



workforce
SOUTHWEST WASHINGTON

WSW Executive Committee Meeting
Zoom Conference Call
August 14, 2024
3:30 – 5:00 pm

3:30	<u>Welcome</u>	A.D. Simmons
3:40	<u>Consent Agenda</u> * <ul style="list-style-type: none">• Minutes, Contract Memo, Policy Memo• Acknowledgement of PY23 One Stop Annual Report• Finance Committee Charter	A.D. Simmons
3:45	<u>Strategic Planning</u>	PointNorth
4:45	<u>CEO Update</u> <ul style="list-style-type: none">• September Board of Director Meeting Agenda• WWA Conference• Potential Governors Visit – October• Other	Miriam Halliday
4:55	<u>Open Discussion / Other Items</u>	A.D. Simmons
5:00	<u>Adjourn</u>	A.D. Simmons

* - Action Required

NOTES

Strategic Planning materials will be forthcoming.

Executive Committee Meeting – September 25, 2024 – Zoom



WSW Executive Committee Meeting Minutes
June 26, 2024
3:30 p.m.
Zoom Conference Call

Executive Committee Members Present: A.D. Simmons, Corey Giles, Monte Constable, Renny Christopher, and Ted Sprague.

Executive Committee Members Not Present: Paige Spratt, Mark Tishenko, Adrienne Watson, and Karen Bowerman.

Staff Members Present: CEO Miriam Halliday and Traci Williams.

WELCOME:

Chair A.D. Simmons opened the meeting at 3:30 p.m. and welcomed everyone in attendance.

APPROVALS:

Having reached quorum, Chair Simmons entertained a motion to approve the Consent Agenda, consisting of the Executive-Finance Committee minutes held on May 22, 2024, Contract Memo, and Policy Memo containing; WSW Training Handbook Rev 12.

Corey Giles moved to approve the Consent Agenda as presented, second by Ted Sprague. Motion carried.

CEO UPDATE:

CEO Miriam Halliday gave updates around the WWA Conference that will be held Nov 12-14th up in Tacoma along with the WWA website has been updated to align to where WWA is today. CEO Halliday also shared that termination letters were sent out to Goodwill to terminate their Title I Youth contract as of 6/30/2024 and questions were addressed from CEO Halliday.

NEW BUSINESS / OTHER ITEMS:

June board meeting review.

ADJOURNMENT:

With nothing further for the good of the order, Chair Simmons entertained a motion to adjourn the meeting at 3:47 p.m.

Ted Sprague moved to adjourn the meeting at 3:47 p.m.



CONTRACT MEMO

DATE: AUGUST 7, 2024
TO: MIRIAM HALLIDAY, WSW CHIEF EXECUTIVE OFFICER
WSW EXECUTIVE BOARD MEMBERS
FROM: LINDA CZECH, WSW CONTRACTS MANAGER
RE: CONTRACT UPDATE (JUN-AUG 2024)

WSW **modified** the following contracts:

- Goodwill to terminate Summerworks contract on **June 30, 2024**.

WSW **executed** the following contracts:

- Partners in Careers for **\$216,288** Workforce Innovation and Opportunity Youth, end date **June 30, 2025**.
- Greater Vancouver Chamber Foundation for **\$70,000** Workforce Innovation and Opportunity Youth, end date **June 30, 2025**.
- Business Impact Northwest for **\$50,000** Washington State Department of Commerce Economic Security for All (EcSA) Community Reinvestment, end date **May 31, 2025**.
- LatinoBuilt for **\$45,000** Washington State Department of Commerce Economic Security for All (EcSA) Community Reinvestment, end date **May 31, 2025**.
- Cowlitz Economic Development Council Outreach for **\$25,000** Workforce Innovation and Opportunity Adult, Dislocated Worker and Youth, end date **June 30, 2025**.
- Lower Columbia College System Liaison for **\$25,000** Workforce Innovation and Opportunity Adult, Dislocated Worker and Youth, end date **June 30, 2025**.
- Clark College System Liaison for **\$25,000** Workforce Innovation and Opportunity Adult, Dislocated Worker and Youth, end date **June 30, 2025**.
- Washington State University Vancouver System Liaison for **\$30,000** Workforce Innovation and Opportunity Adult, Dislocated Worker and Youth, end date **June 30, 2025**.

