they are systematic. The purpose of the effort to align core processes for a systematic and institutionalized approach is to gain:

- Greater customer satisfaction.
- More efficient systems and program operations.
- More consistency in systems and program operations.
- A higher level of quality in the development and deployment of processes and procedures.
- Greater integration of processes, systems, and service operations within each partner and across partner agencies.

Specific activities of the team include, but are not limited to:

- Conduct benchmarking studies and use comparative data to find opportunities for innovation and integration in service processes.
- Regularly and systematically identify improvement opportunities for the system integrators once deployed.
- Identify challenges and opportunities for system-wide integration of core processes that support service delivery.

The Subcommittee is responsible to the Leadership Team and as such is expected to keep the LT updated on what they are working on and their progress. The Subcommittee makes recommendations to the Leadership Team.