

## **PacMtn Workforce Development Council**

### **Board Meeting Agenda**

Thursday, September 27, 2018 • 1:30 - 4:00 pm

PacMtn Offices • John Loyle Room

1570 Irving St. • Tumwater, WA 98512

Dial: 888-537-7715 Passcode: 60526531#

Pacmtn.adobeconnect.com/wdc



#### **I. Welcome & Leadership Reports (Duane Evans)**

**A.** Welcome, Establish Quorum & Review Today's Agenda

**B.** Board Chair Report

**C.** CEO Report (Cheryl Fambles)

#### **II. Action: Consent Agenda**

The Consent Agenda is a SINGLE item for Board consideration that encompasses items the Board would typically approve with little comment. Procedural items such as approval of Minutes, or other legal or housekeeping items are appropriate for a Consent Agenda. There can be explanation of items, but there is no discussion of the Consent Agenda. If discussion is warranted or requested ANY item can be immediately removed and placed on the regular Agenda for full board discussion.

**A.** Motion to Approve: June 2018 Board Minutes (Attachment #1)

**B.** Quarterly Financial Statements and Quarterly Management Reports (*No reports for September, will be set for vote at the October WDC Meeting*)

#### **II. Action Items & Strategic Discussions (Duane Evans)**

**A.** Action Item: Motion to Approve Board Officer Membership:

- Jacquelin Earley – Board Chair - Elect
- Dr. Jim Minkler – Board Vice Chair
- Steve Rogers – Board Treasurer

#### **III. Committee & Task Force Updates (Task Force Leads)**

**A.** Executive Finance Committee – Duane Evans

- Local Strategic Plan Request Extension – Sean Murphy (Attachment #2)

**B.** One Stop Committee and Motion to Approve Updated Committee Charter (Attachment #3) – Cheryl Heywood

**C.** Targeted Populations – Kairie Pierce & David Schaffert

**D.** Business and Sector Engagement (BaSE) – Sean Murphy

**E.** Adult Basic Education & Literacy (ABEL) Charter (Attachment #4) – Cheryl Fambles

#### **IV. Board Learning Feature Topics**

**A.** WorkSource Operations Regional Collaborative - Cheryl Fambles, Anne Goranson, David Schaffert, Steve Perry (Attachment #5)

**B.** Camo2Commerce Reflections and Spouse Ambassador Program - Sean Murphy (Handout)

#### **V. Good of the Order & Announcements**

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## Upcoming Meetings

Date	Location
Regular WDC Meeting Thursday, November 29, 2018	Pacific Mountain WDC Offices John Loyle Room 1570 Irving Street Tumwater, WA 98512 (subject to change)
WDC Year End Celebration Thursday, December 13, 2018	PacMtn Offices, John Loyle Room 1570 Irving St. Tumwater, WA 98512
2019 Board Retreat Thursday, January 24, 2019	Grays Harbor College 1620 Edward P. Smith Dr. Aberdeen, WA 98520

The WDC Board takes action at Regular Meetings. Other gatherings are topic specific and informal. Please contact PacMtn offices at 360-704-3568 for confirmation of meeting dates, times and location.

## 2016 – 2018 WDC Members

Name	Business/Organization	Representation
1. Duane Evans	Port Blakely U.S. Forestry	Business: Wood Products Manufacturing
2. Jonathan Pleger	Morningside	CBO/Serves Disabled Populations
3. Alissa Shay	Port of Grays Harbor	Business: Logistics Cross Sector
4. Dru Garson	Greater Grays Harbor	Business: Economic Development
5. Derek Epps	Seattle Shellfish	Business: Aquaculture/Food Production
6. Jacquelin Earley	Sierra Pacific	Business: Wood Products Manufacturing
7. Steve Rogers	Pacific County Historical Society & Museum	Business: Tourism & Recreation
8. Jim Sayce	Pacific County EDC	Business: Economic Development
9. Michael Cade	Thurston County EDC	Business: Economic Development
10. David Schaffert	Thurston County Chamber	Business: Private Sector Enterprise
11. Anne Goranson	Employment Security Dept.	Wagner-Peyser Employment Service
12. Kairie Pierce	WA State Labor Council	Labor Organization
13. Cheryl Heywood	Timberland Regional Library	CBO/Serves All Populations
14. Dr. Jim Minkler	Grays Harbor College	Post-Secondary Higher Education
15. Mike Hickman	Educational School District #113	K-12 Education
16. Bob Guenther	Thurston, Lewis, Mason Counties Labor Council	Organized Labor

