



# Spokane Area WORKFORCE DEVELOPMENT COUNCIL

808 W. Spokane Falls Blvd ♦ Room 606 ♦ City Hall ♦ Spokane, WA 99201-3302  
(509) 625-6210 ♦ Fax (509) 625-6929 ♦ E-mail: admin@wdcspokane.com

## SAWDC MEETING AGENDA OCTOBER 13, 2010 The Lincoln Center 1316 N Lincoln St - Landau Room 7:30 a.m.

Estimated Time	Tab		
7:30 am		Call to Order/Introduction of Guests	<i>Robert Duron</i>
		Recognition of Success	<i>Robert Duron</i>
7:40 am	1	Review of August 11, 2010 Meeting Minutes <b>Action Item</b>	<i>Robert Duron</i>
	2	Retooling Washington's Workforce	<i>Mark Mattke</i>
7:45		Standing Committee Reports:	
		○ Executive Committee	<i>Robert Duron</i>
		○ Policy Committee	<i>Alethea McCann</i>
8:10	3	○ Membership Committee	<i>Rich Hadley</i>
		● Removal of Steve Jurich – <b>Action Item</b>	
		● Nomination of Kevin Daniel – <b>Action Item</b>	
		○ Youth Council	<i>Nancy Nelson</i>
		● Strategic Goals	
		○ Services & Oversight Committee	<i>Joe Tortorelli</i>
		● Business Services Plan – <b>Action Item</b>	
8:45	4	Board Assessment Tool	<i>Mark Mattke</i>
	5	Economic Update <i>Doug Tweedy, Regional Labor Economist</i>	<i>Mark Mattke</i>
		Annual Retreat	<i>Robert Duron</i>
		Other Business	<i>Robert Duron</i>
9:30 a.m.		Adjourn	
Encl.		Minutes Selected Background Materials	

**SUBJECT**

Review of August 11, 2010 Meeting Minutes.

**BACKGROUND**

See attached minutes.

**DISCUSSION**

Changes or corrections.

**EXECUTIVE COMMITTEE ACTION**

None.

**FINANCIAL IMPACT**

None.

**REQUESTED COUNCIL ACTION**

Vote to approve.



## Spokane Area WORKFORCE DEVELOPMENT COUNCIL

### MINUTES

SPOKANE AREA WORKFORCE DEVELOPMENT COUNCIL  
WEDNESDAY, AUGUST 11, 2010, 7:37 A.M. – 9:29 AM  
THE LINCOLN CENTER  
1316 N. LINCOLN STREET – LANDAU ROOM  
*Anne Lockwood – Note Taker*  
*Mark Matkke - Editor*

---

#### **MEMBERS PRESENT:**

Frankie Arteaga	Peter Casimir	Polly Crowley	Craig Dias	Robert Duron
Omar Garza	Christine Johnson	Nancy Nelson	Brian Read	Michael Schelstrate
John Serben	Hugh Severs	Joe Tortorelli	Todd Turner	

#### **MEMBERS ABSENT:**

Ben Cabildo	Rich Hadley	Ron Dalla	Machelle Johnson	Steve Jurich
Jennifer MacKay	Alethea McCann	Julie Meyer	Beth Thew	Lisa White
Diana Wilhite				

#### **OTHERS PRESENT:**

Christy Doyle- Spokane Community College	Cami Hanson- Career Path Services	Ray Lancaster- Goodwill Industries of the Inland Northwest	Trina Miller- Community Colleges of Spokane	Brian Norton- Goodwill Industries of the Inland Northwest
Doug Tweedy- LMEA	Rebecca Rhodes- Institute for Extended Learning	Patricia Robinson- Goodwill Industries of the Inland Northwest		

#### **STAFF PRESENT:**

Mark Matkke- Executive Director	Anne Lockwood- Secretary	Lori Meakin- Workforce Development Program Specialist
------------------------------------	-----------------------------	---

---

#### **CALL TO ORDER/INTRODUCTION OF GUESTS**

Chair Robert Duron called the meeting to order at 7:37 a.m.

