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**Workforce Development Council – Business Services Committee**

Minutes

November 26, 2019, 3:00 pm – 4:00 pm

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

**Present:**  Steve Gear, Joyce Moyer, Dereck Spivey, Dale King, Deborah Howell, Teresa Delicino

**Absent:**  April Gibson, Lin Zhou

The meeting began at 3:00 pm

1. Chair, Vice-Chair, Co-Chairs:  Steve Gear is serving as committee Chair. Dale King volunteered and was selected to be the committee’s Vice-Chair.
2. Review minutes from October 10, 2019: The committee reviewed minutes, no edits or corrections were made.
3. Review of Committee Charter and members participating: Steve summarized the Charter. Increasing business engagement with the workforce system being the primary objective.

Joyce: We should have Someone representing each of the sectors – military, transportation, advanced manufacturing and healthcare are all covered by committee members. Would need construction and IT/Cybersecurity.

Deborah suggested the committee talk to the Talent Pipeline committee about what they are proposing for training and skills development. The Business Services committee would be looking at what the training could look like for employers and understanding their needs. We need to understand pain points.

Steve: How do we get that feedback once we determine priority sectors?

Deborah: We could conduct surveys or forums and listening sessions. We need to be working with the Pipeline committee. We may want to have individuals attending both Business Services and Talent Pipeline committees, or hold a quarterly meeting for the committees to come together. At least, we need to be reviewing the minutes of the Talent Pipeline committee meetings.

Joyce suggested looking at the “Year Up” program as a model to consider. It is a 1 year program with classroom and internship time typically with a large corporation such as Microsoft or Amazon, etc. It would take deep pockets and we’d have to find the right companies in Pierce County. Maybe in healthcare.

1. Performance measure tracking format: The committee reviewed the proposed tracking document presented by Deborah and Teresa. This document can be used to prioritize and track activities to be completed by the Committee. No significant modifications were recommended at this time.
2. Manufacturing sector classifications: Steve Gear stated that the best thing we can do is deliver hard data. Our job is to tell other committees what the business community needs. Manufacturing sector classifications, what data is needed, and how do we define “advanced”.

A discussion ensued about how sectors were initially chosen and how we should consider them going forward. Questions were raised: How is “demand” defined? Is it by current and historical job openings? What is the best use of using surveys? Can we look at data that can confirm these are the right sectors?

Deborah shared information about past Business Services and Talent Development committee work. That the committee broke apart which allowed Business Services to focus on businesses where before it was lost within talent development. She also shared that in the past, sectors were based on high wage and high demand. The sectors we are currently working with are from 2016 or earlier. We could look at high demand with pathway’s to careers.

Dereck: Most of the past sector work was demand focused. We may want to bridge the underutilized labor force to employer opportunities and look at the aging out populations and how we connect them to manufacturing for example; here’s the pipeline, now how do we get them to employers? This is a good place to integrate with the pipeline committee.

Steve: Maintaining awareness of what is in our scope and out of scope is important to keep track of.

Dereck: Ultimately, our goal is to show the value we bring to the business community such as HR support and assistance, labor statistics, and connectivity to resources. Understanding our Pierce County businesses and reviewing sectors. We are in charge of looking at business needs. Are they getting what they need?

Data needs: The group discussed what data would be helpful to aid the discussion going forward. We need to understand why businesses are not more engaged and be clear about the services they need and use. We need to market services to gain awareness and then have 1:1 connectivity with the business community.

* Data search regarding which jobs have the greatest job openings. County sector data is critical
* Information from Talent Pipeline committee discussion would be good to review
* Data that may currently exist with Chamber of Commerce or Economic Development Board
* Current available services. Staff will bring the “Suite of Services” information to the next committee meeting.
* Current customers:
  + Which services are most utilized.
  + What current customer sectors look like
  + Current customer vs. demand data job openings
  + Repeat users and why
  + What employers are offering internships, To coordinate with the Talent Development and Pipeline group
  + Look at what is not working - aggregate data from comment cards or customer feedback

1. Meeting frequency: Standing meeting times are still to be determined

Next meeting: January 14th, 2020 3:00-4:00 at Workforce Central

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

* Meeting frequency, dates and times – all.

**Open action list for future resolution:**

* Industry Sector data – discussion with possible recommendation up to WDC.
* Find a way to give visibility to businesses for sitting on advisory boards