

**One-Stop Partner Advisory Subcommittee**

**Agenda**

**June 19, 2019**

**8:30 am – 10:30 am**

**WorkSource Center**

**2121 South State Street, 3<sup>rd</sup> Floor – Pine Classroom, Tacoma, WA**

- April Gibson, Chair
- Steve Gear, 1<sup>st</sup> Vice-chair
- TBD, 2<sup>nd</sup> 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)
  - How should we measure success/impact
- III. Single Point of Contact for Business (Discussion)
  - Business Solutions Team
- IV. Next Priority – Common Competencies
- V. WDC Bold Goals (Information)
- VI. Operational Issues (Information and Discussion)
  - Center Data Report (Cheryl Keating)
  - Agency Updates

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<u>Meeting Dates</u>	<u>Time</u>	<u>Location</u>
July 18, 2019	8:30 am – 10:30 am	WorkSource Center, Pine Classroom
August 14, 2019	8:30 am – 10:30 am	WorkSource Center, Pine Classroom
September 18, 2019	8:30 am – 10:30 am	WorkSource Center, Pine Classroom
October 17, 2019	8:30 am – 10:30 am	WorkSource Center, Pine Classroom
November 21, 2019	8:30 am – 10:30 am	WorkSource Center, Pine Classroom
December 18, 2019	8:30 am – 10:30 am	WorkSource Center, Pine Classroom

**One-Stop Partner Advisory Subcommittee**

**Meeting Notes**

**May 8, 2019**

**8:30 am - 10:30 am**

**WorkSource Center**

April Gibson, Chair  
Steve Gear, 1<sup>st</sup> Vice-chair  
TBD, 2<sup>nd</sup> Vice-chair  
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**Present:** Lori Strumpf, Keith Johnson, Jaime Prothro, Debbie Aoki, Jim Kinney, Wil Yeager, Don Redford, James Hughes, Julia Brooks, Cristeen Crochet, Cheryl Keating, Amy Diehr, Deborah Howell, Robin Gashi and new members Natalie Archer and Penni Belcher

**Absent:** Michelle Griffin, Nicole Fillmore-Meshesha, Kelli Johnston, Jonathan Utrera

**Guest:** Tamar Jackson, Director of Community Engagement for WFC

**WFC Staff:** Debbie Lean

**I. Comment Card Reports (Review and Discussion)**

- Lori shared a Comment Card Data Collection Report by Partner Agency. This will be provided on a quarterly basis.
- Subcommittee discussed the idea of not allowing customers to skip the where are you question.
- After discussion, Lori will take all feedback she has received from this committee, individuals and various teams and will bring back edits for review.
- Lori asked the subcommittee to find ways to increase the completion rate in their respective organizations.

**Action:**

- *All comment card feedback should be emailed to Lori.*
- *Lori will bring back edits based on feedback to the subcommittee to review at the next meeting.*

**II. Referral System Development (Information and Discussion)**

- Brand name: *Common Referral System powered by 211 and United Way*
- Penni shared they are gathering feedback and are looking at a redesign of the smart sheet and the forms to make it more efficient. Will add to her feedback the idea of adding a 'not applicable type' button. Also reminded people to use the Help Desk Ticket that is in the smart sheet instead of sending individual emails to staff. Also looking at adding a place in the system to request a new user/remove user.
- Penni is working with a couple of agencies on some minor glitches on alerts, etc.
- Lori reminded all that she is the process person – about the system. 211 staff are there for platform and referral questions.
- There was navigator training held for Center staff with 35 staff in attendance. The training was focused on why do we use it and how we use it at the center.
- Don shared that DVR is not using referral system at this time due to security issues raised by their IT Department. Until resolution he is referring them through leaders at the Center.

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**Action:**

- *Members need to email common referral system feedback to Penni.*
- *Lori will follow up with Mandy (DVR) to determine what the security issue is and assist in getting it resolved.*

**III. Single Point of Contact for Business (Discussion)**

- Had first meeting. It was a forming meeting – charter, review of plan, etc.
- There were a lot of questions of how it is going to work, what are the consequences and protocols.
- Lori will continue to be the facilitator of the group until there is a comfort level and then a leader will be appointed.

**IV. WDC Bold Goals Activities (Information)**

- Last meeting notes for reason for group.
- Tamar shared that approximately 45 invites have been sent out for the outreach group for a meeting scheduled for May 29<sup>th</sup> at 10am. He will report out to this group at next meeting.
- Deborah shared that the ABE group is working on a tracking system – tracking how many people get in engaged in ABE, GED, postsecondary. Also tracking data in terms of barriers within family. The first focus group meeting only yielded one individual. Other focus groups will be scheduled soon.
- Natalie shared that as the Pierce County BEdA navigator, she going out in the community and working with other organizations and partners to find adult learners who need to complete high school either through High School 21 or GED and then helping with a soft handoff between me and one of the six providers.
- Lori shared that she is working with two emerging affiliate sites: Tacoma Urban League and Korean Women’s Association and that the library has applied and is getting certified shortly. Also shared that she asked partners at the Center – ESD, CPS, ResCare, and Career Team to talk about how they could provide one day of workforce services at every affiliate sites (certified and emerging) once a month.

