



Spokane Area WORKFORCE DEVELOPMENT COUNCIL

YOUTH COUNCIL EXECUTIVE COMMITTEE MINUTES

November 2, 2010 – 8:30 AM – 9:57 AM

Next Generation Zone
901 E Second, Suite #100

*Anne Lockwood – Note Taker
Dawn Karber - Editors*

Members in Attendance:

Andrew Arganbright– Kemper Auto, A Unitrin Business	Joanne Benham-City of Spokane Youth Services	Bridget Cannon- Volunteers of America	Martin Kolodrub- Spokane County Juvenile Court
Trina Miller-Community Colleges of Spokane	Nancy Nelson-Humanix Staffing Services	Tim O’Halloran- YouthBuild	Kevin Quinn-Aerospace Joint Apprenticeship Committee Training
Lisa White-Spokane Public Schools	John Serben- Serben Consulting		

Members Absent:

Linda Duncan-Sterling Savings Bank	Laura Foust-Job Corps	Lynn Jonckers-Parent of Eligible Youth	Kitara McClure- Parent of Eligible Youth
Scott Oakshott-Spokane Skills Center			

Others Present:

Alethea McCann-SAWDC	Bob Everett- WorkSource	Cami Hanson-Career Path Services	Shelly O’Quinn-Greater Spokane Incorporated
Heidi Peterson-Next Generation Zone	Patricia Robinson- Goodwill Industries of the Inland Northwest	Trina Schmid-Job Corps	Peg Waldron- Consultant

Staff Present:

Dawn Karber – Assistant Director-Workforce Operations Anne Lockwood – Secretary

VOTE ON OCTOBER 5, 2010 MEETING MINUTES:

Motion and a second to approve the October 5, 2010, meeting minutes. Approved with the following changes:

1. **Kevin will be an apprenticeship representative on the Youth Council.**
2. **Change www.washboard.org to www.thewashboard.org.**

NEXT GENERATION ZONE STRATEGIC GOAL SETTING AND 5-YEAR VISION:

- **OVERVIEW:**

The Youth Council has narrowed down the Next Generation Zones Strategic Goals. The next step is to further define the goals.

Each time the Youth Council met discussions included these goals:

1. Offer program services at the Next Generation Zone that reflect the needs and desires of youth.
2. Help youth to be aware of the opportunities for transition to the next level.
3. Sustain the Next Generation Zone as a youth one stop.
4. Youth volunteer opportunities.

- **GROUND RULES:**

1. Set electronic devices to vibrate or turn them off.
2. Honor time constraints.
3. Stay on topic.
4. Share the air.
5. Respect other ideas/opinions – be careful how you respond non-verbally that would show disrespect.
6. Think out of the box.
7. The Parking Lot is for ideas we don't want to forget, but not part of topic.

- **GOAL 1: YOUTH NEEDS:**

- a. How do you measure needs and desires?

Use the SMART method:

- SPECIFIC
- MEASURABLE
- ACHIEVABLE
- REACHABLE
- TIMELY

The SMART method will help to design a mechanism for determining criteria, implementation, evaluation, and execution of a goal. Everything links together, from the day-to-day tasks to larger objective goals.

- b. Confirming Youth Needs in a One Stop:

What would be your baseline if a customer survey were initiated? How would you determine the frequency, and method? Paper, on-line survey monkey, or focus group?

It is important that you know what your customer considers important. As you go about determining your plans and steps, you can decide what is important and where you are least satisfied.

Suggestions:

1. Have an intake that shows what needs are and a customer survey and compare the two. Maybe set up a survey that is taken when logging on to a computer.
2. Have customer's rate level of satisfaction.
3. A youth advisory board could be a focus group for the customer survey and people could check in with them to see if results are met.
4. Youth like to talk about issues, but don't seem inclined to put the issues in writing. A person at the Next Generation Zone could talk to the youth and complete the survey one on one.
5. Employer feedback is imperative, but should be a separate survey.

Consensus:

Measure:

Satisfaction from youth and employers.

Objective:

- Increase customer and employer satisfaction of services provided by the Next Generation Zone.
- Create a baseline and look at frequency, etc.
- Consistent information obtained by the program providers.
 - Need to word the process for surveys, so the process is clear to new people joining the Next Generation Zone.
- A mechanism to connect with the youth who haven't visited the Next Generation Zone.
 - Collect feedback on why the Next Generation Zone wasn't visited, e.g.:
 - Is it because the services offered don't fit your needs?
 - Haven't heard about the Next Generation Zone?
 - Word of mouth bad?

NEXT STEPS:

Have everyone enter his or her ideas to create a list, so next meeting will move faster. Responses to Dawn by November 5, 2010.

- Keep it simple with one or two questions.
- Email brainstorm ideas to dkarber@wdcspokane.com.

FINAL COMMENTS:

Dawn to resend the four forms out by two o'clock, today, November 2, 2010.

OTHER QUESTIONS/DISCUSSION:

1. Parking lot
 - How to deal with previous customer evaluations.
 - Apply SMART template to action steps to make sure they are measureable and realistic.
 - Are we trying to drive more people/fewer people to the Next Generation Zone (wide/deep capacity?)
2. A new SAWDC staff person starts Monday, November 8, 2010. Dawn will continue to participate in the Youth Council, for a few months.