

WDC Pierce County Leadership Committee

Agenda
September 19, 2019
10:30 am – 11:30 am

WorkForce Central
3640 South Cedar, Suite E
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. OSSO and Partner Governance Structure (Update)
- VI. Operational Issues Occurring within the System (Discussion)
 - Center Data Report

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Meeting Dates	Time	Location
October 16, 2019	1:00 – 3:00 pm	WorkSource Center, Evergreen
December 18, 2019	1:00 – 3:00 pm	WorkSource Center, Evergreen

Meeting Notes

August 14, 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, Lori Strumpf, Hilliary Bryan, Jayme Kaniss, Mabel Edmonds, Mandy Kipfer

Absent: Tim McGann, Dereck Spivey

WorkForce Central Staff: Debbie Lean

I. Common Technology (Update)

Common Referral System

- Numbers are going up.
- Still remaining issues with DVR being worked on. They still are unable to use it. The original issue was security and now the issue is 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.

IDashboard Update

- Hilliary shared that Josh will be presenting a prototype at the WDC meeting tomorrow. She will update the committee at the next meeting.

II. IFA (Update and Discussion)

- Due to lack of funding, the responsibilities of the OSSO are being reduced. There will be an extra meeting of this committee to discuss the limited scope of the OSSO and the implications of the governance of the system and this committee.
- 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.

Action:

- *Debbie will send a meeting notice for September.*

III. MOU Priorities (Discussion)

Single Point of Contact for Business Services

- 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.

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- Fourth Priority: Consultative services – key principles and philosophies around how to approach an employer.

Workforce Skills Standards

- Put on hold due to the reduced role of the OSSO.

IV. WDC Bold Goals (Information and Discussion)

- Continuing to work on bringing services to the center that connect to the Bold Goals in terms of removing barriers.
- Thanks to the colleges and Clover Park in particular, we have had the first semester of GED training onsite. CP stated that having 5 registered would make it worthwhile and there are currently 7 people. Instructor is fabulous and there is a willingness for Open Entry/Open Exit. The plan is to run another session in the Fall.
- Currently working with Harborstone Credit Union to bring financial literacy training to the Center.
- Working on finding a mental health partner to assist customers at the Center.

V. Operational Issues Occurring with the System (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.

Action:

- ***Debbie will include the Center data report with next meeting agenda packet.***

Month: July 2019

Total Center Traffic: 1,812

