

One-Stop Partner Advisory Subcommittee

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 Ponепinto
Patty Rose
David Shaw
Dereck Spivey
Ron Thalheimer
Blaine Wolfe
Lin Zhou

Agenda

September 18, 2019

8:30 am – 10:30 am

WorkSource Center

2121 South State Street, 3rd Floor – Pine Classroom, Tacoma, WA

- 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. WDC Bold Goals (Information)
- V. OSSO and Partner Governance Structure (Update)
- VI. Operational Issues (Information and Discussion)
 - Center Data Report (Cheryl Keating)
 - Agency Updates

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WorkForce Central
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<u>Meeting Dates</u>	<u>Time</u>	<u>Location</u>
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
August 14, 2019
8:30 am - 10:30 am
WorkSource Center

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Present: Keith Johnson, Lori Strumpf, Cheryl Keating, Jim Kinney, Debbie Aoki, Amy Diehr, Kelli Johnston, Julia Brooks, Penni Belcher, Caroline Cabellon, Deborah Howell, Natalie Archer, Don Redford, Maye Kaur

Absent: Cristeen Crouchet, James Hughes, Jaime Prothro, Wil Yeager, Juanessa Scott

Guest: Tamar Jackson, Director of Community Engagement, WorkForce Central

WFC Staff: Debbie Lean

I. Comment Card Reports (Review and Discussion)

- Revisions were made consistent with the recommendations made at last meeting.
- Will revisit at a future date to determine if questions need to be revised.
- Completion numbers are up on this week's report and all comments were positive.

II. Referral System Development (Information and Discussion)

How should we measure success/impact

- Committee reviewed and accepted the changes made to the referral sheet.
- Still remaining issues with DVR being worked on. The original issue was security and now the issue relates to liability.
- 211 has created a new landing page and training materials are now online to assist new users. Quick links and announcements are also on the smartsheet now.
- Kelli shared that the referral system has been positive for TCC.
- Training is important. The more in-depth understanding we have, the better the tools are going to be.

III. Single Point of Contact for Business (Discussion)

- The Workforce Partnership Business Solutions Team had its fourth meeting. There are 8 actions and the team prioritized the top 4:
 - First Priority: Mapping out all of the employer advisory groups (roundtables, advisory groups) that exist among all partners to see how over or underwhelming we are.
 - Second Priority: Process mapping/flow
 - Third Priority: Create a portal for workplace opportunities and placement. Colleges have a similar portal called Interface and they will provide a demonstration at a future meeting.
 - Fourth Priority: Consultative services – key principles and philosophies around how to approach an employer.

IV. Next Priority – Common Competencies

- New system integrator work will be put on hold due to the reduced role of the OSSO. The OSSO will continue to manage all we have in play, work on behalf of the partners, act as the functional supervisor of the Center Manager, and continue oversight of the Center.

V. WDC Bold Goals Activities (Information)

- Natalie (ABE Navigator) is continuing to build connections in the community.

- Lori (OSSO) continuing to work on bringing services to the Center that connect to the Bold Goals in terms of removing barriers and currently is working with Harborstone Credit Union to bring financial literacy training to the Center.
- Have been piloting GED at the Center since July and will have another session in the Fall.
- Working on finding a mental health partner to assist customers at the Center. WFC intern compiled a mental health resource list.
- Deborah shared that WFC has been piloting a system called EMAP (Employee Assistance Program). Linda has given authorization to ease other system partners into being able to use that system. It allows customers to call and get assistance on matters such as anxiety, legal issues, domestic violence, depression. They get up to three free counseling sessions. She will reach out to partners to discuss.
- Tamar gave a presentation on the work of the Pierce County Community Engagement Taskforce. Highlights:
 - The Pierce County Community Engagement Taskforce has been assembled. To date, there are 60 community members actively engaged from 42 organizations throughout Pierce County.
 - There are two purposes behind this taskforce.
 - Rebuilding trust again in the communities we are meant to serve, all while removing the implicit bias surrounding community engagement.
 - Building the real structure that will continue to sustain the trust these communities should have always had.
 - Strategies of the Taskforce:
 - Strategy 1: Outreach
 - Strategy 2: Recruitment
 - Strategy 3: Retention
 - Framework is based on pillars that respect the right of all community members to be:
 - Informed
 - Consulted
 - Involved
 - Empowered
 - Placing a premium on fostering and enhancing trust for long-term, sustainable engagement
 - We must ACTIVATE

Action:

- ***Lori will send the mental health resource list to Debbie to get out to the subcommittee.***

VI. Operational Issues (Information and Discussion)

- Center Update:
 - 1812 customers in the Center for July.
 - ESD rolled out a self-scheduling system so customers are now able to self-schedule based on their own availability versus being assigned a time and day to come in.
 - Started asking the question if this is their first time visiting the Center. 60% said yes.
 - Still seeing a good number of customers coming in for the Tuesday night Resume Lab. Looking at the possibility of inviting employers to come in and help provide more of an employer view.
 - Operations team launched a workshop paper survey at the end of each workshops.
 - Looking at launching a new shared drive through SharePoint that ESD was able to create so that all Center staff can access.
- Agency Updates were given.