**V. Operational Issues (Information and Discussion)**

- Center Update:
  - 2200 customers in the center for April. Participated in large events offsite. Hire253, JobFest and Hardie Plank – additional 1500 customers.
  - Looking at customer cards and reviewing feedback for additional trainings.
  - GED will be onsite Summer quarter (July). We will offer it hear and see how it goes – see what the demand is. Partnership with Clover Park.
  - Agency Updates were given.



## CWDP COMPETENCIES

### Section 1 - BUSINESS AND ECONOMIC DEVELOPMENT INTELLIGENCE

1. Fosters interagency relationships in local/state government.
2. Maintains continuous awareness of the political climate, community planning, and existing business/industry base and how they impact initiatives.
3. Speaks the language of business and the marketplace.
4. Understands recruitment and retention of workers.
5. Understands the role of workforce development in economic development.

### Section 2 - CAREER DEVELOPMENT PRINCIPLES

1. Administers and interprets a variety of assessment tools.
2. Delivers and applies knowledge of modern job search strategies.
3. Develops training plans that address employer needs and job-seeker capabilities.
4. Identifies the kinds of information individuals need, including assessment, to make realistic career decisions, and where that information can be found.
5. Knows what skills are needed to search for, obtain, retain, and change employment.
6. Listens to customer concerns and protects customer confidentiality.
7. Makes appropriate referrals.
8. Provides customer with career exploration and job development skills.
9. Understands modern recruitment and retention strategies.
10. Understands the process by which individuals build skills, advance, and change employment.
11. Understands the process by which individuals identify goals, as well as prepare for, search for, and retain employment.

### Section 3 - COLLABORATION AND PROBLEM SOLVING

1. Defines problems clearly and concisely.
2. Engages customers, colleagues, agencies, and partner associates in a positive, professional manner.
3. Is knowledgeable about the range of services in the community, and develops and maintains relationships with partners to deliver a comprehensive array of services to customers.
4. Leverages resources from both internal and external customers.
5. Possesses analytical and observation skills that coupled with knowledge and information can lead to effective problem solving assistance.
6. Seeks additional resources when needed for problem resolution.
7. Understands the basic principles of teamwork and actively participates in team activities.
8. Uses communication skills and teamwork to maximize opportunities.
9. Values the development of professional networks.

#### **Section 4 - CUSTOMER SERVICE METHODOLOGY**

1. Identifies customer needs and expectations to create positive customer satisfaction.
2. Places appropriate emphasis on “excellence” and “speed of response” in work performance.
3. Positions workforce development programs as a primary community partner in the service area.
4. Understands the essential elements of a helping relationship, including rapport, trust, and mutual respect.
5. Understands who the principal customers of the workforce development system are and treats all with respect.

#### **Section 5 - DIVERSITY IN WORKFORCE DEVELOPMENT**

1. Adapts materials and services to address diverse needs of customers.
2. Creates an environment that enables all individuals to contribute to their fullest potential.
3. Identifies and implements innovative methods for delivering services to diverse or special populations.
4. Understands the special employment needs of diverse groups.

#### **Section 6 - LABOR MARKET INFORMATION AND INTELLIGENCE**

1. Accesses, analyzes, and uses local, state, and national electronic and non-electronic labor market information delivery systems and databases.
2. Identifies information individuals need, including assessment, in order to make realistic career decisions, and where that information can be found.
3. Provides updated LMI to employers, job seekers, and staff to develop opportunities.
4. Understands basic computer technology used in workforce development.
5. Understands the types of labor market information available and the uses of such information.

#### **Section 7 - PRINCIPLES OF COMMUNICATION**

1. Asks questions for clarification.
2. Communicates with internal and external customers.
3. Demonstrates teamwork skills.
4. Demonstrates the skill, ability, and willingness to conduct employment-related workshops.
5. Speaks to single individuals or large groups in order to teach, inform, or persuade.
6. Seeks input/feedback from employers and job seekers.
7. Understands the language used by business and employers.
8. Values and demonstrates public relations skills and marketing skills.
9. Writes case notes, memos, reports and other correspondence using appropriate grammar, spelling and punctuation.

#### **Section 8 - PROGRAM IMPLEMENTATION PRINCIPLES & STRATEGIES**

1. Accepts suggestions for performance improvement from consultants and supervisors.
2. Anticipates and prepares for organizational change.
3. Applies principles of caseload management
4. Demonstrates innovation and creativity in implementing needs assessment, program design, operation, and problem solving.
5. Develops, packages, and delivers customer solutions.
6. Establishes and communicates a shared vision, values, strategic goals, priorities, parameters, and accountability standards for the organization.

7. Plays a variety of task and relationship roles.
8. Understands how career programs are designed to use appropriate service strategies to meet program goals.
9. Understands the importance of accountability and record maintenance.
10. Uses indicators and established instruments to evaluate and document program performance and outcomes.

#### **Section 9 - WORKFORCE DEVELOPMENT STRUCTURE, POLICIES AND PROGRAMS**

1. Demonstrates knowledge of federal, state, and local workforce development programs, funding guidelines, and workforce development codes.
2. Interprets current laws and structure to deliver appropriate services, and understands how their own work impacts the system's goals.
3. Relates public workforce development policy, initiatives, and funding sources with the current system.
4. Understands who the principal customers of the workforce development system are.