



workforce
SOUTHWEST WASHINGTON

**WSW Executive Board Meeting
Zoom Conference Call
April 28, 2021 3:30 – 5:00 pm**

AGENDA

3:30	<u>Welcome</u>	Paige Spratt – Chair
3:35	<u>Consent Agenda</u> <ul style="list-style-type: none">• Approval of Executive Board Minutes• Approval of Policy Memo• Approval of Contract Memo• WSW Employee Handbook Policy	Paige Spratt – Chair
3:45	<u>Governance</u> <ul style="list-style-type: none">• Update on Board Recruitment	A.D. Simmons – Governance Co-Chair Ralph Clark – Governance Co-Chair
3:55	<u>CEO Report</u>	Kevin Perkey – CEO
4:55	<u>Open Discussion / Other Items</u>	Paige Spratt – Chair
5:00	<u>Adjourn</u>	

NOTES



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SOUTHWEST WASHINGTON

WSW Executive Board Meeting Minutes
March 24, 2021
3:30 p.m.
Zoom Conference Call, WSW

Executive Board & Finance Committee Members Present: Chair Paige Spratt, Kelley Foy, John Vanderkin, Ralph Clark, Renny Christophe, A.D. Simmons, Ted Sprague, and Councilor Karen Bowerman.

Staff Members Present: CEO Kevin Perkey, COO Amy Gimlin, and Traci Williams.

WELCOME

Chair Paige Spratt opened the meeting at 3:34 p.m. and welcomed everyone in attendance.

CONSENT AGENDA

Having reached quorum, Chair Spratt entertained a motion to approve the Consent Agenda, consisting of the Executive Board minutes held on February 24, 2021.

John Vanderkin moved to approve the Consent Agenda as presented, second by Karen Bowerman. Motion carried.

POLICY MEMO

Mr. Perkey shared with the Executive Board some changes that were needed regarding the WSW Personal Handbook due that some areas that don't work in current practice or circumstances have changed and findings from our monitoring. He shared that a few of specifics were adding WSW's diversity statement to the introduction, revise the compensation practices to reflect how bonuses are determined, final pay and the actual process when an employee leaves WSW, time off benefits, PTO buy out options, hybrid model of work, and review the leave policies and modernize with a possibility of Paid Parental Leave.

Questions regarding the WSW Employee Handbook were answered by Mr. Perkey. Next steps will be for Ms. Williams to setup two 2-hour meetings with Mr. Perkey, Ms. Gimlin, Ms. Foy, and Mr. Vanderkin to look over the WSW Employee Handbook and make necessary revisions, that will be put forward to the Executive Board at the upcoming April meeting.

Mr. Perkey also shared the Next & WorkSource Reopening Executive Summaries. Next, Vancouver WorkSource and Kelso WorkSource have all determined along with WSW, that it is necessary for all centers to begin to provide in person services to customers that do not have access to the current virtual system in place. The limited reopening plan will provide for limited 1 on 1 face to face appointments with Equus employees while ensuring the safety of both employees and customers.

Next will start GED provisions again. Also, ESD has helped with safety provisions with providing plastic guards and 6ft spacing with furniture.

CEO REPORT

Mr. Perkey shared with the Executive Board the WSW's strategic plan next steps which include rollout opening letter framing up the new Strategic Plan, press release including the key strategies, mid-April the Strategic Plan will be live on the WSW website. WSW will be hosting four convenings; one will be internal with Next and WorkSource Leadership, two will be held in late April/early May with businesses, and one in May/June with elected officials. Chair Spratt noted two typos that will be fixed before the press release. The next piece to the Strategic Plan will be setting up a Planning Task Force in April that will walk through the metrics section of the plan and produce an internal working document for the full Board to track progress.

Mr. Perkey also shared the WSW has a signed MOU with CREDC. WSW and CREDC are both still following the current reopening plan in place which includes, filling out the wellness screening before coming to the office, signing in and out at the front desk, and only guest allowed in the office is with our IT company which they need to do temperature checks and fill out a wellness screening. Mr. Perkey is also checking to see if frontline staff to get vaccines would include workforce development.

Mr. Perkey updated the Executive Board that WSW has finally after 12 months received access to the unemployment insurance data from the state which will give WSW the opportunity to engage and target outreach people on unemployment. No sensitive information and PII is shared, contact information such as email, previous employer, and type of claim is known. WSW has a data sharing agreement in place and the only staff that have restricted access to the data is WSW's COO Ms. Gimlin and WSW's Research & Data Analyst Ms. Kollander. Mr. Perkey shared that the state department is in a bit of disarray and while they are going through a leadership transition as they search for a new Commissioner. In regard to some findings that came down on the department from DOL, one of them being failure to provide a meaningful data system, which brings major frustrations.

