

ENGAGING WORKPLACE PARTNERS MEETING NOTES: I HAVE/I NEED ASSESSMENT ACTIVITY

PARTICIPANT/ORGANIZATION	WORKPLACE PARTNERS AS CUSTOMERS: Effective organizations define and prioritize employers and other potential workplace partners (including labor organizations, government, and community groups) as their primary customers. Resources, staffing, and organizational decisions reflect that priority.						
	Engaging workplace partners is a clear and stated priority in the organization.	The local labor market is researched on a regular basis, and target markets for engagement are set.	All staff are aware of and utilize local labor market trends and forecasts to guide their work.	The benefits to employers and other workplace partners have been created and are readily available to all staff.	Materials specifically targeted to employers and other workplace partners have been created and are readily available to all staff.	A sequenced range of participation options has been defined for workplace partner involvement.	All employer and workplace partner commitments are equally valued by staff and the organization.
Khaalid Muttaqi: Yolo County - DESS	!	!	?			!	
P.K. Halimi Nameth: LEED Sacramento					?	?	
Cheryl Jackson: NCCRC	!						
Joyce Lawrence: CCC Workforce Board	?	!	?	?	?		
James Cole: LEED Sacramento	!	!	?			?	!
Michele Moore and Gayle McLevich: YCOE	!	!	?	?		?	!
Sonia Seruge: DHS San Francisco	!	!		!	?		
Harold C. Walker DHS San Francisco	!	!	!	?	!		?
Danny Fleming: WIA Contra Costa County - W. County San Pablo/Richmond	!	!	!	?	?	?	
Shirley Vicalar: WIB of CCC - Pittsburg One Stop Career Center		?	!			!	!
Elizabeth Ruby: Workforce Development Board	!	!	!	?	?		
Dawn Bottini: Petaluma People Services Center							
Sheilah Goulart: Work Start YES							
Lisa Guillen: San Joaquin COE							
Shannon Gerry: Crossroads Employment Services		!	?		?		
Lois Bukowski: BAYC				!	!		
Veda Gonzales - TCOE - SEE & CO/Youth		?					
Del Marine - CSET	!			!	?		!
Maria Espinosa - Proteus	!	!	!	!	!	!	!
Jheni Martella - Fresno County WIB	!	!	!				!
Emerson Estrada - Fresno County WIB	!	!	!	!			
Karina Cervantez - Community Action Board		?	?	!	!		
Chris Gocke - CSET		!		!	!		?
Karen Borchard - Kings COE	!			!	!	?	!
Frank Escobar, Jr. - SEE - Youth	!			!	!		
Kim Faruzzi - KCOE/Kings ROP	?	?	?			?	?
Lionel Moreno - Tulare County Dept. of Child Support	?		?			?	
Eldonna Caudill - Tulare County Workforce Investment Dept.	!	!		?			!

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Teresa Cadena - Proteus, Inc.	!	!	?			!	!
Benny Rivera - SEE/TCOE	!	!	!	!	!	!	!
Ann Batchelder - ETR	!						
Jamie Broaddus - Community Services and Employment Training (CSET)				!			
Nou Cha - SEE Youth	?	!	!		!		!
Joe Garza - TCOE - SEE Program	?	!	?	?	?	?	
Marilyn Willers - TCOE - SEE Youth	!	!	!	!		!	!
Becky Hudson - Kings ROP Youth Services	!			!	!		!
Diane King - TC ODD	!	!	!	!			!
Francesca Gallard - Jewish Vocational Services (JVS)		?		?	!	!	!
Stacy Serber - JVS West Hollywood Worksource		?		?	!?		!
Bessy - JVS	!	!		?	?		!
Loretta Ledezma - JVS	!	?	?				
Jon Lamirault - JVS	!	?	?	!	!		!
Vicki Martinez - EDA							!
Karlie Grigoryan - Glendale Youth Alliance	!			!	!	!	!
Aylin Isayan - GYA	!			!	!	!	!
Michelle Hagen - CFLC Empower Youth Program						!	
Lenore DeJesus - Empower Youth Program	!			?		!	!
Melody Garcia - Empower Youth Program	!				?	!?	?
James McElroy - OC Youth Center							
Mitch Abbot - OC Youth						?	?
Nancy F. Rivera - SASSFA Youth	?			!	!	?	!
Deborah Battiste - San Diego Youth at Work	!	?	?			?	!
Jose Marez - SELACO							
Anna Leon - SELACO			?				?
Evie Schilling - SBCSS ROP		?	?		!		
Lisa Garcia-Gleissner - Riverside County		?	?	?	?	?	?

