

WDC Pierce County Leadership Committee

Agenda
August 14, 2019
1:00 pm – 3:00 pm

WorkSource Center
2121 South State Street, 3rd Floor
Evergreen Conference Room
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. 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>
October 16, 2019	1:00 – 3:00 pm	WorkSource Center, Evergreen
December 18, 2019	1:00 – 3:00 pm	WorkSource Center, Evergreen

Meeting Notes

June 19, 2019
1:00 pm - 2:30 pm

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

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Present: Susan Cable, Jason Scales, Don Gauntz, Lori Strumpf, Hilliary Bryan, Jayme Kaniss, Eu-wanda Eagans

Absent: Tim McGann, Mandy Kipfer, Mabel Edmonds, Dereck Spivey

WorkForce Central Staff: Debbie Lean

I. Year in Review – July 2018 to June 2019

Review of LT Role and Accomplishments (handout)

- Lori shared with the Leadership Team a year in review of accomplishments document. After review, the committee agreed that a lot of progress has been made, with more to do. In one year collectively, there has been great progress.
- Susan shared that the colleges are seeing direct referrals from the college person stationed at the center but are not getting referrals from the rest of the system.
- In time, the common referral system could be a game changer for partners.

Action:

Lori will look in to how many referrals the colleges are receiving and get clarification on how they are receiving them (i.e. staff person at the center or other means).

II. Common Technology (Update)

Common Referral System

- Common referral system has been launched and is well saturated.
- With the help of 211 staff, Lori is working on responses to DVR's security issues. Until their questions/concerns are resolved they are unable to use the referral system.

Idashboards

- Due to data sharing concerns state partners are having, WFC hasn't been able to get the data needed for Idashboards.
- WFC is working with a couple of new agencies to try and get information from them.

III. IFA (Update and Discussion)

- There is an IFA meeting scheduled for tomorrow. A decision will have to be made regarding the \$80,000 shortfall.
- The two biggest players that haven't responded yet are THA and Bates. Even if they contributed their total amount, there will still be a \$65K shortfall.

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- Job Corps is required to be a partner if they are in your local area and the nearest office is in Northwest WA. Rich Nannini's company is the contractor who delivers training to Job Corps in Pierce County and has decided to bow out as an MOU partner.
- Tacoma Rescue Mission's new leadership made the decision to give up its adult basic ed program as of the end of June 2019. Because of this, they have decided not to contribute \$1000 to the IFA however, they still want to be a partner. Partners will need to discuss whether a non-paying partner can be a partner at the IFA meeting tomorrow.

Action:

- ***Lori will be discussing with partners at the IFA meeting scheduled for tomorrow the \$80,000 shortfall and whether a non-paying partner can be a partner.***

IV. MOU Priorities (Discussion)

Single Point of Contact for Business Services

- Business Solutions Team had its second meeting yesterday. April Gibson, Chair of WDC was there to lay out expectations for having a business solutions team.
- Because most of the players around the table have not been part of other groups and don't know much about the MOU/IFA, they are struggling with what it means for their respective agency.
- At the next meeting the team will be identifying some of the first things of the plan they can begin to work on together.

Workforce Skills Standards

- In the MOU, one of the seven system integrators is **Common Competencies** (workforce competencies).
- Lori shared that the Washington Workforce Association recently went through this set of competencies and as a group across the 12 WDAs identified which were important to them. They want everybody to be focused on: Business and Economic Development Intelligence, Career Development Principles, and Customer Service Methodology (Sections 1, 2, 4).
- The subcommittee are reviewing these competencies and have been asked to come to next month's meeting with some ideas for how we might start the work.

V. WDC Bold Goals (Information and Discussion)

- WFC staff and partners are working hard on the bold goals.

VI. Operational Issues Occurring with the System (Discussion)

- Center Update:
 - GED will be offered onsite. The pilot will run July 2nd through August 28th, Tuesday-Thursdays from 9:30 – 12:30. They will be enrolled as a Clover Park Tech student which means they will qualify for free bus passes.
 - Launched new resume lab on Tuesday evenings 4pm – 6pm.
 - 2537 customers in the center for May. Workshops and appointments are the biggest draw.

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.