Chair Spratt reaffirmed that we should be looking at putting data on our local systems and is something that the WSW board should be advocating for that locally we should be handling the data. WSW would be in control and would be getting the data that is needed and in the correct form. It would allow WSW to help people in SW Washington on unemployment quickly, instead of waiting up to a year for data from the state. Discussion ensued around lobbying and advocacy, stating WSW is not a lobbying board but has many options on the advocacy side. Mr. Perkey thought this would be a great thing to bring to the June board meeting and will bring back his thoughts around this issue to the next Executive meeting in April. Mr. Vanderkin, Mr. Sprague, and Mr. Clark all volunteered to head up a Legislative Task Force along side Mr. Perkey to advocate these issues for WSW.

OPEN DISCUSSION / OTHER ITEMS

Councilor Bowerman shared that Clark County is wrapping up the search for an Economic Development position and suggested that Chair Spratt and Mr. Perkey setup a meeting once the position has been filled. Councilor Bowerman thought it would be a great resource/partnership for WSW.

Mr. Sprague questioned Mr. Perkey if he had a sense of when the ESD Commissioner position would be filled. Mr. Perkey shared that the job posting went up the week before and thought that it might be a couple months before it would be filled. Mr. Perkey will share updates.

ADJOURNMENT

With nothing further for the good of the order, Chair Spratt entertained a motion to adjourn the meeting at 4:37 p.m.

Karen Bowerman moved to adjourn the meeting at 4:37 p.m.

DRAFT



CONTRACT MEMO

DATE: APRIL 21, 2021
TO: KEVIN PERKEY
WSW EXECUTIVE BOARD MEMBERS
FROM: AMY GIMLIN, WSW CHIEF OPERATING OFFICER
RE: CONTRACT UPDATE (MARCH 2021 – APRIL 2021)

WSW **executed** the following contracts:

- Columbia River Economic Development Council contract for business outreach in Clark County for \$30,000.

WSW **modified** the following contracts:

- Educational Service District 112 DVR Pre-ETS SummerWorks contract modified to decrease budget by \$247,000 and revised performance to reflect grant modification with DSHS-DVR. Total contract \$548,500.
- Equus Workforce Solutions DVR Pre-ETS SummerWorks contract modified to decrease budget by \$155,018 and revised performance to reflect grant modification with DSHS-DVR. Total contract \$308,382.
- Equus Workforce Solutions Title I Youth contracts modified to revise performance to reflect grant modification of lower performance. Contract amount remained the same.
- Equus Workforce Solutions Title I Adult and Dislocated Worker service delivery contract modifications to include \$30,000 OPP funds, SOW, BFET terms and performance. Also decreased \$30,000 of subcontractor personnel. Total contract amount \$1,188,100, did not change.

Grant notifications:

- DSHS BFET Grant modified to increase match and performance.
- Received executed grant from JP Morgan Chase Foundation for \$50,000 to help supplement the SummerWorks program.

Board Approvals:

- Increase Wahkiakum Human and Health Services contract by \$65,000 and extend for another year ending the contract June 30, 2022. Contract total not to exceed \$110,000 for two years.
- Increase Washington State University Vancouver contract by \$75,000 and extend for another year ending the contract June 30, 2022. Contract not to exceed \$125,000 for two years.



POLICY MEMO

DATE: APRIL 21, 2021
TO: KEVIN PERKEY
WSW EXECUTIVE BOARD MEMBERS
FROM: AMY GIMLIN, WSW CHIEF OPERATING OFFICER
RE: POLICY UPDATES

WSW LLSIL Policy #3018

This is a required revision for 2021. Annually, Human and Health Services update the Lower Living Standard this directly relates to our eligibility in Title I programs. The [updated policy](#) was sent out to providers on March 23, 2021.

Based on the approval process, this policy approval falls under **Tier 1** Executive Board and Full Board **notification**.

Tier 1 – Minimum

Definition: Minimum revisions consist of grammar, spelling, branding changes, State or Federal mandated adjustments, or a new State or Federal mandated policy with no local revisions. These revisions would not require Executive or Full Board approval but would be included in a notification memo.

WSW Complaint Policy #2004 and Handbook

This is a revision to the original policy to bring it up to standard with WIOA regulations. The state facilitated a workgroup with local board participation. The revision ended up being a complete overhaul of the policy. We combined 3 policies into this one policy and incorporated links to the state policies and handbooks for actual procedures and guidance.

Based on the approval process, this policy approval falls under **Tier 2 Executive Board** and Full Board notification.

