

One-Stop Partner Advisory Subcommittee

Agenda
May 8, 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)
- III. Single Point of Contact for Business (Discussion)
 - WFC Leadership Committee Approval
 - Launch of new Business Solutions Team (BST)
 - 1st meeting held: Membership, Charter and Agenda
- IV. WDC Bold Goals Activities (Information)
- V. Operational Issues (Information and Discussion)
 - Center Data Report (Cheryl Keating)
 - Agency Updates

WorkForce Central Staff
 Linda Nguyen, CEO
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WorkForce Central
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<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
April 10, 2019
8:30 am - 10:30 am

WorkSource Center

April Gibson, Chair
Steve Gear, 1st Vice-chair
TBD, 2nd Vice-chair
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Present: Lori Strumpf, Don Redford, James Hughes, Amy Diehr, Jim Kinney, Jaime Prothro, Kelli Johnston, Julia Brooks, Wil Yeager, Michelle Griffin, Cheryl Keating, Deborah Howell, Lori Strumpf, Jonathan Utrera, Robin Gashi

Absent: Keith Johnson, Debbie Aoki, Cristeen Crouchet, Nicole Fillmore-Meshesha, Corey Mosesly

Guests: Candice Ruud (WFC), Anthony Terlizzi (Career Team), Caroline Hoppy (L&I)

WFC Staff: Debbie Lean

I. Comment Card Reports (Review and Discussion)

- Lori shared the Employer Quarterly report (175 responses). Noted there are some job seekers completing this comment card versus the job seeker card. Center staff are working on determining why and redirecting them to the correct card.
- Job Seeker Quarterly Report (over 400 responses). Mostly positive responses and some suggestions on more workshops, particularly for the mature worker. Customers have also asked if the comment card could be created in Spanish and the Center Operations team is discussing this request.
- Lori asked the subcommittee to find ways to up completion in their respective organizations.

II. Referral System Development (Information and Discussion)

- Brand name: *Common Referral System powered by 211 and United Way*
- After feedback Lori created a one-page ‘key words’ that will help navigators determine which agency a customer should be referred. After one additional change suggested by Jaime she will send to all to use however it works best for each agency and talk to Corey about putting it on the smart sheet.
- Partners provided updates on how the system is working.

Action:

- *Lori will work with Corey about putting the Key Words document on the smart sheet.*

III. Community Outreach (Tamar)

- Tamar Jackson, WFC’s Community Engagement Director shared that his job is to implement a strategic engagement plan and organize outreach with WFC and partner organizations.
- He would like to connect with those doing outreach in the community for each organization to build something together and learn from each other.

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- After discussion, it was decided that an outreach group of this subcommittee will begin meeting quarterly beginning in May to share information and build a relationship. Tamar would be put on the June agenda of the subcommittee to report out how things are going and on a monthly basis do a summary writeup that can be shared with the subcommittee.
- On behalf of the subcommittee, Tamar will ensure with the group that when making referrals that they be codified with the Common Referral System.

Action:

- ***Subcommittee will send to Debbie the names/contact information of those they would like to be considered for the Business Solutions Team.***
- ***Tamar to convene quarterly meetings beginning in May, be on the agenda for June's subcommittee meeting and provide a summary writeup of happenings that can be shared with the subcommittee on a monthly basis.***

IV. Single Point of Contact for Business (Discussion)

- Launch of Business Plan:
 - Lori sent the Leadership Committee a draft of business plan and asked that they read it prior to the meeting that is scheduled for this afternoon. The plan is to get them to approve it today.
 - They are all committed to getting Salesforce licenses. ESD is committed but cannot use systems that are on cloud based so a workaround will be needed.
 - We will reach out to gather names for the newly formed Business Solutions Team and begin the startup phase with meetings in May, June and July.
 - Lori met with April Gibson, WDC Chair who really pays attention to business needs. May invite her to the first Business Solutions Team meeting to share her vision.

Action:

- ***Subcommittee will send Debbie the names/contact information of those they would like to be considered for the Business Solutions Team.***

V. WDC Bold Goals (Information)

- Candice shared information on the Power Up Pierce initiative of the bold goals.
- A very engaging website has been created which includes a personality assessment if there isn't a dream job in mind.
- Asked partners to help support and promote the Power Up Pierce website and Facebook page.
- If there are any success stories or anything else you would like to share, send to Candice who will determine if it is appropriate to place on the site.

VI. Operational Issues (Information and Discussion)

- Center Update:
 - 2300 customers in the center for March. Primary reason is workshops and job search. WorkSourceWA sign in has increased due to idea from Jocelyn to reach out to customer while in the resource room if they marked no on the sign in sheet and help them do it.
 - Grand Opening is today 3pm-5pm.
- Agency Updates were given.

PIERCE COUNTY
WORKFORCE
DEVELOPMENT COUNCIL

ONE-STOP PARTNER ADVISORY SUBCOMMITTEE

Debbie Aoki
Administrator
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WorkForce Central Staff Contact

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Business Solutions Team

Agency Name	Name of Individual(s)	Email Address
Clover Park	Michelle Barre	Michelle.barre@cptc.edu
DSHS	Karleen Essary	essarka@dshs.wa.gov
DVR	Susan Taylor Employment Specialist	susan.taylor@dshs.wa.gov
ESD	Debbie Aoki Emeline Pahulu Ione Turner	daoki@esd.wa.gov epahulu@esd.wa.gov iturner@esd.wa.gov
Goodwill	Amy Bell Manager WFD Program Development & Employer Engagement	AmyB@goodwillwa.org
Invista (Rep for Pierce College, TCC and Clover Park)	Don Sosnowski	DSosnowski@pierce.ctc.edu
Pierce College	Susan Cable	scable@pierce.ctc.edu
ResCare	Raquel Medina	Raquel.medina@rescare.com
Tacoma Community College	Stephanie Thompson Interim Associate Dean for Professional Services	sthompson@tacomacc.edu
Tacoma Community House	Audra Laymon Employment Services Manager	alaymon@tacomacommunityhouse.org

Scheduled Meetings

<i>Date</i>	<i>Time</i>	<i>Location</i>
May 6, 2019	2:00 pm – 4:00 pm	WorkSource Center, 2121 S. State Street
June 18, 2019	3:15 pm – 5:00 pm	WorkSource Center, 2121 S. State Street
July 15, 2019	9:00 am – 11:00 am	WorkSource Center, 2121 S. State Street

Outreach/Community Engagement

Agency Name	Name of Individual(s)	Email Address
Career Path Services	Danielle Thompson	dthompson@careerpathservices.org
CareerTEAM	Sara Irish	sarairish@careerteam.com
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ResCare	Sheena Clarke	Sheena.clarke@rescare.com
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04/19/2019