WSW **notification of grant award/execution:**

- WSW received grant modification for Department of Commerce Employment Security for All Community Reinvestment to increase budget by **\$1,837,259** for total budget of **\$3,600,245**, extend end date to **June 30, 2025**.
- WSW received grant modification for Washington State Employment Security Department for WIT Replacement Project to extend end date to **June 30, 2025**.
- WSW received grant award from WIOA Title 1 from Employment Security for PY24 total amount **\$3,412,865**, ending **June 30, 2026**.
- WSW received grant award for Economic Security for All from Washington State Employment Security PY24 total amount **\$796,467**, ending **June 30, 2025**.
- WSW received grant modification for Worksystems Career National Dislocated Worker to increase budget by **\$60,000** for total budget of **\$550,440**, extend end date to **September 12, 2024**.

Board Approval Needed-

- Approval needed for contract between WSW and Career Path Services, **October 1, 2024 to September 30, 2025**, for System Outreach in Clark, Cowlitz, and Wahkiakum Counties, not to exceed **\$145,000**.



POLICY MEMO

DATE: AUGUST 7, 2024
TO: MIRIAM HALLIDAY, WSW CHIEF EXECUTIVE OFFICER
WSW EXECUTIVE COMMITTEE MEMBERS
FROM: TRACI WILLIAMS, WSW OPERATIONS MANAGER/SENIOR EXECUTIVE ADMINISTRATOR
RE: POLICY UPDATES

WSW Stevens Amendment Requirements Policy 2011-3

This was a revision to our Stevens Amendment Requirements Policy. Employment Security Department revised the state policy to remove the expectation that EEO/Grievance/Complaint forms provided to enrollees include the Stevens Amendment funding statement. The revised [Stevens Amendment Requirements Policy](#) is posted for your reference.

Based on the approval process, this policy approval falls under **Tier 1** Executive Committee 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 Economic Security for All - Eligibility Policy 3501-1

This was a revision to our Economic Security for All - Eligibility Policy. This revision reflects the change from Thrive to Economic Security for All to align with Employment Security Department policies. The revised [Economic Security for All - Eligibility Policy](#) is posted for your reference.

Based on the approval process, this policy approval falls under **Tier 1** Executive Committee 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 Economic Security for All – Career Accelerator Incentives Policy 3502-1

This was a revision to our Economic Security for All – Career Accelerator Incentives Policy. This revision reflects the change from Thrive to Economic Security for All to align with Employment Security Department policies. The revised [Economic Security for All - Career Accelerator Incentives Policy](#) is posted for your reference.

Based on the approval process, this policy approval falls under **Tier 1** Executive Committee 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 Monitoring Policy 2003-6

This was a revision to our Monitoring Policy. After consideration and review of our current monitoring practices, this policy was revised to change the structure of the reporting to support effective practices. The Final Monitoring report, previously issued as one report with programmatic and fiscal sections, will be issued as separate Programmatic and Fiscal Final Monitoring reports. Another revision, the inclusion of further explanation of the EXIT DOR, which may be used as a supplemental tool. Other revisions to this policy were largely grammatical and clarifying.

Based on the approval process, this policy approval falls under **Tier 2 Executive Committee approval** 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.



MEMO

DATE: AUGUST 7, 2024
TO: WSW EXECUTIVE COMMITTEE
CC: MIRIAM HALLIDAY, WSW CHIEF EXECUTIVE OFFICER
FROM: MARNIE FARNES, WSW DIRECTOR OF PROGRAMS
RE: PY23 ONE STOP ANNUAL REPORT

Overview

In June of 2022, the WSW Board of Directors approved the certification of one Comprehensive One-Stop Center (Vancouver WorkSource), one Affiliate site (Kelso WorkSource), and one Affiliate site (Next Vancouver). These three sites are currently in year 3 of a 3-year approval period. Per DOL guidelines, an annual report must be submitted providing progress updates identified in the certification application.

Below is the PY23 (July 1, 2023-June 30, 2024) annual report for your review. The summary will highlight changes made since the initial certification approval.

Functional and Programmatic Integration

Vancouver/Kelso

While we do not consider our system in Southwest WDA to be integrated as traditionally defined (ISD), both offices operate cross-functionally with varying degrees of integration.