#### **ITEM #1 – REVIEW OF JUNE 9, 2010, MEETING MINUTES – ACTION ITEM:**

***Motion and second to approve the June 9, 2010, Meeting Minutes. Approved unanimously.***

# TAB 1

## PY09 WORKFORCE INVESTMENT ACT REVIEW:

### ❖ SPOKANE WORKFORCE CONSORTIUM (SWC) PRESENTATION

- The Spokane Workforce Consortium was formed in 2007 in response to the SAWDC Request for Proposal for WIA program and one-stop services. The SWC oversees all operations at the WorkSource Center. Bob Everett, from Career Path Services, is the Program Operator of the Center and directly manages the adult and dislocated worker portion of WIA. John Dickson, from the Employment Security Department, manages Center operations. Each partner has shared responsibilities in the WorkSource Center.
- Over 29,000 people received services over the past year
- Many more people remain in intensive and longer term training this year. Approximately 100 individuals are in long-term training and will exit soon, seeking entrance into the job market again. Customers in long-term training include those in ARRA and 5809 funded cohort training, e.g., airframe mechanics, healthcare – LPN and moving from LPN to RN, and manufacturing
- Another mode of training offered is On-the-Job-Training (OJT). OJT reimburses the employer for the training expenses of an employee
- The Framework Initiative grant was used to reconfigure the WorkSource Center's customer flow and remodel the space
- The Center is becoming more focused upon effective service delivery and measuring results
- Business Services' objective is to provide value-added services and resources to businesses in our community, and ensure that information regarding skill needs and job opportunities is disseminated throughout the workforce system

### YOUTH

- Heidi Peterson reported that The Next Generation Zone has moved to a new location adjacent to the existing WorkSource Center, creating a WorkSource "campus" where adults, youth, and businesses can all find career development and job candidate resources
- Several new partners have joined the Next Generation Zone in their new location, including the *GoodGuides* mentoring program offered by Goodwill Independent of the Inland Northwest and NEWESD101's YouthBuild Spokane program
- Staff are assigned to one of the 25 schools in the area to help with the Truancy Board, panels for senior projects, job fairs, and the Opportunity Internship grant programs for high school students
- In the past year, the Next Generation Zone Served over 2000 youth
  - 152 employed exits
    - 55 manufacturing
    - 44 healthcare
    - 22 business services
- 14% cut in funds for youth this year
- There are fewer jobs available for youth as adults are staying in their jobs during these tough economic times
- The US Conference of Mayors recognized The Next Generation as a nationwide Best Practice, in serving youth!
- Social networking has been used by WIA program providers to aid in follow up with youth, but it used very minimally by our youth population

# TAB 1

## STANDING COMMITTEE REPORTS:

### ❖ ITEM #1 – EXECUTIVE COMMITTEE

#### • BOARD CERTIFICATION

Federal law and state regulations require that the SAWDC is certified as a Workforce Investment Board every two years. The SAWDC has successfully met the requirements and Governor Gregoire has certified us for the two-year period of July 1, 2010 - June 30, 2012.

The SAWDC seeks to recruit members from our targeted industry clusters and community partners who have an interest in improving our workforce development efforts. Input from members as to future nominations is always welcome.

#### • MONITORING

In 2009, the State Auditor's Office (SAO) conducted an audit of WIA funds administered by the SAWDC in 2008 and found three items requiring attention. These findings were immediately addressed in a corrective action plan but will show up again in 2009 due to the timing of the audit.