ENGAGING WORKPLACE PARTNERS MEETING NOTES: I HAVE/I NEED ASSESSMENT ACTIVITY

PARTICIPANT/ORGANIZATION	SALES AND CUSTOMER SERVICE ORIENTED: Effective organizations have a culture that reflects a sales and customer service orientation. All staff and organizational services serve as evidence of this culture.						
	A full range of services are offered, targeted to meet employer and partner identified needs.	The organization's offices are professional and reflect a business-oriented environment.	All staff understand their role in delivering high quality customer services to all prospective customers	Ongoing support is provided for workplace partners and worksite supervisors	Staff are comfortable with and skilled in their role as salespersons.	All work reflects a customer service and sales culture	Staff seek to solve problems and provide resources for customers outside the scope of their organization's ability to respond.
Khaalid Muttaqi: Yolo County - DESS	!		?				
P.K. Halimi Nameth: LEED Sacramento							
Cheryl Jackson: NCCRC	!						
Joyce Lawrence: CCC Workforce Board	?	!	!		?	?	?
James Cole: LEED Sacramento			!	!	?	?	!
Michele Moore and Gayle McLevich: YCOE	!	!	!	!	!	!	!
Sonia Seruge: DHS San Francisco	!	!	!	!	!		!
Harold C. Walker DHS San Francisco	!	!	!	!	!	?	!
Danny Fleming: WIA Contra Costa County - W. County San Pablo/Richmond	?	!					
Shirley Vical: WIB of CCC - Pittsburg One Stop Career Center		!	!	!	!	!	
Elizabeth Ruby: Workforce Development Board	!	!	!				
Dawn Bottini: Petaluma People Services Center		!					!
Sheilah Goulart: Work Start YES							
Lisa Guillen: San Joaquin COE	?	!	?				?
Shannon Gerry: Crossroads Employment Services			!	!	?		!
Lois Bukowski: BAYC			?	!			!
Veda Gonzales - TCOE - SEE & CO/Youth	!		!	!	?		!
Del Marine - CSET	!	!	?	!			!
Maria Espinosa - Proteus	!	!	!	!	!	!	!
Jheni Martella - Fresno County WIB	!	!		!			
Emerson Estrada - Fresno County WIB	!	!				!	!
Karina Cervantez - Community Action Board	?	?	?	!	?		!
Chris Gocke - CSET		!	!	!			?
Karen Borchard - Kings COE			!	!	!	!	!
Frank Escobar, Jr. - SEE - Youth		!	!	!			!
Kim Faruzzi - KCOE/Kings ROP	?	!	!	?	?	?	!
Lionel Moreno - Tulare County Dept. of Child Support							
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Ann Batchelder - ETR		!	!				
Jamie Broadus - Community Services and Employment Training (CSET)							!
Nou Cha - SEE Youth	?	!	!	!	?	!	!
Joe Garza - TCOE - SEE Program	!		!	!			!
Marilyn Willers - TCOE - SEE Youth	!	!	!	!	!	!	!
Becky Hudson - Kings ROP Youth Services	!	!				?	?
Diane King - TC ODD	!	!	!	!	!	!	
Francesca Gallard - Jewish Vocational Services (JVS)	!	!	!	?	!	!	
Stacy Serber - JVS West Hollywood Worksource	!	!	!		!	!	!
Bessy - JVS	?	!	!	!			
Loretta Ledezma - JVS	!	!			?		
Jon Lamirault - JVS	!	!	!	!	!	!	!
Vicki Martinez - EDA		!			!		!
Karlie Grigoryan - Glendale Youth Alliance	?	!	!	!	!?	?	!
Aylin Isayan - GYA	!	!	!	!	?	?	!
Michelle Hagen - CFLC Empower Youth Program							
Lenore DeJesus - Empower Youth Program		!	!	!	!		
Melody Garcia - Empower Youth Program	?		!	?	!		
James McElroy - OC Youth Center		?	!		?	?	
Mitch Abbot - OC Youth	!		!	!	!	!	
Nancy F. Rivera - SASSFA Youth	?	!	!		?	?	!
Deborah Battiste - San Diego Youth at Work	?	!	!	?	!		!
Jose Marez - SELACO		!	!		!		
Anna Leon - SELACO		!		!	!		
Evie Schilling - SBCSS ROP							
Lisa Garcia-Gleissner - Riverside County	!	?	?	?	?	?	?