17. Paul Vertrees	DSHS/DVR	Vocational Rehab
18. Jason Reed	DSHS/Community Services	TANF-DSHS
19. Dawn Murphy	South Puget Sound Community College	Basic Education Acquisition (BedA): Regional
20. Bob Hitt	Toad Hall Cranberry Farms	Business: Food Production
21. Winfried Danke	Providence St. Peter Hospital	Business: Life Sciences
22. Bill Sullivan	Consultant	Business: Education and Technology Solutions Consultant
23. Diana Murphy	Regional Manager	Business: Staffing
24. Christina Riley	Constructing Marketing Rep	Business: Labor/Apprenticeship
25. Peter Lahmann	Port of Centralia	Business: Economic Development
26. Jennifer Baria	Mason County Economic Development Council	Business: Mason County

## **PacMtn Workforce Development Council**

### **WDC Meeting Minutes**

Thursday, June 28, 2018 ▪ 1:30 – 4:00 pm

Centralia Timberland Regional Library

110 S. Silver Street ▪ Centralia, WA 98531

Dial: 888-537-7715 Passcode: 60526531#

[Pacmtn.adobeconnect.com/wdc](http://Pacmtn.adobeconnect.com/wdc)



**Board Member Attendees:** Jim Larson, Alissa Shay (phone), Jacquelin Earley, Steve Rogers, Jim Sayce, Michael Cade, David Schaffert, Kairie Pierce, Cheryl Heywood, Dr. Jim Minkler, Mike Hickman, Bob Guenther, Paul Vertrees, Jason Reed, Bill Sullivan (phone), Dawn Murphy, Christina Riley, Jonathan Pleger (nominee)

**Absent:** Duane Evans, Peter Lahmann, Dru Garson, Derek Epps, Anne Goranson, Bob Hitt, Winfried Danke, Diana Murphy

**Staff:** Cheryl Fambles, Bridget Lockling, Corinne Daffern, Vanessa Wasman

**Guests:** Megan Johnston

#### **I. Welcome & Leadership Reports**

- A. The meeting was called to order at 1:35 pm and quorum was established. The agenda was reviewed and no changes were made.
  
- B. Board Chair Report – Jim Larson officiated the meeting in Chair Duane Evans' absence and began the Board Chair report by reading Duane's thank you message to Jim. He announced the upcoming PacMtn Consortium meeting scheduled for July 27 and some of the items the Commissioners will approve at the meeting as well as the learning topic opportunity about the WorkSource Operations Regional Collaborative (WORC). He also mentioned Dr. Jim Minkler and Steve Rogers' agreement to serve as Vice Chair and Treasurer to the WDC Board. The Board will vote on the matter in September. The group was reminded about the upcoming Board Orientation and Refresher coming up on July 26<sup>th</sup> in Satsop. The Chair Report was concluded by giving a brief report out on the June 8 Executive Finance Committee meeting saying the following items were reviewed and recommended for approval: PY18 Preliminary Budget, Quarterly Financial Statements, Community Outreach Funding for the Morningside Ride Sponsorship, the Infrastructure Funding Agreement (IFA) & Memorandum of Understanding (MOU). Both Pete Lahmann and Jim Larson were thanked for their service as Board Officers.
  
- C. CEO Report – Cheryl gave her CEO Report can be found on our website.

## II. Consent Agenda

A. Approval of the March 2018 Board Minutes and Approval of the 3<sup>rd</sup> Quarter Financial Statements – *Michael Cade motioned to approve the Minutes and the Financial Statements, seconded by Bob Guenther. Motion carries.*

## III. Action Items & Strategic Discussions

A. Motion to Approve: PY18 Preliminary Final Budget as Approved at the June 8, 2018 Executive Finance Committee Meeting – Bridget started by discussing the budget comparison information pages saying that details can be found in the comments section next to each line item. Some discussion occurred on administrative costs and Bridget confirmed they stay below 20% and cover administrative office operations, One Stop Operator, system support and development as well as American Job Center support. Some discussion occurred on grant reports upon closeout of the grants and that there is a report on grant deliverables after the grant project has been completed. There was also brief discussion on the budget increases and decreases with each year and those can be found in the budget comparison pages. *Jim Sayce motioned to approve the PY18 Preliminary Final Budget, seconded by Steve Rogers. Motion carries.*

## IV. Committee & Task Force Updates:

A. One Stop Committee – Cheryl Heywood said that the group has been meeting monthly and have recently updated the charter. The Task Force is also working to deepen understanding regarding WorkSource partnerships and the issues confronting the new and ongoing working relationships.

B. Targeted Populations – David Schaffert said the group focused on the Division of Vocational Rehab and the Order of Selection process to learn how the local workforce system can fill in gaps to provide better support to customers. Next meeting is scheduled for August.

