

**WDC Pierce County Leadership Committee**

**Agenda**  
**June 19, 2019**  
**1:00 pm – 3:00 pm**

**WorkSource Center**  
**2121 South State Street, 3<sup>rd</sup> Floor**  
**Evergreen Conference Room**  
**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. Year in Review – July 2018 to June 2019 (Discussion)  
 Review of LT Role and Accomplishments (See Handout)
- II. Common Technology (Update)
  - Common Referral System
  - I-Dashboards
- II. IFA (Update and Discussion)
- III. MOU Priorities (Discussion)
  - Single Point of Contact for Business Services
  - Workforce Skills Standards
- IV. WDC Bold Goals (Information and Discussion)
- V. Operational Issues Occurring within the System (Discussion)
  - Center Data Report

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<u>Meeting Dates</u>	<u>Time</u>	<u>Location</u>
August 14, 2019	1:00 – 3:00 pm	WorkSource Center, Evergreen
October 16, 2019	1:00 – 3:00 pm	WorkSource Center, Evergreen
December 18, 2019	1:00 – 3:00 pm	WorkSource Center, Evergreen

WDC Pierce County Leadership Committee

Meeting Notes

April 10, 2019  
1:00 pm - 2:30 pm

WorkSource Center  
2121 South State Street, Suite 300, Tacoma, WA

April Gibson, Chair  
Steve Gear, 1<sup>st</sup> Vice-chair  
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Present: Mabel Edmonds, Susan Cable, Don Gauntz, Jason Scales, Tim McGann, Lori Strumpf, Hilliary Bryan, Jayme Kaniss, Susan Cable

Absent: Mandy Kipfer Rich Nannini, Dereck Spivey

WorkForce Central Staff: Debbie Lean

**I. Common Technology (Update)**

Common Referral System

- Common referral system has been launched and is pretty well saturated.
- The number of referrals each agency is getting and putting out is increasing each month.
- Branded as: *Common Referral System powered by 211 and United Way.*

Customer Satisfaction

- Customer comment cards is well saturated at the Center but not throughout the system.
- We need to up the responses from the other partners.

Idashboards

- IDashboards is one mechanism for common information collection. It is the least saturated and is a struggle getting data due to State restrictions.
- It was supposed to launch in January but now we are all the way to a July 1 launch with data that is missing.
- Committee recommended reporting to the WDC what we have tried and what the State issue is. I

**Action:**

- *Hilliary will request from Linda time on the WDC agenda to report on the IDashboard issues.*

**II. IFA (Update and Discussion)**

- First of three planned meetings took place this week. There was an agreement to use the same methodology that we have been using.
- Identified potentially 7 categories and decided that a line item was needed for accommodations and a miscellaneous category for things such as the grand opening.

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### **III. MOU Priorities (Discussion)**

#### Single Point of Contact for Business Services

- After discussion, the leadership committee approved the Integrated Business Plan.
- Lori will move forward with the creation of an expanded Business Solutions team. Those agency staff sitting on the team will have to purchase Sales Force licenses.
- 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.
- Subcommittee was asked to get names to Debbie on who (if anyone from their respective agency should be on the Business Solutions Team.

#### *Action:*

- *Lori will send out the list to this group of who they said should be on. If you don't agree with the name, work with your internal staff.*

### **IV. WDC Bold Goals (Information and Discussion)**

- The bold goals implementation group is working on their action plan. They are also working with WFC on a set of metrics.
- Candice shared information on the Power Up Pierce initiative at the subcommittee meeting. Asked partners to help support and promote the Power Up Pierce website and Facebook page and 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.

### **V. Operational Issues Occurring with the System (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.
  - Reminded all of the Grand Opening is today 3pm-5pm.

**FROM THE MOU**  
**For Year in Review Agenda Item**

**5.2 Pierce County WorkSource Leadership Team**

The Pierce County WorkSource Leadership Team will strategically work to support workforce development system integration and maximize connections among job seekers, workers, businesses and employers. Each agency will actively support the governance structure of the Partnership made up of the Leadership Team and various work teams. This team is formally designated as a WDC committee and provides input and recommendations to the WDC. The Leadership Team will have representation from the partnership under a process that is determined by the signatories to this MOU.

- 5.2.1 Ensure continuous accountability and evaluation through customer satisfaction surveys and other performance outcomes are in place.
- 5.2.2 Promote the further integration of programs through joint planning.
- 5.2.3 Align WorkSource Pierce related planning and budgeting processes and conduct these functions jointly, when appropriate. Contribute cash and/or in kind to support the workforce development system.
- 5.2.4 Jointly identify and support workforce skill standards and industry performance measures to drive common outcomes.
- 5.2.5 Coordinate resources and programs and to promote a more streamlined and efficient workforce development system.
- 5.2.6 Promote information sharing and the coordination of activities to improve customer service, improve local partners' performance and return on investment.
- 5.2.7 Among the Agencies party to this MOU, use common release of information processes subject to confidentiality provisions and to preserve records for the period required by law.
- 5.2.8 To identify and address barriers to coordination.
- 5.2.9 Promote and support the development and implementation of a more unified system of measuring performance and accountability that meet agency requirements.
- 5.2.10 Promote and support the development of common data systems to track progress and measure performance.
- 5.2.11 Provide feedback to the WDC and the LEO's to assist the WDC/LEO's with oversight of the system-wide commitments.
- 5.2.12 Commit to the Continuous Quality Improvement (CQI) initiatives of the WDC, including the CQI Certification Process.