### **ANNUAL STATE ADMINISTRATIVE MONITORING**

- In its role as state administrative entity for WIA funds, each year the Employment Security Department (ESD) conducts fiscal and program monitoring of the SAWDC's WIA funds. This year's fiscal monitoring for PY09 resulted in a completely "clean" report with no findings. On the program side, several suggestions were made, which are being addressed, e.g.:
  - Program monitoring policies will be reviewed and updated where needed.
    - This is not an eligibility issue, but a priority of service issue in the manner in which veterans are processed.
  - There have been a large number of policies promulgated from ESD over the course of the past year and each WDC needs to respond by writing its own local version and then implementing them
    - This is requiring a shift in focus from program operations to administration at a time of record need among our system customers, diverting staff from other needed activities.
- BOARD ASSESSMENT TOOL

John Serben returned from the February 2010 NAWB Conference with information regarding a Council Assessment Tool to be used to help gauge member understanding of the work the SAWDC is involved in and help guide work plan development and system activities.

The Board Assessment tool has been revamped and adjusted for local needs. The staff will need the tool returned by September 20, 2010. The responses will be utilized in the planning and development of the December SAWDC retreat.

# TAB 1

- POLICY COMMITTEE
  - There has not been much activity at the federal level of late and WIA Reauthorization has stalled
  - Appropriations are in flux
  - State legislative activity is now increasing in advance of the 2011 session.
  - There is a new Chair of the State Workforce Board, Cindy Zehnder
  - Karen Lee, the Commissioner of the Employment Security Department, is resigning at the end of September. She will be in Spokane tomorrow meeting with legislators

## ❖ ITEM #3 – MEMBERSHIP COMMITTEE:

- NOMINATION OF VOCATIONAL REHABILITATION REPRESENTATIVE – ACTION ITEM
  - Genie Ybarra was nominated to fill the vacancy created by the resignation of Donna Dalzell.

***Motion and second to nominate Genie Ybarra to fill position #22 representing rehabilitation. Approved unanimously.***

## • YOUTH COUNCIL (YC)

### STRATEGIC PLAN

- A strategic plan session was held to solicit input into the Youth Council vision. Great ideas were shared as to what the Next Generation Zone may address in the next five years. An addition strategic plan session is set for September to further develop the five-year design.
- There will be a special meeting in September and the development of the Consortium's twelve-month plan will be the next step.

### YOUTH COUNCIL RECRUITMENT

Additional SAWDC Members, from business are needed to contribute to the development of the Youth Council. If interested contact [Dawn Karber](#).

## • SERVICES & OVERSIGHT COMMITTEE (SOC)

- After awarding the contract to the Consortium, the SOC wanted to meet and clarify various items in the RFP response. There was a direct discussion with the Consortium that included SAWDC Members, the Youth Council Operations Committee (YCOC), and the SOC. The meeting was very productive and all parties involved wanted to continue with the gatherings on an ongoing basis.
- Anyone wishing participate in any of these committees can contact: [Joe Tortorelli](#) for the Services and Oversight Committee or [John Serben](#) for the Youth Council Oversight Committee.

## BUDGET UPDATE FOR PY10

The budget has been finalized for the coming year. Funds are being shifted to keep the system on an even keel and maintain levels of service. Staff will work on resource development to further diversify funding streams in anticipation of additional cuts in WIA formula funding next year.

# TAB 1

## **ITEM #4 – ECONOMIC OUTLOOK – DOUG TWEEDY, REGIONAL LABOR ECONOMIST**

- Economists report that the recession is over
- Our area lost about 3% of its jobs
- At this time, there are 21,600 unemployed individuals in our labor market. There is an increase in the number of individuals in Spokane's labor force due to people migrating into Spokane seeking employment. The profile of those affected by the recession is disproportionately male and aged 40 and over.
- 28,000 people went to work in the first quarter of 2010. This indicates that there is indeed a labor market out there and our workforce system needs to ensure we are effectively connecting our customers to it.
- Upcoming retirements will affect every industry in our economy. In five years, we may need 30,000 workers to backfill in replacement jobs – not new jobs. 50% of our population is over 40 and it will take about seven years to replace a retiree.
- 80 percent of jobs will require an AA degree or less. Part of our mission is to ensure that workers know these skill requirements and we can effectively direct our labor pool towards the acquisition of AA degrees and certificates.

