



Spokane Area WORKFORCE DEVELOPMENT COUNCIL

Spokane Area Workforce Development Council Services and Oversight Committee Charter

6-9-09

I. Purpose

The purpose of the Spokane Area Workforce Development Council (SAWDC) Services and Oversight Committee is to:

- Connect the SAWDC strategic planning and the WIA Title I/ Wagner-Peyser Local Operations Plan to the operations of the One-Stop Center and the workforce development system
- Ensure the best possible return on the SAWDC's investment
- Support integration of the WorkSource Center and community partners
- Increase the SAWDC's understanding of One-Stop Center and workforce system operations

II. Composition

The SAWDC Services and Oversight Committee is comprised of a Chair and 4-7 members as appointed by the Chairperson of the SAWDC and subject to the approval of the Council. SAWDC members may choose to select staff from their own organization to serve in their stead as committee members. Ad Hoc Subject Matter Experts may participate in the Committee as appropriate but are not consensus making decision members of the Committee.

III. Meetings

The SAWDC Services and Oversight Committee shall meet at the discretion of the Committee Chair or the Chair of the Council as deemed necessary to carry out its responsibilities. The Committee's meetings may be held via telephone. The Chair of the Committee and/or the Chair of the Council may call such meetings.

IV. Scope of Responsibilities

- A. The Committee will review One-Stop Center system performance by evaluating program operations, services, partner integration, and customer satisfaction for alignment to the SAWDC Strategic Plan and the WIA Title I/ Wagner-Peyser Local Operations Plan
- B. The Committee may make recommendations to increase, decrease or terminate contracts with service providers based on performance
- C. The Committee may assist SAWDC staff with developing recommendations for program services and Request for Proposals (RFPs)
- D. The Committee will provide guidance and assistance in orienting new Council members to understand the operations of the One-Stop Center and the workforce development system
- E. The Committee will work closely with the Executive Committee
- F. The Committee will function in an advisory capacity and report to the SAWDC
- G. The Committee will define measures of performance and establish criteria

Recommendations on the Approach

Use the following resources for guidance:

- The SAWDC vision and mission statements, the SAWDC Strategic Plan, the SAWDC WIA Title I/ Wagner-Peyser Local Operations Plan and the WTECB *High Skills, High Wages, 2008-2018*
- Develop ground rules and meeting mechanics in keeping with conducting efficient, effective meetings
- An open communication process with regular meetings
- Consensus decision making when possible
- Open input for decision making
- Seek input from community stakeholders, including labor, Greater Spokane Incorporated, Community Colleges of Spokane, and Spokane Public Schools.
- The Committee Chair will be the communication link between the SAWDC Services and Oversight Committee and the SAWDC
- SAWDC Assistant Director of Workforce Operations will be the communication link between the SAWDC and a new committee to be formed that will guide transformational efforts in the workforce system
- Use the tools and concepts of lean management and continuous quality improvement
- Involve staff who have specific technical program knowledge as ad hoc members of the Committee as appropriate
- The Committee may choose to organize itself into subcommittees to facilitate the accomplishment of its work.
- A structured process for conflict resolutions for Committee disputes
- Bring unresolved operational issues forward to the SAWDC Executive Committee
- Annually review Committee deliverables to guide following year's work plan
- Use a sunset review to determine continuation of Committee

V. Proposed or Desired Outcomes

- Operational connectivity between the SAWDC strategic planning and the WIA Title I/ Wagner-Peyser Local Operations Plan to the One-Stop Center and the workforce development system
- Positioning the Center to meet the goals and objectives of the local SAWDC Strategic Plan and SAWDC WIA Title I /Wagner-Peyser Local Operations Plan
- Positioning the Center to meet or exceed various partner(s) program performance measures and goals
- Positioning the Center to be in compliance with SAWDC, State, and Federal program review/audits
- Increased customer satisfaction
- Support of Spokane's shared workforce and economic development goals
- Increased market share
- Increased dissemination of Workforce intelligence throughout the system
- Increased integration of services
-

VI. Measures of Success

- Attainment of goals and objectives of the local SAWDC Strategic Plan and SAWDC WIA Title 1B/ Wagner-Peyser Local Operations Plan
- Attainment of various partner's program performance measures and goals
- Number of exceptions to SAWDC, State, and Federal program review/audits
- % of customer satisfaction (job seekers and employers)
- Attainment of Spokane's shared workforce and economic development goals
- % of employers using WorkSource Center to list job openings (market share)

- Frequency of labor market intelligence disseminated throughout the system
- # of integrated services Vs # of separate programs

VII. Goals

- 100% attainment of goals and objectives of the local SAWDC Strategic Plan and SAWDC WIA Title 1B/Wagner-Peyser Local Operations Plan
- 100% attainment of various partner's program performance measures and goals
- Zero exceptions to SAWDC, State, and Federal program review/audits
- 69.5% Employer customer satisfaction rate
- 78% WIA Participant satisfaction rate
- 90% Job Seeker satisfaction rate
- Attainment of Spokane's Shared workforce and economic development goals
- 25% increase of WA job order from CY 2008
- 100% integrated services
- Weekly dissemination of labor market intelligence throughout the system