In December 2023, WorkSource moved away from Universal Basic Enrollment for all customers in both Kelso and Vancouver. This practice has not diminished the services provided by staff. One example of staff working in an integrated fashion is the resource room which is a shared responsibility between the core partners. In addition, in May of 2024, a Business Services Manager was hired to lead this functional team in Vancouver and Kelso. The team is comprised of four partner agencies.

Furthermore, WorkSource providers are working closely to identify a partnership system to increase co-enrollments to increase the provision of wrap-around services.

Next

Next operates in alignment with the functional integration model, ensuring that youth services are coordinated across multiple partners. Under the Workforce Innovation and Opportunity Act (WIOA), state and local partners share common performance goals and are mandated to collaborate in developing and implementing a one-stop delivery system where services are designed with the customer in the center, resources are leveraged for maximum efficiency, and continuous improvement is the hallmark.

Partners ensure that client services are aligned to common goals and the customer experience is seamless – regardless of funding streams. Each customer is mutually regarded as a shared customer, with all staff and programs operating at the site having a vested stake in that customer’s success.

Integration of programs is incorporated into planning, intake, assessment, registration, and service processes, information sharing, resource decisions, actions, results, and analyses. Next staff are committed to engaging customers entering the center quickly, assessing their needs and connecting them with the appropriate service. Next and WorkSource attempt to provide seamless transitions from the young adult system to adult as needed and strive to collaborate with all partners. Co-enrollment into both Youth and Adult programs are based on individualized needs and provide a wraparound philosophy of care to customers.

Services/Performance/Accountability

Vancouver/Kelso

Hours are M-F 9:00 am to 5:00 pm. The required partners/programs located onsite or through electronic means have not changed except Title II and other community college programs are available only through electronic connection during standard office hours.

Two full-time guest services in the Vancouver office are dedicated solely to serving customers in the resource room. Kelso has one full-time staff dedicated to the resource room. In addition, there are two AmeriCorps volunteers in Vancouver and one in Kelso.

Meetings – weekly stand-up and all staff meetings take place in Vancouver and Kelso. There is time for both business and customer updates as well as more in-depth training (e.g. in-demand sectors, building a healthy and inclusive culture, community partnerships, etc.).

Classes and Services for Customers -- Strategies for Success in Vancouver and Kelso continue to be offered. Computer classes are offered in Vancouver (taught by Goodwill Industries). There is consistent triage and on-site support in Vancouver aimed at helping Ukrainian refugees and immigrants.

Several programs in place prioritize priority populations. Some examples are the Washington Jobs Initiative (WJI), Economic Security for All, Opioid DWG, etc. Staff work together to conduct outreach via community partners such as Fourth Plain Forward, Recovery Café, Chai Rivers (Cowlitz), Love Overwhelming, etc. The Department of Vocational Rehab currently has two workstations in Vancouver.

Next

The WIOA Title 1B Youth provider is a consortium led by Career Path Services, including Career TEAM, Partners in Careers, and Goodwill of the Olympic and Rainier Region. PY23 is the first year of an RFP cycle. Despite technical assistance and setting clear corrective steps, Goodwill failed to meet key performance targets and as a result, WSW decided not to renew Goodwill's contract for PY24.

Next's hours are M-F 9:00 am to 4:30 pm, ensuring consistent access for youth participants. In addition to last year's partners, the Council for the Homeless is an additional onsite partner, visiting every Friday afternoon.

Next's team now includes an Outreach Specialist whose responsibilities include performing outreach to increase awareness of and bring youth participants to Next.

Customer Satisfaction

Vancouver/Kelso

Both the Kelso and Vancouver offices continue to seek customer feedback as a tool to guide and direct. To gather customer input, survey stands are in the front of each office as a way for customers to provide

feedback as they leave the center. Also, staff have a link to the online survey in their signature line so job seekers and employers may provide feedback on the service they received. A paper survey, that mirrors the online survey, is available in the Resource Room in English and Spanish. The Administrator, Director of Title I Services, or supervisor contacts customers who request follow-up.