Tier 2 – Intermediate

Definition: Intermediate revisions consist of minor tweaks to language to improve functionality for service providers. The modification could be a change requested by the service provider. These revisions require Executive Board approval and Full Board notification.



COMPLAINT RESOLUTION, EQUAL OPPORTUNITY, and NONDISCRIMINATION

POLICY #: 2004 Revision 2

Original Policy Date: 8/28/2013
Effective Revision Date: 4/28/2021

Purpose:

To provide one policy with links to each relevant systemwide policies for resolution depending on type of complaint. Also provide equal opportunity (EO) and nondiscrimination principles and the enforcement of those principles in the administration and operation of the programs and activities under its oversight.

Background:

Federal law and regulations require procedures for handling complaints alleging violation of WIOA Title 1, Wagner-Peyser, and Trade Adjustment Assistance (TAA) laws. All recipients under WIOA Title I are responsible for ensuring EO and nondiscrimination in programs and activities funded in whole or in part under WIOA.

Policy:

A. Customer Concern and Complaint Resolution Policy 1012 Revision 2

WSW and system partners will follow this procedure for handling **program complaints**:

- WSW appoints one WorkSource Complaint Coordinator (the One-Stop Operator) and one Youth System Complaint Coordinator (Next Director), who is responsible for the oversight of the complaint throughout the process. The Complaint Coordinator will appoint complaint contacts as necessary for each program and/or office.
- The Complaint Coordinator will be the first point of contact to the complainant and is responsible for logging, tracking, and overall oversight of all local complaints.
- It is the expectation of WSW that the Complaint Coordinator and complaint contacts shall collaborate when complaints present allegations involving multiple partners. The collaboration will also include the other Complaint Coordinator and Local Equal Opportunity Officer, if necessary.
- WSW requires that all WorkSource or Next partners provide an assurance that the Complaint Coordinator will be informed of all local complaints concerning WorkSource Centers, Affiliate Sites, Connection Sites or Next Centers, from point of entry to resolution.
- All WorkSource and Next partners make an effort to informally resolve customer concerns at the lowest level possible.

- All WorkSource and Next system partners are required to follow the minimum complaint processing requirements contained in the [WorkSource Program Complaint Handbook](#) for WIOA Title 1, Wagner-Peyser, and TAA.
- The Local Equal Opportunity Officer, Amy Gimlin, is responsible for logging, tracking, and processing local discrimination complaints.
- Program complaint logs must be made available to the Local EO Officer and State EO Officer when asked. The log must be stored in secure location with limited access and contain name of complainant, contact information, name of staff handling, description of the complaint, date of complaint, program complaint is alleged, outcome/resolution, and date of resolution.
- Follow [State Policy 1012 Revision 2](#) for additional guidance and procedures.

B. [WorkSource System Discrimination Complaint Processing Policy 1017](#)

In its oversight capacity for **discrimination complaints**, WSW and system partners will follow this procedure:

- The Local Equal Opportunity Officer, Amy Gimlin, is responsible for logging, tracking, and processing local discrimination complaints.
- Complaints will be processed using the requirements outlined in the [WorkSource System Discrimination Complaint Processing Handbook](#).
- Discrimination complaint log must be made available to the WSW CEO and State EO Officer when asked. The log must be stored in secure location with limited access and contain name and contact information of complainant, description of the complaint, prohibited factor basis, date of complaint, date of response, date sent to state, outcome/resolution, and date of resolution.
- Follow [State Policy 1017](#) for additional guidance and procedures.

C. [Equal Opportunity and Nondiscrimination Policy 5402 Revision 3](#)

- Washington is committed to providing equal opportunity and equal access in WIOA Title I programs and services to all individuals.
- Follow [State Policy 5402 Revision 3](#) for additional guidance and procedures.

Supersedes:

All of these documents have been superseded by this policy and the accompanying handbooks.

WSW Policies:

- 2004 revision 1 Complaint Resolution
- Complaint Handbook dated July 2013

State Policies/Guidance:

- WorkSource Policy 1012, Revision 1 and Handbook
- WIOA Policy 5402 Revision 2 dated 12/12/18

References:

See individual policies for resources and reference links.

Website:

<http://workforcesw.org/results-and-data/policies>

Attachments:

Attachment A: [Customer Concern and Complaint Resolution Policy 1012 Revision 2](#)

Attachment B: [WorkSource System Discrimination Complaint Processing Policy 1017](#)

Attachment C: [Equal Opportunity and Nondiscrimination Policy 5402 Revision 3](#)

Attachment D: [WorkSource Program Complaint Handbook](#)

Attachment E: [WorkSource System Discrimination Complaint Processing Handbook](#)