**Workforce Development Council – Business Services Committee**

Minutes

October 10, 2019, 3:00 pm – 4:00 pm

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

**Present:** Steve Gear, Joyce Moyer, Deborah Howell, Teresa Delicino

**Absent:** April Gibson, Dale King, Dereck Spivey, Lin Zhou

The meeting began at 3:15 pm

1. Chair, Vice-Chair, Co-Chairs: This discussion was tabled until more members are present.
2. Meeting norms and rules: A draft set of ground rules were reviewed. Deborah reminded all that these are public meetings subject to public disclosure and the public is welcome to attend. There meetings will be publicly posted.
3. Review of Committee Charter and members participating: An updated charter was provided that aligns with WFC Strategic Plan. The core function of the Business Services Committee (BSC) is to increase awareness of workforce services to the businesses community and to bring more businesses into the workforce system. Steve Gear suggested timelines on objectives should be broken down annually and to be consistent in our terminology: Business Services vs. Business Solutions. Deborah shared that the objectives of the committee can be appended if the committee comes up with other items they would like to address.

Ad hoc members: The discussion was opened to recommend additional parties to join the Business Services Committee. This can be within or outside of the workforce system. No new names were recommended. The committee can make recommendations at any time regarding ad hoc members or Subject Matter Experts to be part of our discussions.

1. Business Solutions Integrated Plan / Single Point of Contact:

**Priority Industry Sectors:** Joyce Moyer inquired about advanced manufacturing as a sector and suggested we need to further define what that means. Does that exclude or include certain types of manufacturers? She is concerned about excluding the greater opportunities in manufacturing by targeting “advanced” manufacturing. Steve Gear agreed. There are components and degrees of advanced manufacturing and it is gradually being adopted, but he prefers it to be “manufacturing”.

Joyce further stated that Healthcare is broad as is transportation, logistics and warehousing and recommends that “advanced” be removed from manufacturing. Deborah suggested that this could be related to working with higher wage jobs. The six sectors were a reminder of past efforts. This does not mean that the new committee cannot review these, look at data, and come back with recommendations.

Joyce suggested that IT/Cybersecurity may also be narrow. How do we broaden this area? As we narrow buckets it may inhibit us from doing greater good. Deborah agreed that we need to look at definitions.

Steve asked about the process for recommendations. Deborah clarified that the committee would make recommendations to the larger WDC board.

**PC Integrated plan** – Information was provided to the group to become familiar with what WFC consultant Lori Strumpf is working on as a part of our strategic plan. Deborah shared that historically it was WFC who managed business services. Lori felt all partners working with businesses should be included and an effort to integrate services and support a single point of contact methodology (i.e.: a business calls and one representative manages their needs until formally handed to another service provider; this supported by a database that keeps track of businesses needs and services received). The Integrated Plan document is the iteration of that effort. This was for informational purposes and is different from the work or the WDC Business Services Committee.

Joyce asked if we have one system that everyone uses to track activity. Deborah shared that WFC uses SalesForce internally and with its sub-contractor. Some partners also use SalesForce and we are currently having conversations about this and other systems.

Outreach Goals: Brief review of Goals 1-3, part of Charter.

**Performance Measures:** Steve suggested that if we have a 2025 date for Bold Goals, we could work backward to see what we need to do to get there, building a model to support the action plan. We may want to see something that we can kick around at the next meeting. He also suggested that we need to discuss what we are calling success. Recommendations, action items and outcomes that we can track to take to the WDC board. Steve prefers an excel document or project management approach to tracking. Steve would like the committee to participate in what it looks like and then have staff manage it. Deborah shared that WFC has broken down the Bold Goals into actionable activity for 2021 and will share with the Committee.

1. No other topics were brought up for consideration
2. Meeting Dates, times, locations and frequency: Steve suggested deferring this discussion until a larger group is present; however, he recommended once a month meeting. Joyce agreed. Meetings can be hosted at WFC on Cedar Street with the WorkSource office as a backup. We will book the conference line ahead of time and include that on the agenda. November 7th was recommended at the next meeting date. Staff will follow up with committee members on the date and preferred communication.

Next meeting: November 7, 2019 - 3:00-4:00pm at Workforce Central

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

1. Vice & Co-Chair decision – all
2. Performance measure tracking format – Review proposed Workforce Central document
3. Meeting frequency – all.

**Open action list for future resolution:**

1. Manufacturing sector classifications – all discussion with possible recommendation up to WDC.