Customer feedback is reviewed by leadership for immediate consideration and follow-up. One example of a change resulting from customer feedback pertains to the customer intake process. The old process directed them to a computer, rather than connecting them with an Employment Specialist. Now customers are greeted within a few minutes of their arrival, have their needs assessed at desk level, and receive personalized service throughout their visit.

Next

Next actively seeks feedback from its participants to continuously improve service delivery. Customer feedback is collected through various means, including survey collection, focus groups, and direct feedback. Both digital and paper surveys are available, enabling youth to provide feedback. Staff have a link to the online survey in their email signature line so participants and employers may provide feedback on the service they received. Paper surveys are included in Next's front waiting room area. Next scheduled a focus group during PY23 to offer an interactive platform for youth to share their experiences and suggestions for guiding Next's updated strategic plan. Participants are encouraged to provide immediate feedback during their visits, which is then taken to Next's all staff meetings. This feedback loop has led to improvements such as streamlined intake processes and enhanced customer service training for staff.

Staff Competence and Staff Training

Vancouver/Kelso

Regular all-staff professional development is a key feature to ensure that staff are aware of evidence-based research and the latest policies and procedures established at the local, State, and Federal levels. Also, information on labor market information to educate customers as they make career and training decisions. Daily stand-up meetings are conducted to update staff on programs and services, and to address any customer concerns. Program and community training updates are discussed monthly at all-staff meetings, and throughout the year as training needs are identified.

Vancouver and Kelso ensure the following staff training is conducted:

- First Aid, CPR, and AED
 - Fire Extinguisher Training
 - Ergonomics Training
 - Quarterly Fire Drills
 - Annual Earthquake Drill
 - Veteran Program training by the CVSR
 - Semi-annual Professional All Staff Day (included IFA partners) – September 2023 and January 2024
 - Developing an Outward Mindset training for all Center directors - May 2024
- Staff complete required and optional training courses that may include:
 - New Employee Basic
 - Information Security Awareness

- Ethics in Workplace
- Sexual Harassment Awareness and Prevention
 - Staff are automatically enrolled in the required annual training and receive an e-mail alerting them to their enrollment.
 - Supervisors are alerted via e-mail when training requests are submitted by staff for approval.
 - Employees and supervisors may review their course status on the LMS.
- HIPAA
- ESD Staff participate in the Professional Pathways Training Plan which orients them to WIOA, all WorkSource programs, and customer service best practices.
- Diversity, Equity and Inclusiveness training

Next

The investment in staff development is substantial, ongoing, and focused on cross-training with partner programs, overall skill development, and use of labor market information. Every member of the one-stop staff has the ability and authority to meet customer needs, either directly or, where appropriate, by helping the customer make the right connections to the expertise he or she seeks. Participation in one-stop-sponsored training is required.

Next ensures the following training is conducted:

- First Aid, CPR, and AED
- Fire Extinguisher Training
- Quarterly Fire Drills
- Annual Earthquake Drill
- Semi-annual Professional All Staff Day (included IFA partners) – September 2023 and January 2024
- Developing an Outward Mindset training for all Center directors - May 2024

Staff complete required and optional training courses that may include:

- New Employee Basic
- Information Security Awareness
- Ethics in Workplace
- Sexual Harassment Awareness and Prevention
- HIPAA
- Diversity, Equity and Inclusiveness training

Accessibility and Partnerships Including Business Engagement

Vancouver/Kelso

WorkSource serves customers experiencing physical, mental, or developmental barriers. This is accomplished through strong partnerships with local, integrated accessibility workgroups. Some of these partners include the Veterans Administration (VA), Goodwill, DSHS, and the Division of Vocational Rehabilitation (DVR). In addition, WorkSource partners (and co-locates) with Love Overwhelming (Cowlitz), Chai Rivers (Cowlitz), Recovery Café (Clark), and Lifeline Connections (Clark) to meet the needs of individuals impacted by substance use disorders, and those with justice involvement (re-entry). Currently, there are two special projects aimed specifically at reaching these individuals (Opioid DWG and ARPA).

Both Centers are ADA accessible and were monitored for compliance during the annual Equal Opportunity Monitoring. All items that needed attention were promptly corrected. WorkSource continues to excel in supporting individuals with disabilities and other barriers to success.