## **ITEM #5 – DEMAND/DECLINE LIST**

The Demand/Decline list covers every occupation that has over 50 employees in our labor market. The changes in the proposed 2010/2011 Demand/Decline list are recommended by an SAWDC Member or community stakeholder, with expertise in that industry.

***Motion and a second to approve the 2010-2011 demand/decline list as is for now. Approved unanimously.***

## **2011 NAWB FORUM**

The annual NAWB forum is in Washington D.C., from February 5<sup>th</sup> to 8<sup>th</sup>, 2011. The forum helps to bring together board members and staff from across the country for professional development and networking.

Members wishing to attend the NAWB Forum this year contact [Mark Mattke](#) for early registration.

## **ADDITIONAL INFORMATION:**

1. There will be a WorkSource Center grand reopening, September 17, 2010, from 10-am to noon. A formal invitation will be sent out soon.
2. This is the year the SAWDC will do a renewal of our Strategic Plan. It is time to reevaluate where to focus our funds.

## **NEXT SAWDC MEETING:**

The next SAWDC Meeting is October 13, 2010, from 7:30 am – 9:30 am, The Lincoln Center, 1316 N. Lincoln St.

## **SUBJECT**

Retooling Washington's Workforce.

## **BACKGROUND**

The State Workforce Board convened three meetings over the past 6 weeks designed to bring workforce system partners together from business, labor, education, government, and community-based organizations in order to develop a systemic response to the economic crisis in our state. The results of the meetings will be an implementation plan to guide local areas in the development of service strategies which more effectively assist people in obtaining employment and businesses in finding the skilled workers they need to enter the economic recovery.

## **DISCUSSION**

As needed.

## **EXECUTIVE COMMITTEE ACTION**

None.

## **FINANCIAL IMPACT**

None.

## **REQUESTED COUNCIL ACTION**

None.

# TAB 2

## **Retooling Culminating Meeting**

### **Areas of focus for next steps:**

- Business solutions outreach – coordinated efforts across partners – development of tool kits, better use of technology
- Skills Match – develop better system so that worker skills are searchable and can be aligned with business needs
- Identify best practices for OJT and other short term training, conduct employer engagement and effective follow up to ensure successful placements
- Flexible funding – provide resources to local areas with wide range of uses to fulfill needs as identified, e.g., incumbent worker training, OJT, cohort training, etc.
- Convene state agencies – identify resources at the state level and work through barriers to collaboration

To achieve this, over the next 6 weeks, partners from around the state will work together to craft an implementation / action plan that will be approved at the November 18<sup>th</sup> Workforce Board meeting.

## **SUBJECT**

Removal and nomination of member.

## **BACKGROUND**

Kevin Daniel, Executive Director of Inland Northwest Light House for the Blind, Inc. to replace Steve Jurich in position #26, representing community-based organizations. See attached materials for relevant provision of Bylaws and information regarding Mr. Daniel.

## **DISCUSSION**

As needed.

## **EXECUTIVE COMMITTEE ACTION**

None.

## **FINANCIAL IMPACT**

None.

## **REQUESTED COUNCIL ACTION**

Vote to remove Steve Jurich and nominate Kevin Daniel.



## Spokane Area WORKFORCE DEVELOPMENT COUNCIL

808 W. Spokane Falls Blvd, Room 606  
Spokane, Washington 99201-3302  
(509) 625-6210/Fax (509) 625-6929  
E-mail: admin@wdcspokane.com  
Mark Mattke  
Workforce Strategy and Planning Director

### Bylaws

#### Article III. Members.

**Section 4. Removal of Members.** If a member is absent from three (3) consecutive regular meetings or is absent from fifty (50) percent of regular, scheduled meetings in any calendar year, such member may be removed from the Council. A member may be removed at any time upon affirmative vote of a majority of Council members at any regular or special meeting of the Council. Notice of proposed removal must be given to the member five (5) days prior to the date of the meeting at which such removal is to be voted upon and such notice shall state the reason for removal. Should a member cease to represent the category to which he/she was appointed to fill on the Council through change in status, or otherwise become disabled, ill or unable to perform his/her duties on the Council, such member shall be removed upon recommendation of the Membership and the Executive Committees to the full Council.

