

One-Stop Partner Advisory Subcommittee

Agenda
August 14, 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)
 - 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

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

Deborah, Howell, Vice President of
 Innovation & Strategy
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

<u>Meeting Dates</u>	<u>Time</u>	<u>Location</u>
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

Meeting Notes
July 18, 2019
8:30 am - 10:30 am

WorkSource Center

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

Present: Natalie Archer, Penni Belcher, Julia Brooks, Caroline Cabellon, Cristeen Crouchet, Deborah Howell, James Hughes, Kelli Johnston, Maye Kaur, Cheryl Keating, Jim Kinney, Don Redford, Juanessa Scott, Lori Strumpf

Absent: Debbie Aoki, Amy Diehr, Jaime Prothro, Wil Yeager

Guest: Denise Cervantes, Senior Associate, 211

WFC Staff: Debbie Lean

I. Comment Card Reports (Review and Discussion)

- Lori shared a chart that speaks to each agency responses. 2,092 total responses for job seekers have been collected to date.
- The Center's Operations Team conducted a pilot where they asked people when they signed in what their preferred language is. After the pilot was completed, the responses did not justify the need to translate the comment card into another language.

Action:

- *Lori will take all feedback and update the comment card and advise when it is updated and operational.*

II. Referral System Development (Information and Discussion)

How should we measure success/impact

- Committee reviewed the referral sheet and made suggested changes to better serve all partners/customers.
- Suggested changes being made: Remove number in the household, replace age with date of birth, remove race and housing status.
- Caroline (Tacoma Housing Authority) shared that THA is not accepting new clients and asked that their referral box on the smartsheet include a parenthesis (current clients only) to help eliminate them having to send the referrals back.
- Very important that users use the comment section to track status of services being provided.

Action:

- *Penni and 211 staff will make the recommended changes to the smartsheet.*

III. Single Point of Contact for Business (Discussion)

- Lori gave a brief update on the work of the new business solutions team. This month's meeting was spent talking/brainstorming on how we would work together, what some of the strategies would be and what the action plan would look like.

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

Deborah, Howell, Vice President
of Innovation & Strategy
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

IV. Next Priority – Common Competencies

- In the MOU, one of the seven system integrators is: **Common Competencies** (workforce competencies).
- After discussion, the subcommittee would like to begin the conversation discussing philosophical values.

Action:

- ***Lori will provide Debbie with the link to Dynamic Works to send out with the meeting notes.***
- ***Committee will come to August's meeting ready to have a conversation about values and how they will benefit the staff and the system.***

V. WDC Bold Goals Activities (Information)

- James gave an update on where his group is with the Adult/DW work. The group is looking at the action plan and discussing what next should be on the agenda for the next 6 months.
- Deborah shared that the Executive Board want to see the impact of the work so WFC has prepared a Bold Goals Dashboard and a Bold Goals Update document which she presented to them earlier in the day. Deborah will send these documents to the subcommittee.
- Lori shared that the WDC has just certified the Pierce County Library System as a satellite site. Services will be delivered once a month at 3 of the 18 library sites.

Action:

- ***Deborah will email the Bold Goals Dashboard and Update document to the subcommittee.***

VI. Operational Issues (Information and Discussion)

- Center Update:
 - 1860 customers in the center for June. From December – to date: 13,745 visits
 - Tuesday extended hours and the Resume Lab we are seeing an increase in attendance.
- Agency Updates were given.