C. Business and Sector Engagement (BaSE) – Cheryl Fambles described how this group functions to create an opportunity for engaged business and economic development leaders to guide and support the work of Council to meet their own workforce needs, while also making the best use of their limited time. She mentioned yesterday's labor market trends meeting that PacMtn hosted was very successful and informative. She also said the committee will focus on better engagement on rural business and industry and deeper conversations on cluster studies will occur in the fall including discussions on data regarding meeting the needs of micro-regions.

V. Board Learning Feature Topic: Life Science Upskill/Backfill Initiative (UBI) Project Corinne Daffern presented on this topic that discussed the goals of this initiative designed to help businesses grow their workforce, increase their number of skilled workers, allow current employees to see an increase in their income and allow unemployed or underemployed individuals to secure employment at livable wages in

participating employer sites. The partners (Morton General Hospital, Heritage House, Providence Mother Joseph, Providence St. Peter's Hospital, Centralia College East, Aberdeen School District in partnership with Grays Harbor College, and South Puget Sound Community College ) involved in this health care-focused project as well as performance metrics were described and a Power Point presentation on the project was shown as well as a video that shows Certified Nursing students from the Mother Joseph Care Center describing their work and passion for what they do.

## **VI. Good of the Order & Announcements:**

Bob Guenther mentioned that the Trans Alta team is analyzing data on how to get fundamental skills and apprenticeship opportunities in Lewis county schools to better prepare students for work and also mentioned the idea of a mobile unit that would go around to schools with the goal of helping students to prepare for the iron workers industry or apprenticeships.

Jim Sayce mentioned that he was recently appointed to the Washington State Dept. of Natural Resources committee known as The Solutions Table in which he represents economic interests.

Cheryl Heywood announced that Timberland Regional Libraries is receiving a \$10K grant to be used towards Early Learning Development.

Kairie Pierce mentioned the Washington State Labor Council's Annual Conference will be on July 17-19 as well as the Pacific Northwest Apprenticeship Conference taking place this December.

Meeting adjourned at 3:13 pm

The meeting was then followed by a recognition and celebration of retiring Board Vice Chair and Morningside CEO, Jim Larson where members socialized amongst one another and enjoyed light refreshments.

**Submitted by: Vanessa Wasman, Administrative Assistant**



## MEMORANDUM

TO: PacMtn WDC  
 SUBJECT: Local Workforce Development Plan 2-year Update  
 DATE: 9/10/18

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### ACTION SUMMARY:

During the summer of 2016, PacMtn had our [2016-2020 Regional Strategic Plan](#) reviewed and provisionally approved by the State Workforce Board (WTECB). Per the requirement of WIOA, each local board must complete a two-year local strategic plan update. The update is due by Monday, October 8<sup>th</sup>. See attached draft.

### BACKGROUND:

WTECB requires, pursuant to WIOA, that Local Boards complete a two-year update of local workforce strategic plans. Just like with the state plan update, two-year updates of local workforce development plans are only expected to address minor course corrections from the first edition of local plans under WIOA, provisionally approved in summer 2016.

WTECB has asked PacMtn to focus on answering 3 questions, to be narratively addressed and limited to a maximum of 5 total pages. Since 2016:

1. How has the local board coordinated business engagement in their area, including engagement small employers and employer's in-demand industry sectors?
2. How has the local board facilitated access to services for all jobseekers and employers in their workforce system, including rural and remote areas?
3. How has the local board leveraged their network of workforce system partners to improve the customer service experience for jobseekers and employers?

Local boards were encouraged to highlight successes in their responses or identify where policy reforms might alleviate barriers to success.

In order to meet the requirements, PacMtn requested an extension for completing the report (Oct. 8). Initially drafted by PacMtn staff, the report has been sent to WORC for feedback, and has since been sent to PacMtn Board Committees for additional feedback (due Monday, Sept 17<sup>th</sup>). The final document will be provided to the full board prior to the meeting on September 27<sup>th</sup>.

**PROPOSED ACTIONS:** *Discussion Only*

**UPDATES:**

Since providing the initial draft to the EFC, and having sent to partners for review/feedback, PacMtn staff received 1 response.