# TAB 3

**KEVIN D. DANIEL**  
**Executive Director**  
**Inland Northwest Lighthouse**  
**Lighthouse for the Blind, Inc.**

**6405 N. Addison St.**  
**Spokane, Wa. 99208**

**509-487-0405**  
**kdaniel@seattlelh.org**

## **OBJECTIVE**

- Making accomplishing the impossible, the standard.
- Enhance an organization by believing in it.
- Inspire the dream, facilitate the journey, and celebrate the results.

## **PROFESSIONAL EXPERIENCE**

### **National Industries for the Blind**

#### **NIB Fellow**

**July 2008 - present**

Multifaceted, nonprofit organization serving 89 associated nonprofit businesses and 133 base supply centers nationwide with AbilityOne sales reaching \$639M in FY09. The purpose of the Fellowship is to develop and demonstrate professional managerial skills and leadership.

#### ***Arkansas Lighthouse for the Blind, Little Rock, AR***

Managed and developed new programs/policies in Human Resources and Operations departments.

- Created and implemented a new employee satisfaction survey and developed the index to gage and monitor employee's job satisfaction, morale and turnover.
- Developed a Code of Ethics Policy Procedure Manual and Program, providing the agency with a required ISO 9001 component for federal contracts.

#### ***Association for Vision Rehabilitation and Employment, Binghamton, NY***

Supported management in advancing their agency-wide strategic plan.

- Created tracking documents and tool to assist management's ability to ensure activities match the strategic plan objectives.
- Created the job description for a Business Development Manager position, setting the stage to initiate the business development function.
- Developed their Business Development Resource Center and Process Map including documents, instructions, contacts, and information that helped management maneuver through the AbilityOne procurement process.

#### ***NIB Headquarters, Alexandria, VA***

Worked in the E-Commerce Call Center and Distribution.

- Processed customer orders in the MAS 500 system. Maintained a high standard of customer inquiry resolution, meeting all department standards in response time.
- Created reports that identified opportunities for the Call Center to become more efficient, grow its customer base, and establish best practices.

# TAB 3

## **Starwood Hotels & Resorts Worldwide, Inc., Austin, TX**

### **Customer Care Supervisor**

**March 1995 - April 2008**

Handled all day-to-day call center operations, including intra-day call management, supervision of 35 employees and customer relations/satisfaction.

- Exceeded call conversion percentage over the 30% minimum standard. Teams consistently met call conversion percentages, setting a new team conversion standard of 40% in 2008.
- Established and maintained a world-class customer service culture. Led teams to consistently be at the top of the organization's customer commendation chart 21 consecutive months.
- Developed associate-level employees to reach performance potential and goals. In a nine-year span, seven direct report associates received promotions to supervisory roles.

## **Dallas Jones Vending Service, Hammond, IN**

### **Owner/Operator**

**October 1993 - January 1995**

Managed a five-site, 32 machine vending operation.

- Responsible for all fiduciary aspects of the company, posting a profit in the first year of operation. Managed two full-time employees, resulting in 2% profit in the first year.
- Hired, trained, and supervised employees, establishing a 0% turnover rate over two years.
- Maintained a high-level of customer satisfaction – company received an "A+" customer satisfaction rating 75% of the time across all sites.

## **EDUCATION**

Certificate in Management, Darden School of Business Administration, University of Virginia, expected completion March 2010.

