

**Workforce Development Council – Business Services Committee**

Minutes

January 14, 2020, 3:00 pm – 4:00 pm

Workforce Central, 3640 S. Cedar St., Suite E, Tacoma, WA

**Present:**  Steve Gear, Dale King

**Absent:**  April Gibson, Lin Zhou, Dereck Spivey, Joyce Moyer

**Staff:** Teresa Delicino, Helen McGovern-Pliant, Kari Haugen, Josh Stovall

The meeting began at 3:00 pm

1. Review minutes from November 26, 2019: The committee reviewed minutes. No edits or corrections were made. With no quorum present, approval of minutes will be tabled until the next meeting.
2. Update from Talent Pipeline Development Committee, Kari Haugen: Kari shared that the Talent Pipeline Development Committee has chosen to work with the construction sector to support talent development. They will be hosting a town hall style meeting to hear from construction sector businesses about their needs and challenges. The group discussed that the past committee structure combined Talent Pipeline Development (TPD) with Business Services. The current committee structure separates these; however, there are areas of interest that cross both committees. The Talent Pipeline Committee considers employee skills training and growing the talent pipeline while the Business Services Committee focuses on providing a suite of services to business to meet their workforce and hiring needs. Both committees are looking at data and how we can best support our business customers. The goal is to work in alignment as we engage with the business community.

Lori Strumpf and Kari Haugen are staffing the TPD committee. Looking at efforts by other WDC’s, the TPD decided to move forward with the creation of a construction sector alliance. Based on feedback, the group chose the construction sector at this time and will consider other sectors at a later date. Healthcare was considered as well.

TPD is in the process of sending out an alliance fact sheet and invitation for business partners to participate in the town hall discussion. Josh Stovall, WFC Research Analyst, is preparing an industry brief to share with attendees that identifies gaps, needs, pipeline strategies, and pinch points. The basis of this convening is to hear from sector representatives what their needs are and what things we may want to do differently.

Teresa Delicino shared that this may be an opportunity for the Business Services Committee (BSC) to ask what other services and supports these businesses may need. What the TPD Committee hears may be helpful to the BSC discussion. The Town Hall (Construction Alliance) is scheduled for February 20th.1:00-3:30 prior to the WDC meeting. Steve Gear asked Kari to speak with Lori about BSC members and staff attending and suggested the possibility of incorporating some of their questions into the meeting.

Steve Gear asked, “At the end of the day what are businesses or employees receiving?”. Kari shared that the TPD Committee is looking at what employers are needing for their talent pipeline. Getting the right applicants and employees engaged, collaboration with training organizations, and streamlining processes to improve access, listening to projections for their workforce needs, the impact of artificial intelligence (AI), trends, and sector specific concerns.

Steve requested that Kari ask Lori to add BSC representatives to the upcoming town hall meeting and to coordinate some questions we may have into the session, with the BSC committee playing a minor role.

Teresa asked about how best to structure the sharing of information between the two committees going forward. It was suggested that staff attend both committee meetings on a quarterly basis and that meeting minutes are shared between the committees monthly.

1. Sector demand data review: Josh Stovall reviewed the November 2019 Monthly Employment Report, employment statistics and what is trending in Pierce County, the State and the Country. Q3 and Q2 show the largest gains were in construction due to seasonality. Healthcare is shown with the largest number of jobs posted.

The committee discussed needing to understand the correlation between industry rankings and what services are being used. Who is using the services as related to who is growing and who is shedding employees? Steve: Understanding this will help us speak to the services that are of benefit the most and who is using the services the most. Helen suggested that awareness is an important piece as well, making sure businesses are aware of what services are available.

Josh reviewed 2018-2019 industries data. Steve: We need to know how we compare to other available resources. How do we obtain information on the most successful methods to find employees?

Helen asked if this information would be more accessible working with the Economic Development Board. Teresa: Yes, for working with larger firms. Small and medium business may need and depend on these services more. Larger firms may be looking for incumbent worker training and skill development, upskill back fill, than recruitment. Dale: Surprised that schools and government are not represented in sectors served. Josh’s data shows schools and government as top employers. The group discussed specific talent acquisition resources and approaches used by some key sectors that may have an impact on their representation.

1. Business services utilization: Teresa shared a snapshot of business services utilized and which sectors businesses represented in the last quarter of 2019.

Helen identified that construction does not show up on these documents which could be due to seasonality. Teresa shared that construction companies also use labor halls and apprenticeship programs as well. How they source employees would be a great question to ask at the upcoming townhall meeting. There are very specific recruitment and staffing agencies that focus on schools, healthcare and other sectors that many are utilizing to due to their specialized focus. The group agreed that we need to look at a full year’s worth of services and see what that tells us. Healthcare manufacturing, food and retail appear to be highest users for this quarter.

Helen: It may be helpful to work with the chambers to conduct focus groups or surveys to see if they use our services, and if not, why. Josh indicated that we could create some new measures and some comparison charts. The committee discussed developing baseline data for services and employer representation.

1. Meeting frequency and time: Standing meeting times are still to be determined. A discussion regarding meeting attendance resulted in members agreeing to contact other members.
* Dale will contact Lin and Joyce. Steve will contact Dereck and April. Teresa will provide contact information.
* Dale requested the meetings be moved a half of an hour later as he has a standing meeting that interferes with our 3:00 start time.
* The second Tuesday of the month was proposed for recurring meetings. This will need to be confirmed with the balance of the committee.
1. Next meeting: February 11, 2020, 3:30-4:30 at Workforce Central
2. Other topics for consideration:

* Charter approval: This item will be tabled until a quorum is present

**Open action list for resolution at the next meeting:**

* Approval of November 26 minutes
* BSC Charter approval
* Coordination with TPD Committee Construction Alliance and questions we wish to pose
* Meeting frequency, dates and times

**Open action list for future resolution:**

* Additional data regarding sectors receiving business services as compared to their ranking in growth and employment
* Consider possible survey with the Chamber of Commerce