Suggested update is highlighted below:

- **Expanding the WorkSource system** by taking services into the community and utilizing existing and trusted community-based organization is a philosophy that drives all projects and activities. Evidence of this work is the partnership with [Timberland Regional Library \(TRL\)](#) wherein those 27 libraries are the newest WorkSource Connection sites throughout the region. This expands the footprint of WorkSource to rural areas of the region and provides valuable workforce development resources to rural and remote customers. Additional opportunities to partner with TRL have emerged through:
  - The **Career Connected Learning Initiative and High School 21+** efforts regionally. TRL is providing space for disengaged out-of-school youth to reengage with alternative education and employment readiness programs in their libraries, a much-needed service in the region's rural spaces.
  - **MOU between TRL and Washington State Library that has been signed to provide TRL library cards to incarcerated adults being released into our five county region; of which approximately 700 individuals are being released from state incarceration into our communities per year.**



## MEMORANDUM

To: Eleni Papadakis, Executive Director  
State Workforce Board  
From: Cheryl Fambles, CEO  
Subject: PacMtn Strategic Plan Update  
Date: August 28, 2018

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Pursuant to the requirement that Local Boards do a two-year update of local workforce development plans we offer this Memo. The Memo contains valuable hyperlinks that offer additional information for consideration and edification of the region's efforts. The region continues to be challenged by the same workforce and economic factors identified when the plan was first written. Therefore, PacMtn validates each of the Goals and Approaches noted below with the following thoughts and modifications called out and highlighted.

### **2016 – 2020 PacMtn Regional Goals**

- Develop regional sector partnerships with target industry clusters: Strongest emphasis on all manufacturing-- including Wood Products, IT-Tech, Life Sciences and Tourism-Recreation.
- Develop the "PacMtn and WorkSource Brands" focused on mission, services and results seen as adding value to the community and opening doors to new funding sources and leveraging partnerships.
- Develop strategic partnerships and collaborations that expand the PacMtn mission and facilitate Board Member leadership in regional economic success.
- Develop programming and innovative solutions to assist designated special and targeted populations enhance job skills and secure and maintain employment.

### *Approaches – How We Will Achieve our Goals*

- Establish Board membership reflective of our diverse geographies and stakeholders.
  - Work closely with Elected Official Consortium to confirm specific membership needs. Intensify Board Member engagement in their own sphere of influence—equip them to act as ambassadors. Revise the Board Orientation and Refresher Training.
- Adopt and update target industry clusters and associated workforce development strategies.
- Use data to identify employer needs, skill gaps and occupational growth opportunities.
- Engage employers and service delivery partners to develop effective and innovative placement programs.
- Create a fully integrated One-Stop service delivery center to streamline job and training placements.
- Increase use of technology to enhance service access and delivery speeds.
- Work with partners and other existing communities entities i.e. libraries to ensure adequate broadband coverage and access
- Continued advocacy with ESD on development of an adequate MIS and job matching system

- Develop employment and training opportunities for all, maximizing opportunity for youth and adults with barriers to employment.
  - Board identification of select high barrier populations---youth and adults who are challenged in employment because of:
    - a disability
    - prior justice involvement
    - homelessness
    - addiction
- Develop cross-regional strategies to build a more resilient and vibrant economic base.
- Support economic development partners in strategies that are localized.
- Ensure alignment and compliance with federal and state workforce development requirements and priorities.
- Maintain a robust Rapid Response team to assist with recovery following large job losses.
- Expand services to assist microenterprise and entrepreneurs

## Responses to Strategic Plan Update Questions

### *How has the local board coordinated business engagement in their area, including engagement small employers and employers in-demand industry sectors?*

PacMtn has strongly emphasized the crucial role of business in workforce development and community prosperity. We are working to ensure small employers and in-demand industry sector employers are engaged. The following actions coordinated by the board support this engagement:

- Streamlining the way the regional WorkSource system engages with business, the **recent redesign of Business Solutions** provides greater access to basic services for businesses through redesigned avenues and targeted services to increase efficiency and effectiveness for a larger number of businesses throughout the region.
  - **Workforce Plans** are now a service offering providing businesses with a clear customized tool and guidance on their current and future workforce needs.
  - **Employer Data Reports** provide employers another data-driven resource. These reports provide Region, Industry, and Employer-specific data in a custom report businesses can use to determine competitive wages, industry alignment, or other workforce related decisions.
  - **Intensified Business Training and Competency** for all WorkSource staff
- By continuing to use **Sector Strategy** to align system-wide efforts to the [major in-demand sectors](#) in the region, business-driven efforts targeting specific industry needs are flourishing. **Industry Sector Roundtables** for each of the six major sectors continue to develop both business engagement and inter-industry relationships, providing a robust space for businesses to determine and drive the efforts most needed to support their workforce needs.
- In an effort to provide a pipeline for employment into the health care industry in response to employer concerns about availability of certified entry-level health care professionals, PacMtn has partnered with area training providers for a rural/non-urban **Healthcare Upskill/Backfill** demonstration project.

Ongoing programming is resulting in increased employer engagement and strengthened employer relationships, development of a new Health Care Aide certification, and increased availability of entry-level health care professionals.