Bachelor of Administration, public relations emphasis, University of Arkansas at Little Rock, expected completion December 2013.

Business Enterprise Program, Ivy Technical Institute, Indianapolis, IN, 1993.

General Studies, Indiana School for the Blind, Indianapolis, IN, 1986.

## **PROFESSIONAL ACCREDITATION AND HIGHLIGHTS**

Commendation, Excellence in the Workplace, Mayor's Committee on Disability, Austin, TX, 2006.

Certified, M.A.G.I.C. – Making a Great Impression on the Customer, Communico LTD, Austin, TX, 2000.

Certified, Behavioral Based Interviewing, PCI, Austin, TX, 2005.

Member, Little Rock Founders Lions Club



## Spokane Area WORKFORCE DEVELOPMENT COUNCIL

---

### Application for Nomination

**NAME:** Kevin D. Daniel

**BUSINESS:** Inland Northwest Lighthouse for the Blind

**PHONE NUMBER:** 509-487-0405 ext.1422

**EMAIL:** kdaniel@seattlelh.org

1. Why are you interested in serving on a Board whose functions are to oversee programs focusing on assisting economically disadvantaged youth and adults, and dislocated workers and perform policy development and strategic planning that contributes to a robust economy?

I believe as an employer in the Spokane area, that I'm already involved in the betterment of employment in our area. My service on the Council will help me become more in touch with employment and the people looking for employment, in hopes to provide support to the process.

2. What do you feel are the specific roles of Government, Education, and the Private Sector in workforce development?

Government:

To set appropriate and meaningful laws that enabled programs to be effective and easily implemented.

Education:

Education should properly prepare students for "today's" job market with technical, intellectual, and interpersonal skills.

Private Sector:

The role of the private sector should be to proactively and intensely search out opportunities to engage potential employees primarily through job fairs, mentoring, and a commitment to an increased diversified workforce.

3. Have you had any direct experience with Workforce Development programs? If so, explain.

## TAB 3

4. What experiences, contact, or affiliations do you have that you think will assist the Workforce Development Council in accomplishing its mission? (What Boards / Committees have you been involved with in the past in any capacity? What were your contributions and what did you take away from this work?)

I'm currently the Executive Director of the Inland Northwest Lighthouse for the Blind where I have the responsibility to coordinate all aspects of the Advisory Council. I've also served 3 years as president of the American Council of the Blind (Austin Chapter). I'll be able to draw from these experiences and add an understanding of cooperative governance, collaborative thinking and engagement, and board presence. My lessons learned from my involvement is that words and strategies mean very little, without "action."

5. With limited Federal funding available, what would you suggest as possible solutions to serve individuals in need of skill development and vocational education services?

Establishment of a sponsorship program where employers can support the training and development of potential employees that have a high likelihood of landing a job with their organization.

6. In your opinion, which approach is more successful in addressing the problems facing our workforce: preventive or rehabilitative? Why?

I'm new to the area, so I need to learn more to answer.

7. Will you be available to devote the time necessary to the Workforce Development Council to be an effective member? (Minimum: Bi-monthly meetings, committee meetings, annual all day planning retreat.)

Yes

8. Do you have any other comments about your candidacy for membership on the Workforce Development Council, including disclosure of possible situations of conflict of interest?

I don't have any potential conflicts.

**SUBJECT**

Board Assessment Tool Update.

**BACKGROUND**

The Board Assessment Tool was distributed to the membership and results compiled thus far. The intent is to use this information to guide board efforts to inform its members, and development of the work plan and system activities. We need all members to complete in the next few weeks so we can determine areas in need of improved education of members and also where to focus activities of our workforce system. We will also use this to inform development of this year's retreat agenda.

**DISCUSSION**

As needed.

**EXECUTIVE COMMITTEE ACTION**

Use this information to aid in retreat planning.

**FINANCIAL IMPACT**

None.

