

Agenda
April 10, 2019
8:30 am – 10:30 am

WorkSource Center

2121 South State Street, 3rd Floor – Pine Classroom, Tacoma, WA

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

- I. Comment Card Reports (Review and Discussion)
- II. Referral System Development (Information and Discussion)
 - Pilot launch update from each partner
 - Data report (Corey)
- III. Community Outreach (Discussion – Tamar)
 - This discussion will be for 20 to 25 minutes beginning at 9a to 9:20
 - Invite the individuals in your agency to attend for that time period to be part of the discussion
- IV. Single Point of Contact for Business (Discussion)
 - Launch of Business Plan:
 - Expand members of the current Business Solutions Team
 - Communication strategy
- V. WDC Bold Goals (Information)
 - Power Up Pierce Presentation (Candice Ruud)
- VI. Operational Issues (Information and Discussion)
 - Center Data Report (Cheryl Keating)
 - Agency Updates

WorkForce Central Staff
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WorkForce Central
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Tacoma, WA 98409
www.workforce-central.org

<u>Meeting Dates/Time</u>	<u>Location</u>
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 Rescue 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
July 11, 2018 8:30 am - 10:30 am	WorkSource Pierce Job Center
August 15, 2018 8:30 am - 10:30 am	WorkSource Pierce Job Center
September 26, 2018 8:30 am - 10:30 am	WorkSource Pierce Job Center
October 17, 2018 8:30 am - 10:30 am	WorkSource Pierce Job Center
November 14, 2018 8:30 am - 10:30 am	WorkSource Pierce Job Center
December 12, 2018 8:30 am - 10:30 am	WorkSource Center, Cedar Classroom
January 16, 2019 8:30 am - 10:30 am	WorkSource Center, Cedar Classroom
February 6, 2019 8:30 am - 10:30 am	WorkSource Center, Pine Classroom
March 6, 2019 8:30 am - 10:30 am	WorkSource Center, Pine Classroom
April 10, 2019 8:30 am - 10:30 am	WorkSource Center, Pine Classroom
May 8, 2019 8:30 am - 10:30 am	WorkSource Center, Pine Classroom
June 19, 2019 8:30 am - 10:30 am	WorkSource Center, Pine Classroom

One-Stop Partner Advisory Subcommittee

Meeting Notes
March 6, 2019
8:30 am - 10:30 am

WorkSource Center

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Present: Keith Johnson, Lori Strumpf, Jim Kinney, Jaime Prothro, Kelli Johnston, Wil Yeager, Michelle Griffin, Corey Mosely, Nicole Fillmore-Meshesha, Don Redford, Julia Brooks, James Hughes, Debbie Aoki, Amy Diehr, Cheryl Keating, Deborah Howell, Lori Strumpf

Absent: Cristeen Crouchet, Robin Gashi, Jonathan Utrera

WFC Staff: Debbie Lean

I. Comment Card Reports (Review and Discussion)

- There has been a huge increase completion of the employer comment card. Job Seeker comment card completion is about the same. Asked the committee members to up the completion in respective organizations.
- Encouraged leaders to acknowledge the staff mentioned in the comments.
- In July, begin looking at launching a new methodology. Example: mystery shopper.

II. Referral System Development (Information and Discussion)

- Pilot Launch Update:
 - Referral numbers are increasing. Some agencies are working with 211 staff for assistance and additional training.
- Data Report:
 - Partners provided updates on how the system is working.
 - Lori and Don explained the Order of Selection, which does not mean that individuals should not be referred if there is a screening/assessment needed.
 - There should not be any empty referrals. The agency doing the referral needs to complete the customer information to the best of their ability.
 - Forty-three percent of the referrals to South Sound 211 are for utilities.
 - Some staff would like to know more about services that are offered by all partners.

Action:

- *Lori will work on a one page guide of partner services.*

III. Single Point of Contact for Business (Discussion)

- Summary of Leadership Team review of Salesforce:
 - The Leadership Committee had a demonstration of Salesforce and agreed that it would be the proper tool. They are to make a decision at the next meeting.
 - ESD found that another ESD is using Salesforce under an MOU with another WDC. Have hope that it can get it approved for use in this area.

- Review of Business Plan:
 - Lori emailed a track-changed version of the plan. Would like to finalize so it can get to the leadership team for review and acceptance.
 - After discussion, the committee agreed to the suggested changes.
- Expand members of the current Business Solutions Team:
 - Lori sent an email to partners requesting a 'buy in' for Salesforce and who they would have on the expanded Business Solutions Team. She will resend to those that have not responded.

Action:

- *Lori will finalize the Business Plan and send it to the Leadership Team to review prior to their next scheduled meeting.*
- *Lori will resend email to partners requesting whom, if anyone, they would like to have on the expanded business solutions team.*

IV. WDC Bold Goals (Overview)

- Deborah shared that the ABE partners are working together on focus group events and a set of questions to be used. The first scheduled event will be held at TCC later this month.
- Lori shared that the Design and Implementation Group Team has an action plan. Part of the plan is leaning up the front door and the launch of Power Up Pierce. WFC Communication Director, Candice Ruud and/or an assigned staff look at the Power of Pierce website every day and have set up a phone number. Assigned staff have been trained in how they respond.
- Lori shared that engagement is a huge part of this work and at the direction of the leadership team, beginning next month there be an Outreach topic for Tamar Jackson, WFC Director of Community Engagement to lead. If you are not the outreach person within your respective agency, invite the appropriate staff person to that part of the agenda each month.

V. Operational Issues (Information and Discussion)

- Center Update:
 - 2300 customers in the center for February had a MultiCare hiring event with 400 in attendance and 120 job offers given on the spot.
 - Grand Opening is April 10th 3pm-5pm. ESD Commissioner, WDC Chair and WFC CEO will be guest speakers.
 - Disability Etiquette and American Sign Language training occurred in February.
 - Center CQI Team and Operation Teams have been launched.
 - Center's Certification has been extended to September.
- Agency Updates were given.