WorkSource Business Services Manager was hired late in PY23 as a system position to provide oversight to all Business Services staff for an integrated approach.

Next

Improved availability, a welcoming atmosphere, inclusive settings, and high-quality customer service benefit all customers. Integrated, quality services are provided to all customers within the center and via technology through online or phone access. Principles of universal design are considered which designs inclusive space and materials to be available to individuals regardless of their range of abilities, mobility, age, language, learning style, intelligence, or educational level. Each room at Next is ADA compliant.

Annual audits by the State Equal Employment Opportunity office certify that the office meets ADA requirements including distance between tables and chairs in classrooms.

Strong partnerships with organizations like Partners in Careers, Career TEAM, and local educational institutions support comprehensive service delivery. These partnerships enable Next to offer a wide range of services, from basic skills training to advanced career development opportunities.

Next's Business Navigators work closely with WorkSource Business Navigators to ensure an integrated approach to engaging local employers. This collaboration aims to create more OJT and WEX opportunities, aligning with industry needs and enhancing employment outcomes for youth.



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WSW Finance Committee Charter

Purpose

The Finance Committee (the “Committee”) provides recommendations to the WSW Executive Committee and/or the WSW Board of Directors (the “Board”) on budgeting, financial planning, and financial reporting. The entire Board has fiduciary responsibilities for the organization and remains accountable for protecting the organization’s financial wellbeing.

Type of Committee

The Finance Committee is a Standing Advisory Committee of the Board. As such, it provides guidance or recommendations to the Board on specific issues or endeavors, as set forth in this Charter and in the bylaws of WSW.

The Finance Committee is led by the WSW Treasurer who shall perform, or cause to be performed, in accordance with the WSW Bylaws, the following duties:

- Keeping of full and accurate accounts of all financial records of the Corporation;
- Deposit of all monies and other valuable effects in the name and to the credit of the Corporation in such depositories as may be designated by the WSW Executive Committee
- Disbursement of all funds when proper to do so
- Making financial reports as to the financial condition of the Corporation to the WSW Board of Directors;
- Leading and appointing members to Finance Committee
- Other duties as may be prescribed by the WSW Board of Directors.

The Committee has a standing responsibility to advise the Board on protecting the organization’s long-term financial well-being.

Roles and Responsibilities of the Committee

The Treasurer reports directly to the Board and Executive Committee providing a summary report of the committee's discussions, including dissenting opinions, and recommendations as it deems appropriate. The Committee will keep minutes of its meetings and report to the Board, at the next Board meeting, on actions and decisions taken. Committee members attend quarterly meetings as scheduled by the WSW Treasurer and Chief Financial Officer.

Budgeting and Financial Planning.

- Review the annual budget and periodic re-forecasts prepared by staff prior to presentation and recommendation to the Board.
- Review and develop an understanding of the quarterly financial reports as presented to the committee so as to evaluate the financial performance and financial health of the organization.
- Propose recommendations to and share opinions with the CFO, CEO, and WSW Board Chair as needed regarding the financial status of WSW and the financial reporting needs of the WSW Board.
- Review and make recommendations to the Executive Committee regarding the establishment and termination of banking and similar relationships.

Audit and 990

- Select and approve the engagement of an independent financial auditing firm.
- Review the annual audit and determine whether to accept the audit.
- Review WSW's annual IRS Form 990 filing.

Resources

The Committee is supported by the CFO and Executive Administrator employed by WSW, who are responsible for scheduling meetings, developing meeting agendas and Board summary reports with the Treasurer, creating and distributing meeting materials, and taking meeting minutes but who do not serve as voting members of the Committee.

The Committee may, should it so wish, consult with independent financial experts on special topics from time to time.

Committee Member Selection and Composition

As a Standing Advisory Committee of the Board, the Director and non-Director members of the Committee are appointed by the WSW Treasurer. The past WSW Board Chair shall Be an ex-officio member of all committees for the first term of the incoming WSW Board of Director's Chair.

- The Committee must include members with appropriate financial experience and knowledge of the non-profit sector.
- Only members who are active members of the WSW Board of Directors may vote in Committee decisions.
- Committee members shall not receive any consulting, advisory, or other compensatory fees from the Corporation and each member shall be free from any relationship that would interfere with the member's independent judgment.



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