- **Military Spouse Programming for Small Business Entrepreneurship**- As part of a partnership with Economic Development Councils, Veteran Business Outreach Center, and a Community Development Financial Institution, military spouse entrepreneurs now have access to cohort-based programming with military-lifestyle specific resources for developing out a small business.
- With an aim of **greater engagement with Economic Development Councils**, PacMtn has taken on a number of initiatives including hosting regional discussions on relevant economic data and workforce trends, providing support around data analytics, and strengthening connections between Business Solutions and EDCs.

***How has the local board facilitated access to services for all jobseekers and employers in their workforce system, including rural and remote areas?***

- Focusing on youth and young adult employment preparation and training in highly rural and remote areas, the [High Impact Community Grant](#) program provides a much-needed funding source for community-driven programs in rural spaces of the region.
- **DVR Summer Program**- Envisioning a system where all youth ages 16-21 in the region are supported through a comprehensive and integrated education and training system, PacMtn partners with area agencies to develop and lead successful workforce development strategies for youth with active IEP/504 plans. This internship program includes work experience, employment, preparation for postsecondary education and/or connection to industry-focused education and training programs with a focus on rural and remote youth.
- **Expanding the WorkSource system** by taking services into the community and utilizing existing and trusted community-based organization is a philosophy that drives all projects and activities. Evidence of this work is the partnership with [Timberland Regional Library \(TRL\)](#) wherein those 27 libraries are the newest WorkSource Connection sites throughout the region. This expands the footprint of WorkSource to rural areas of the region and provides valuable workforce development resources to rural and remote customers. Additional opportunities to partner with TRL have emerged through:
  - The **Career Connected Learning Initiative, High School 21+, and Integrated Digital English Acceleration (I-DEA)** efforts regionally. TRL is providing space for disengaged out-of-school youth to reengage with alternative education and employment readiness programs in their libraries, a much-needed service in the region's rural spaces.
  - MOU between TRL and Washington State Library that provides TRL library cards to interested incarcerated adults being released into our five county region; of which approximately 700 individuals are being released from state incarceration into our communities per year.
- Programming for incarcerated youth and adults include [My Journey Out Beyond \(MyJOB\)](#) and [Preparation for Reentry Employment Program \(PREP\)](#), respectively. MyJOB provides incarcerated youth employment readiness training and soft skill development in three juvenile rehabilitation facilities in the state. PREP provides employment preparation, support services, and employment resources to

adults in the Early Release program in the Thurston County jail. Both programs are focused on providing participants the skills and resources they need to acquire employment upon release from incarceration.

- [Veterans in Rural America](#) – In partnership with Hiring America, a video segment showcasing veterans in the rural parts of the region was developed to show veterans the value of returning to rural spaces for employment and continuing service opportunities after transition out of the military.
- A product of the Sector Industry Roundtables, the recently launched [Log Truck Driving Certificate program](#) was specifically designed with and for businesses to meet in-demand industry needs, particularly in rural areas of the region where this occupation is prevalent. This program is a success model for how sector strategies drive business engagement to address specific industry needs with a tailored approach.
- Recent efforts to support the **Childcare and Early Childhood Education Industry** provided learning opportunities around the nuances and importance of engaging businesses in program development. Despite statewide standards and training tracks, details in employer needs around workforce needs gave the organization a chance to step back and reassess how to more effectively address this crucial industry’s needs in the region. Conversations continue around how best to engage and support this industry with employers, training partners, and industry associations.
- With an aim to provide easily accessible information for job seekers and employers, the organization recently undertook a redesign of the [PacMtn website](#) and development of regionally-focused [Career Pathways Suite](#) of materials to communicate entry points and potential next-step options for job seekers to understand what is needed to find employment in the sector.

*How has the local board leveraged their network of workforce system partners to improve the customer service experience for jobseekers and employers?*

### **Expanded Service Delivery System**

In January of 2018, PacMtn WDC expanded its WorkSource system to a more distributed service delivery model, allowing service providers, customers, clients and content to be located in different, non-centralized locations so that service provision can occur independent of time and place and can further utilize multi-modalities including web-based instruction, streaming video conferencing, face-to-face classroom/counseling time, distance learning through video, or other combinations of electronic and traditional methods. PacMtn’s distributed service design should increase access to the full range of services available in our region, whether residents are looking to find jobs, build basic educational or occupational skills, earn a post-secondary certificate or degree, or obtain guidance on how to make career choices.

