

One-Stop Partner Advisory Subcommittee

Agenda
March 21, 2018
8:30 am – 10:30 am

WorkSource Pierce Job Center
3650 South Cedar Street, Tacoma, WA

Tim Owens, Chair
April Gibson, 1st Vice-chair
TBD, 2nd Vice-chair
Joyce Conner
Steve Gear
Darci Gibson
Bruce Kendall
Dale King
Mandy Kipfer
Ron Langrell
Nathe Lawver
Mark Martinez
Tim McGann
Wayne Nakamura
Dona Ponепinto
Patty Rose
David Shaw
Dereck Spivey
Ron Thalheimer
Blaine Wolfe

I. Referral System Development (Information and Discussion)

- Design principles:
 - High touch at front end – provide the customer choice
 - Ability to provide access to people
 - Navigation – helping people navigate
 - Expand the access to resources
 - Follow up – ability to have a feedback loop
 - Providing a warm hand off
 - Supported by technology
 - Assessing an individual to help them navigate

II. Review of Customer Data Collection System

- Leadership Committee developing comment card for implementation

III. Operational Issues (Information and Discussion)

- Center Move
- Agency Updates

WorkForce Central Staff
Linda Nguyen, CEO
lnguyen@workforce-central.org

Deborah, Howell, COO
dhowell@workforce-central.org

Jan Adams, Executive Assistant
jadams@workforce-central.org

WorkForce Central
3640 S. Cedar St., Suite E
Tacoma, WA 98409
www.workforce-central.org

Meeting Dates/Time

Location

December 20, 2017	10:30 am – 12:00 pm	WorkSource Pierce Job Center
January 26, 2018	8:30 am – 10:30 am	WorkSource Pierce Job Center
February 14, 2018	8:30 am – 10:30 am	Tacoma Reseue Mission
March 21, 2018	8:30 am – 10:30 am	WorkSource Pierce Job Center
April 18, 2018	8:30 am – 10:30 am	WorkSource Pierce Job Center
May 16, 2018	8:30 am – 10:30 am	WorkSource Pierce Job Center
June 13, 2018	8:30 am – 10:30 am	WorkSource Pierce Job Center

One-Stop Partner Advisory Subcommittee

Meeting Notes
February 14, 2018
8:30 am - 10:30 am

Tacoma Rescue Mission
2909 S. Adams, Tacoma, WA

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Present: Michelle McNett, Kelli Johnston, Michelle Griffith, Corey Mosesly, LaKesha Egardo-Jones, Greg Claycamp, Robin Gashi, Lori Strumpf, Deborah Howell, Jonathan Utrera, Jamie Walker

WFC Staff: Debbie Lean

Absent: Cristeen Crouchet, Amy Diehr, Blake Ingram, Keith Johnson, Jim Kinney, Jaime Prothro

Presenters: Penny Belcher, Manager of United Way South Sound 2-1-1 and Staff

I. Referral System Development (Information and Discussion)

Penny Belcher, 2-1-1 Manager and her staff gave a very thorough presentation on United Way 2-1-1 comprehensive information and referral line serving Pierce, Thurston and Lewis Counties that connect people with essential health and human service resources.

- Callers can access a live information and referral specialist – transportation, family support or housing solution navigation. Currently do not have a full time employment navigator.
- Resources in the system are updated a minimum of once a year
- Able to access HMIS and other databases with a navigator who has expertise in that area with ongoing training provided.
- To get a workforce navigator at United Way 2-1-1, it would require determining what the level of expertise would be (i.e. education, credential, and training) and identifying whether there are resources available where a role could be created.
- Resources are updated at a minimum of once a year.

After the presentation and discussion, the subcommittee collectively decided to proceed with further discussion with 2-1-1 staff and to do more due diligence in talking to some of the partners that they already have.

Next steps:

- Greg will reach out to contractual partners on the behavioral health and homelessness side and will report at next meeting about any challenges to overcome.
- Invite Penny to next meeting to start a conversation. Ask that she come 20 minutes or so after we start the meeting so Greg can report out on his due diligence.
- Next meeting will be dedicated to this conversation and then determine what our action steps are.

Questions for United Way 2-1-1 Staff:

- How do they share information
- What is already in place for employment and training resources (demo of what is in the database or a document that shows process)
- Data sharing examples of their other partnerships with partners. What do they share and how do they share it
- What statistics do they keep and could they share some of the capacity statistics with us
- What is the turnaround time now and if capacity grows how do you see that looking - pros and cons

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- What are the accessibility issues
- Help us understand how the information follows customers
- We would want our own 'portal' on the website and have the ability to connect directly to that portal.

II. Operational Issues ((Information and Discussion)

- Center Move: Lori provided an update on the center move to the Centennial II Building on State Street. ESD, CPS, ResCare and DVR will have staff at the building. With partner involvement, ESD is working on the design.
- Certification: Lori reminded those present that to be a formal affiliate site or formal one-stop the deadline is March 23, 2018 by 5:00 pm PST.
- Committee members provided agency updates.