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PARTICIPANT/ORGANIZATION	TARGETED RESOURCES: Effective organizations develop and target resources, both human and capital, to support their engagement efforts. Budgets and staff support a range of marketing, service, support, and evaluation activities.					
	Staff are identified and dedicated to the engagement effort. Appropriate staff time is allocated to activities.	Staff are skilled in marketing, sales, and customer service, have experience in a range of workplaces, and are conversant in local economic development and business practices.	The organization's budget clearly supports marketing services, support, and evaluation.	New programs and activities have programmatic and budgetary connections to the engagement effort.	A formal advisory group of business and workplace partner leadership guides the engagement effort.	The organization conducts staff development activities related to workplace partner engagement on a regular basis.
Khaalid Muttaqi: Yolo County - DESS	!	?	!	?		
P.K. Halimi Nameth: LEED Sacramento		?	?	?		
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Joyce Lawrence: CCC Workforce Board	?	?	?	?	?	?
James Cole: LEED Sacramento			?	!	!	?
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Lisa Guillen: San Joaquin COE						
Shannon Gerry: Crossroads Employment Services			?		?	?
Lois Bukowski: BAYC			?		?	
Veda Gonzales - TCOE - SEE & CO/Youth		!	!			
Del Marine - CSET	!	?	!			
Maria Espinosa - Proteus	!		?	?	?	!
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Emerson Estrada - Fresno County WIB			!			
Karina Cervantez - Community Action Board	?				?	
Chris Gocke - CSET	!	!		!		!
Karen Borchard - Kings COE	!		!	?		!
Frank Escobar, Jr. - SEE - Youth		?	?		?	
Kim Faruzzi - KCOE/Kings ROP	?	?	?	?		?
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Becky Hudson - Kings ROP Youth Services				!		!
Diane King - TC ODD	!	!	!	!		!
Francesca Gallard - Jewish Vocational Services (JVS)	!	?	!			
Stacy Serber - JVS West Hollywood Worksource	!	?	?	!		
Bessy - JVS	?	?	?	?		
Loretta Ledezma - JVS	?	?	?			?
Jon Lamirault - JVS	!	!	!			
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Anna Leon - SELACO	!	?				
Evie Schilling - SBCSS ROP			?	?	?	
Lisa Garcia-Gleissner - Riverside County	?	?				?

ENGAGING WORKPLACE PARTNERS MEETING NOTES: I HAVE/I NEED ASSESSMENT ACTIVITY

PARTICIPANT/ORGANIZATION	SYSTEM APPROACH: Effective organizations embrace a systems approach through work, applying clear and detailed plans and utilizing appropriate technologies. The work closely with others seeking to connect with and engage a range of community and workplace partners are formally connected to a larger, broader system.							
	A clear and detailed marketing plan guides the engagement effort and is consistent with the organization's strategic plan.	The marketing plan reflects market research, industry, and local labor market trends, and the appropriate sequencing of a full range of continuous marketing and awareness efforts.	The marketing plan identifies targeted partners, includes specific strategies, key activities, measurable goals, and a calendar of activity	The organization and engagement staff use a common contact management system.	Effective communication tools and methodologies are in place.	The organization and engagement team work closely with others seeking to engage employers and other workplace partners, and have developed and applied strategies to share and leverage efforts in the community.	Work is aligned with local economic development organizations, industry associations, and labor organizations	The organization and engagement staff are formally connected to a broader system.
Khaalid Muttaqi: Yolo County - DESS						!		!
P.K. Halimi Nameth: LEED Sacramento						?		
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Joyce Lawrence: CCC Workforce Board	?	?		?	?	?	?	?
James Cole: LEED Sacramento	?				!	!	!	!
Michele Moore and Gayle McLevich: YCOE	?	?	?	?	?	?	?	?
Sonia Seruge: DHS San Francisco		?	?	?				!
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Karina Cervantez - Community Action Board	?	?	?	!		?	?	?
Chris Gocke - CSET				!	!	!	!	!
Karen Borchard - Kings COE						!	!	
Frank Escobar, Jr. - SEE - Youth							!	
Kim Faruzzi - KCOE/Kings ROP	?	?	?	?	?	?		
Lionel Moreno - Tulare County Dept. of Child Support				?	?	?		?
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Becky Hudson - Kings ROP Youth Services	!	!	?					
Diane King - TC ODD	!	!			!			!
Francesca Gallard - Jewish Vocational Services (JVS)	?	?	?	?	!	?	?	
Stacy Serber - JVS West Hollywood Worksource				?	?	?	?	?
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Michelle Hagen - CFLC Empower Youth Program								
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PARTICIPANT/ORGANIZATION	QUALITY PRACTICES: Effective organizations apply continuous improvement practices to gauge the effectiveness of their efforts and guide their work. They are focused on quality and use a variety of measures to evaluate and improve their practice.							
	The organization has set clear and quantifiable goals for employer and workplace partner engagement.	Staff performance is measured against quantifiable goals.	The organization measures success against a clear set of goals and objectives.	The organization holds regular program/activity reviews with their workplace partners.	Results are communicated and celebrated with organizational staff, partners, leadership, and the community.	Customer satisfaction surveys and focus groups are conducted regularly.	Internal assessments of organizational capacity, resource alignment, and staff experience and skills are conducted.	The organization uses data and evaluation results to adjust program strategies.
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P.K. Halimi Nameth: LEED Sacramento	?	?				?	?	
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