### **Integrated Service Delivery**

Each WorkSource has committed to a quality improvement plan intended to facilitate action plan that will improve outcomes established by the One-Stop Operator. That One-Stop Operator is a 3 member Collaborative with executive representation from the regional Chamber of Commerce, Employment Security and PacMtn. The Collaborative drives change and integration focusing on these priorities:

- Shared governance and decision-making
- Professional development
- Voice of the Customer and advocacy for the dual customer



- Integration and alignment of efforts and programs for the betterment of customer outcomes
- Solutions that serve business and industry needs

In addition to meeting federal requirements for physical accessibility at all WorkSource Sites, co-locating services where possible, offering services at existing and trusted community-based organization and using appropriate referrals, the WDC and WorkSource Partners have implemented the following strategies to increase access for those with barriers to employment:

- *Assign the responsibilities of the state required Accessibility Subcommittee to the Youth and Specialized Populations Committee* to gather input from a broad spectrum of populations with barriers to employment and identify physical and programmatic barriers, recommend expansions of services to improve access for all jobseekers from all backgrounds, ensure more job seekers can connect to services and become employed.
- *Increase Use of Technology to remove barriers for job seekers* and allow for seamless, universal, and remote access to education, training, and other workforce development services. The WorkSource Centers and Affiliated Sites currently have wireless internet available to customers in order to improve access to technology, including adaptive technology used by job seekers on their own devices. The region anticipates continued growth in this area.
- *Co-enroll job seekers as part of an integrated service delivery strategy* that leverages more resources to help job seekers reach their career goals, and helps WorkSource Partners work together in functional teams to make the best use of the skills of staff providing services at WorkSource sites.



## One Stop & Program Operations Committee/Task Force Charter

**Proposed Term: Through June 2019**

### **Purpose and Responsibilities:**

The **One Stop & Program Operations Committee** provides recommendation and policy guidance for the One-Stop System and activities related to workforce service delivery and programs. The Committee will:

- Ensure recommendations are vetted among subcommittee members and interested stakeholders.
- Inform the Board of its progress at monthly Executive-Finance Standing Committee meetings.
- Strive for consensus recommendations among Task Force members but provide minority position information, if unanimous consent is not achieved.

### **Work Plan Deliverables and Timeline**

<b>Brief Task Description</b>	<b>Completion Date</b>
Establish meeting schedule.	February 1, 2018
Discuss WorkSource Certification Updates. Discuss progress of sites from provisional to full certification and provide recommendations to Executive Finance Committee	ongoing
Begin discussion and understanding of progress between core and required partners into the WorkForce System. Focus on new partners and how to add greater value to the system.	ongoing
Discuss and examine systemic changes that will impact the partnership, financially and otherwise, especially core and required partners called out in WIOA.	ongoing
Develop an understanding of the targeted populations and focus on how to increase participation of targeted populations into WorkSource locations. Meet jointly with Targeted Populations Committee.	ongoing Joint meeting TBD

### **Meeting and Communication Protocols:**

Initial recommendations:

- Monthly meetings through 2019 to ensure improvements in service delivery,

Version Date: September 2018



## One Stop & Program Operations Committee/Task Force Charter

- All meetings are WebEx-Conference accessible
- Communication meeting materials will be initially distributed via email

### Membership

\*Membership is open for all who want to participate.

**Leader:** Cheryl Heywood    **Staff Support:** Corinne Daffern

Member Name	Organization	Representing	Contact
Lucas Rucks	Grays Harbor College	Post-Secondary Higher Ed	Phone: 360-538-4013 Email: lucas.rucks@ghc.edu
Anne Goranson	WA State Employment Security	Wagner Peyser	Phone: 360-570-4231 Email: AGoranson@esd.wa.gov
Peter Lahmann	Western WA Apprenticeship	Labor	Phone: 360-870-0706 Email: lahmann@localaccess.com
Jim Kenney	Goodwill Industries	SCSEP	Phone: 253-573-6792 Email: jim@goodwillwa.org
Pam Grindstaff	Retired	Community Interest	Phone: 360-280-3649 Email: prgrindstaff@gmail.com
Don Chalmers	Sparrowhawk Consulting	Community Based Organization	Phone: 800-398-9048 Email: don@sparrowhawkco.com
Paul Vertrees	DSHS- Division of Vocational Rehab	DVR Rehabilitation Act	Phone: 360-664-3062 Email: vertrjp@dshs.wa.gov
Yvonne Rivera	DSHS, Community Services Office	DSHS Economic Services Administration--TANF	Phone: 360-740-3801 Email: RiverYR@dshs.wa.gov
Chuck Forster	Agnes Balassa Solutions, LLC	AJC Community Engagement	Phone: 503-559-8651 Email: chforster11@gmail.com
Agnes Balassa	Agnes Balassa Solutions, LLC	AJC Community Engagement	Phone: 503-559-8651 Email: agnesbalassa3@gmail.com
Kayci Loftus	Career Path Services	WIOA Adult and Dislocated Worker Services	Phone: 509-734-5919 Email: kloftus@esd.wa.gov
Catherine Forte	DVR	DVR Services and Customers	Phone: 360-664-3072 Email: forttec@dshs.wa.gov
Allison Grubs	Timberland Regional Library	TRL Library Connection Sites	Phone: 360-704-4554 Email: agrubbs@trl.org
Steve Perry	WorkSource	WorkSource Systems and Partnerships	Phone: 360-628-3320 Email: sperry@esd.wa.gov
Cindy Murray	DVR	DVR services and customers	Phone: 360-664-3071 Email: murracg@dshs.wa.gov
Wil Yeager	ResCare	WIOA Youth	Phone: 360-280-6573 Email: wilford.yeager@rescare.com
Sytease Geib	Thurston County Chamber of Commerce	Business Services	Phone: 360-357-3362 Email: sgeib@thurstonchamber.com
Norton Sweet	Employment Security Department	Wegner Peyser, WorkFirst, Trade Act	Phone: 360-570-4250 Email: nsweet@esd.wa.gov
Jaclyn Gilley	Career Path Services	WIOA Adult and Dislocated Worker Services	Phone: 360-570-4255 Email: jgilley@esd.wa.gov
Steve Rogers	Pacific County Historical	Tourism and Recreation	Phone: 360-942-7990