**REQUESTED COUNCIL ACTION**

Complete and submit the Assessment tool by October 29<sup>th</sup>.

## Spokane Area Workforce Development Council

### SELF ASSESSMENT

Please review each item. Using a scale of 1-5, with 5 = SAWDC effectively addresses, and 1 = need to address better, rate each item based upon your knowledge of the work of the SAWDC. Mark "Don't Know" for those items you are unsure of our work or impact in the relevant area.

<i>Function/Roles List</i>	<i>Scale 1-5: 5 = high, effective; 1 = low, needs work</i>	<i>Don't Know</i>
<i>Builds/Transforms One-Stop/Workforce Development System for economic growth/shared prosperity...Our Council:</i>		
• <i>Focuses on the <b>system</b> and not just WIA programs/funds</i>		
• <i>Has an agreement with the One Stop Operator to clarify roles</i>		
• <i>Has established a workforce development system vision</i>		
• <i>Has communicated the workforce development system vision to the community</i>		
• <i>Charters/evaluates One Stop Centers using Baldrige or other continuous improvement tools</i>		
• <i>Has established One Stop system measures</i>		
• <i>Has provided guidance for service integration among all partners</i>		
• <i>Establishes criteria for performance expectations across all programs and funding sources</i>		
• <i>Publishes performance outcomes/report cards for programs/funding sources</i>		
• <i>Ensures the continuous improvement of the workforce system</i>		
• <i>Publicizes goals/outcomes as accountability devices for local programs and selves</i>		
<i>As the Central Point of Workforce Intelligence for the Community...Our Council:</i>		
• <i>Has identified key industry clusters</i>		
• <i>Has shared the key industry clusters within the community</i>		
• <i>Has created community service asset/resource maps</i>		
• <i>Identifies current and future employer requirements</i>		
• <i>Identifies current and emerging labor force skills</i>		
• <i>Identifies gaps between employer requirements and labor force skills</i>		
• <i>Identifies gaps in services</i>		
• <i>Identifies gaps in funds</i>		
• <i>The community sees the Council as the "go to" place for workforce intelligence</i>		
• <i>Has created and shared state of the workforce reports</i>		
<i>Addresses Community Workforce Issues ...Our Council:</i>		
• <i>Creates WIB strategic plans</i>		
• <i>Creates WIB Budgets</i>		
• <i>Has identified community workforce development issues</i>		
• <i>Helps community create a community plan</i>		
• <i>Coordinates <b>community</b> workforce development system budgets</i>		
• <i>Focuses all partners services/resources towards system issues/needs</i>		
• <i>Bases program decisions on current/emerging labor force and market information</i>		
• <i>Looks at what needs to get done and finds funds to do what is needed versus determining what to do based upon existing funds</i>		
• <i>Ensures the Memorandum of Understanding (MOU) includes how the partners will focus their funds to assist in addressing key community workforce issues.</i>		
• <i>Diversifies funds beyond WIA</i>		
• <i>Mobilizes private sector resources to meet needs and fill gaps</i>		
• <i>Identifies current resources to address gaps between employer requirements and labor force skills</i>		
• <i>Works in partnership with economic development and community development agencies</i>		
• <i>Promotes lifelong learning opportunities to employers and labor force</i>		