Version Date: September 2018



## One Stop & Program Operations Committee/Task Force Charter

	Society and Museum		Email: <a href="mailto:sdrogers@willapabay.org">sdrogers@willapabay.org</a>
Kindra Galan	Centro Integral Educativo Latino de Olympia (CIELO)	Educational Services	Phone: 360-709-0931 Email: <a href="mailto:kindragalan.cieloproject@gmail.com">kindragalan.cieloproject@gmail.com</a>
*Open		Title II Adult Basic Education	
*Open		Labor and Industries	
*Open		Department of Services For the Blind	
*Open		Carl Perkins	
*Open		Youth Build	





## MEMORANDUM

TO: PacMtn WDC

FROM: Corinne Daffern, Associate Director of Workforce Services

SUBJECT: New PacMtn Board Task Force—Adult Basic Education and Literacy

DATE: September 10, 2018

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### **Background**

Article XII, Section 4, of the PacMtn Bylaws states that the purpose of Ad-Hoc Task Forces is to establish a workgroup chaired by a member of the Board and comprised of regional subject matter experts in specified areas of knowledge and practice brought together to accomplish a specific objectives. Such external members shall enjoy all the rights of membership on the ad hoc committees, such as voting and reimbursement of business-related expenses. Task Forces shall be chartered and reviewed on a biannual basis. Task Forces may provide recommendation and guidance for which the Board desires specific and focused attention.

Since the beginning of 2016, Adult Basic Education and Literacy (ABEL) partners and the English Language Acquisition Providers of the PacMtn Region have been consistently meeting to discuss issues regarding WIOA implementation. This group, comprised of individuals from community and technical colleges, community based organizations, the State Board of Community and Technical Colleges and other local service providers have met to discuss WIOA, Review of strategic alignment of ABE Plans with local plans, the vision for integration in the One-Stop system, and the ABEL resources and capabilities that can be brought to bear.

There is importance in the Adult Basic Education and Literacy Task force continuing its efforts and spending additional time to implement and integrate ideas and activities into the PacMtn One-Stop System. PacMtn relies on this group to provide reasonable and thoughtful decisions on matters related to adult basic education in our region.

**Recommendation:** Staff recommends formalizing and elevating the Taskforce to a Board level and appoint a Taskforce Leader that will also be a part of the Executive Finance Committee. The attached ABEL Task Force Charter further describes the work plan, deliverables and timelines. Staff requests affirmation by the PacMtn Board of Directors to approve the Adult Basic Education Taskforce and its charter.

**Proposed Term: Through June 2020**

**Purpose and Responsibilities:**

The **Adult Basic Ed and Literacy Task Force** provides recommendations on collaboration opportunities and alignment of services with the WorkSource system to meet the employability needs of its diverse client base.

- As appropriate, ensure Members are afforded opportunity for review and engagement of significant agency and WorkSource recommendations.
- Inform the Board of its progress at monthly Executive-Finance Standing Committee meetings.
- Ensure the training and placement needs of the clients are identified and client referral of needs, goals, skills and barriers to education and employability

**Work Plan Deliverables and Timeline:**

Brief Task Description	Completion Date
Establish meeting schedule. Committee will meet monthly from now until June 2020	
Provide Navigation guidance and advising services to the staff of the One-Stop system, including navigation, advising and Pathway planners on individual campuses	
Create a platform for broader discussion with ABE and Carl Perkins partners across the region with a focus on priorities for shared responsibility in the one-stop system	
Develop strategies to provide service to academic and culturally diverse populations through multiple access points and multiple modalities of services.	

**Meeting and Communication Protocols:**

To be established at the November, 2018 meeting. (9:00 to 11:00 – PacMtn, 3<sup>rd</sup> floor, John Loyle Conference Room)

Initial recommendations:

- Monthly meetings through 2020 to ensure Opportunity Act Compliance
- All meetings are WebEx-Conference accessible
- Communication meeting materials will be initially distributed via email

**Membership**

Member Name	Organization	Contact
Corinne Daffern— Staff Lead	PacMtn WDC	<a href="mailto:corinne@pacmtn.org">corinne@pacmtn.org</a>
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Elaine Williams	Olympic College	<a href="mailto:ewilliamsbryant@olympic.edu">ewilliamsbryant@olympic.edu</a>
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## STAFF MEMORANDUM

TO: PacMtn WDC  
 FROM: Steve Perry, WorkSource Systems Manager  
 SUBJECT: Discussion Only—One-Stop Operator Progress  
 DATE: September 6, 2018

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### **Background**

Federal workforce legislation, Workforce Innovation and Opportunity Act of 2014, establishes a very complex and complicated set of activities and relationships in the governance of the local workforce system. Because the American Job Center Network/One-Stop system, known as WorkSource in WA is the primary delivery system for services it has its own specific set of requirements which are similarly complicated.

The Executive Finance Committee has had multiple conversations about the One-Stop Operator since the provider of One-Stop Operator services is accountable to the Board. The Exec Finance Committee reviewed and approved the procurement that assigned those responsibilities to the WorkSource Operational Regional Collaborative (Collaborative).

The Collaborative includes Employment Security Regional Director, PacMtn CEO and Thurston Chamber CEO and together they executed an agreement between the parties to carry out the duties of the One-Stop Operator. They hired a WorkSource Systems Manager to carry out the day-to-day duties. PacMtn contracts with ESD and Thurston Chamber to provide the services. ESD shares the cost of the Systems Manager. This innovative public- private partnership creates shared responsibility and a unique leadership perspective that will enhance customer service, innovation and performance.

### **Activities and Progress**

PacMtn WorkSources are working hard to establish themselves as valuable community resources for job preparation, employment and training. The existing service levels are adequate and meet performance requirements, but the region has committed to a higher level of performance. The WorkSource partners initiated a number of actions and projects set to improve the delivery of services. Chief amongst those is the pursuit of full WorkSource certification.

**WorkSource Certification and Quality Improvement Plans:** WIOA requires Local Workforce Development Boards establish criteria and procedures to be used to evaluate and certify WorkSource One-Stop (Comprehensive, Affiliate, Connection) sites for effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement. These sites are the places where the range of WIOA and other workforce services are to be delivered.



The focus of improvement efforts has been on these priorities:

- Shared governance and decision-making
- Professional development
- Voice of the Customer and advocacy for the dual customer
- Integration and alignment of efforts and programs for the betterment of customer outcomes
- Solutions that serve business and industry needs

**Integrated Service Delivery:** A number of process improvement and initiatives are focused on building staff and process infrastructures that encourages greater alignment. As a region we need to work better together, streamline activity, document standard procedures and set clear expectations. Examples of this work include:

- A new operational governance model to facilitate shared responsibility, improve customer experiences, and outcome across the region
- Improved change management, project management and communication structures
- Standardized customer triage, intake, and outreach processes
- Professional development for frontline staff, mid-managers

**Envisioning a New Operating State:** With the guidance of an organizational consultant we have a new alignment and operational model that promises better alignment of executive and agency priorities, better structures for communication that promote understanding and engagement, and promotes shared commitment to quality customer experiences.

**Unique Challenges and Impacts on Service Delivery:** Quality improvement efforts over the past year are providing heightened awareness of the challenges and pain points unique to the One-Stop partnerships. Some of these include general unease with significant change, competition for service contracts in the region, competing priorities and misaligned agency initiatives that starve improvement efforts by pulling staff away from shared system goals, focus on silo funding and program needs distracting from regional aspirations of quality.

**Next Steps:** Over the past year, WorkSource partners have been working on foundational elements to support WIOA's vision for the One-Stop system. Some of these elements are in place. Many more are under development. For this, we can be proud. Looking forward, we must continue to build on the investments of the past year. This should include:

- Deployment of the new operational model, including acquiring any additional resources needed to support the model
- Increased alignment of strategic and agency-specific initiatives
- Continued use of the WorkSource certification process to align change efforts
- Increased communication to promote shared understanding and commitment
- Intentional reflection and celebration moments to mark progress in the system