# TAB 4

<i>Function/Roles List</i>	<i>Scale 1-5: 5 = high, effective; 1 = low, needs work</i>	<i>Don't Know</i>
<i>Engages Partners...Our Council:</i>		
<ul style="list-style-type: none"> <li>• <i>Has identified the key “movers and shakers” in the community</i></li> </ul>		
<ul style="list-style-type: none"> <li>• <i>Connects with all of the key “movers and shakers” in the community</i></li> </ul>		
<ul style="list-style-type: none"> <li>• <i>Treats economic development as a primary customer</i></li> </ul>		
<ul style="list-style-type: none"> <li>• <i>Brokers services</i></li> </ul>		
<ul style="list-style-type: none"> <li>• <i>Facilitates community groups</i></li> </ul>		
<ul style="list-style-type: none"> <li>• <i>Convenes community players</i></li> </ul>		
<ul style="list-style-type: none"> <li>• <i>Has the One Stop perform outreach to stakeholders</i></li> </ul>		
<ul style="list-style-type: none"> <li>• <i>Links websites with economic development and community partners</i></li> </ul>		
<ul style="list-style-type: none"> <li>• <i>Develops joint marketing materials</i></li> </ul>		
<i>Aligns Services with Workforce Intelligence...Our Council uses our local workforce intelligence to:</i>		
<ul style="list-style-type: none"> <li>• <i>Determines which types of business and job seeker customers should be targeted for service</i></li> </ul>		
<ul style="list-style-type: none"> <li>• <i>Determines what services should be offered</i></li> </ul>		
<ul style="list-style-type: none"> <li>• <i>Ensures that service methods meet customer needs</i></li> </ul>		
<ul style="list-style-type: none"> <li>• <i>Integrates assessment and data-driven career counseling into services strategies</i></li> </ul>		
<ul style="list-style-type: none"> <li>• <i>Articulates assessments and certifications to the requirements of the next level of education and employment</i></li> </ul>		
<ul style="list-style-type: none"> <li>• <i>Ensures that services are integrated across partner agencies</i></li> </ul>		
<ul style="list-style-type: none"> <li>• <i>Includes continuous improvement of the workforce system as a priority in the system vision</i></li> </ul>		
<ul style="list-style-type: none"> <li>• <i>Includes continuous improvement in documents such as RFPs, service provider contracts, One-Stop Center business plan instructions, One-Stop Operator agreement</i></li> </ul>		
<i>Board Infrastructure Management...Our Council</i>		
<ul style="list-style-type: none"> <li>• <i>Has the key community movers and shakers as its members</i></li> </ul>		
<ul style="list-style-type: none"> <li>• <i>Continually develops its membership</i></li> </ul>		
<ul style="list-style-type: none"> <li>• <i>Has a Council member succession plan</i></li> </ul>		
<ul style="list-style-type: none"> <li>• <i>Engages Local Elected Officials (LEOs) in our work</i></li> </ul>		
<ul style="list-style-type: none"> <li>• <i>Takes a continuous improvement approach to its work</i></li> </ul>		
<ul style="list-style-type: none"> <li>• <i>Has an empowered chief executive and staff</i></li> </ul>		
<ul style="list-style-type: none"> <li>• <i>Develops a Council strategic plan</i></li> </ul>		
<ul style="list-style-type: none"> <li>• <i>Organizes Council work around the strategic plan</i></li> </ul>		
<ul style="list-style-type: none"> <li>• <i>Establishes goals for itself</i></li> </ul>		
<ul style="list-style-type: none"> <li>• <i>Forms committees based on the goals</i></li> </ul>		
<ul style="list-style-type: none"> <li>• <i>Creates effective and motivating meeting agendas based on the Council's goals</i></li> </ul>		
<ul style="list-style-type: none"> <li>• <i>Has changed the meeting agenda items from a program to a workforce improvement focus</i></li> </ul>		

*(Materials adapted from presentation at National Association of Workforce Boards 2009 Forum by Richalene (Ricki) M. Kozumplik | AHA Consulting | Peru, IN)*

**SUBJECT**

Economic Update from Doug Tweedy, Regional Labor Economist.

**BACKGROUND**

Economic conditions continue to change and the Council has the opportunity to modify its strategic plan and focus of its activities in order to better adapt to the needs of our regional businesses and workforce. Doug will provide information to help guide where we determine our resource deployment may make the most impact.

**DISCUSSION**

As needed.

**EXECUTIVE COMMITTEE ACTION**

None.

**FINANCIAL IMPACT**

None.

**REQUESTED COUNCIL ACTION**

None.