



workforce  
SOUTHWEST WASHINGTON

**WSW BOARD OF DIRECTORS MEETING**  
**Tuesday, September 10, 2024**  
**4:00 pm to 6:00 pm**  
**Zoom Conference Call**

4:00 pm	Welcome, introduction of members, guests, and staff	
4:15 pm	Consent Agenda * <ul style="list-style-type: none"><li>• Minutes, Contract, &amp; Policy Memos</li><li>• Acknowledgement of PY23 One Stop Annual Report</li></ul>	A.D. Simmons
4:20 pm	Finance <ul style="list-style-type: none"><li>• Treasurers Memo</li></ul>	Renny Christopher
4:25 pm	WSW Strategic Plan 2025 – 2029 *	Lisa Keohokalole Schauer & Kim Sogge, PointNorth
4:55 pm	Workforce Development – A Statewide View	John Traugott, WWA & Amber Carter, WWA Lobbyist
5:50 pm	Public Comment	A.D. Simmons
6:00 pm	Adjourn	A.D. Simmons

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\* - Action Required



## WSW Board Meeting Minutes

June 11, 2024

4:00 p.m.

Workforce Southwest Washington – Mt. Rainier Board Room

**Board Members Present:** Jen Baker, Mike Bridges, Renny Christopher, Monte Constable, Karin Edwards, Corey Giles, Bob Gustainis, A.D. Simmons, Ted Sprague, Paige Spratt, Mark Tishenko, John Vanderkin, Adrienne Watson, and Nathan Webster.

**Board Members with Absences:** Adam Blackwell, Tracy Doriot, Brent Freeman, Corie Dow-Kramer, Mandy Kipfer, Nick Massie, Ebony Price, Bill Sauters, Stacey Smith, Commissioner Tischer, and Jasmine Tolbert.

**Guests Present:** Joe Vansyckle, Dustin Hysmith, Kyria McGill, Michelle McClanahan, Steffanie Philbrook, Kendall King, Cadie Dye, and Lisa Keohokalole Schauer.

**Staff Members Present:** Miriam Halliday, Mando Antonino, Jim Ashley-Walker, Barri Blair, Linda Czech, Darcy Hoffman, Alyssa Joyner, Kari Kollander, Sean Moore, Joseph Tijerina, Tamara Toles, Traci Williams, and Nolan Yaws-Gonzalez.

### Welcome, Introduction of Members, Guests, and Staff

Interim Chair A.D. Simmons opened the meeting at 4:01 p.m. and welcomed everyone in attendance. Members, guests, and staff introduced themselves.

### FINANCE

WSW Treasurer, Renny Christopher shared out the Treasurer's Memo. WSW CFO, Barri Blair recapped the key essentials of the Budget Memo. CFO Blair went over the proposed PY24 budget in detail, including all direct and indirect costs along with the reserve funds.

Following the presentation, questions were invited and addressed by CFO Blair and CEO Halliday. A motion was entertained to adopt the PY24 budget as presented.

**Renny Christopher moved to approve the PY24 Budget as presented, second by Mike Bridges. Motion carried.**

### CONSENT AGENDA

Interim Chair Simmons entertained a motion to approve the Consent Agenda, consisting of the minutes from the Council meeting held on March 12, 2024, Contract Memo, Policy Memo; which included WSW Procurement Policy #1003-6, WSW Stevens Amendment Requirements Policy #2011-2, WSW Data Element Validation Policy #3037-4, WSW LLSIL Policy #3018, WSW Economic Security for All (EcSA) Above Poverty

Level Policy #3039-1, and WSW Coordinated Business Services Policy #4002-3, Quarterly Reports & Memo, and the acknowledgement of the PY22 One Stop Annual Report Memo.

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

#### **GOVERNANCE**

**Board Member Elections:** Governance Committee member Nathan Webster gave introductions of Max Booth, Maddox Industrial Transformer; Ed Nicholson, TSMC Washington; Kyria McGill, Portco Packaging; Dustin Hysmith, Local #16 Sheet Metal Workers; Joe Vansyckle, ESD; and Matt Seimears, Lower Columbia College, sharing with the full board unique qualities that the Governance Committee thought each perspective board member would bring to the WSW board. A motion was entertained to approve Max Booth, Ed Nicholson, Kyria McGill, Dustin Hysmith, Joe Vansyckle, and Matt Seimears for three-year Council member terms. Upon approval of the nominations, these board members will serve from July 1, 2024 through June 30, 2027.

**Paige Spratt moved to accept the nominations of Max Booth, Ed Nicholson, Kyria McGill, Dustin Hysmith, Joe Vansyckle, and Matt Seimears to serve on the WSW Board of Directors as presented, second by Mike Bridges. Motion carried.**

#### **Term Extension Elections:**

Nathan Webster shared with the board the need for renewal of three-year Council member terms for Jen Baker, CREDC; Karin Edwards, Clark College; Tracy Doriot, Doriot Construction; John Vanderkin, On-Line Support; A.D. Simmons, Aligned Lifestyle Concierge; and Monte Constable, DSHS.

A motion was entertained to approve the renewal of three-year Council member terms for Jen Baker, Karin Edwards, Tracy Doriot, John Vanderkin, A.D. Simmons, and Monte Constable. Upon approval of the nominations, these board members will serve from July 1, 2024 through June 30, 2027.

**Renny Christopher moved to approve the renewal of Jen Baker, Karin Edwards, Tracy Doriot, John Vanderkin, A.D. Simmons, and Monte Constable to serve on the WSW Board of Directors as presented, second by Paige Spratt. A.D. Simmons and Monte Constable abstained from voting. Motion carried.**

#### **Officer Elections:**

A motion was entertained to approve A.D. Simmons as Board Chair and Renny Christopher as Treasurer. Upon approval, A.D. Simmons will serve as Board Chair from June 11, 2024 to June 30, 2026 and Renny Christopher will serve as Treasurer from June 11, 2024 to December 10, 2024.

**Monte Constable moved to approve A.D. Simmons to serve on the WSW Board of Directors as Board Chair and Renny Christopher as Treasurer as presented, second by Jen Baker. A.D. Simmons and Renny Christopher abstained from voting. Motion carried.**

#### **EcSA RFP AWARD APPROVAL**

Program Manager, Mando Antonio went over the timeline of the EcSA RFP, the selection process of the Scoring Committee, and the scoring rubric and the criteria that the committee scored each proposal. The criteria for the scoring rubric were the following: proposal summary, demonstrated experience and ability, relationships and collaboration, program design, and budget detail & narrative. Questions were answered by Mando Antonio.

Based on proposals, presentations, and discussion at the Scoring Committee's convening meeting, and Executive Committee approval, the Committee recommends the WSW Board of Directors invest in Next WSW Board of Directors Meeting

June 11, 2024

Careers Consortium for the EcSA Youth and Business connected with Economic Security for All and Equus Workforce Solutions for Adult services in all three counties connected with Economic Security for All.

**Corey Giles moved to approve Next Careers Consortium and Equus Workforce Solutions proposals as presented, second by Adrienne Watson. Motion carried.**

**ADVANCING REGIONAL ECONOMIC VITALITY PRESENTATION**

Ted Sprague, President of CEDC and Jen Baker, President of CREDC gave presentations to the full board around what CEDC and CREDC have been up to and the ways that they partner with WSW. Both shared highlights and what the future holds. Questions were addressed by Ted Sprague and Jen Baker.

**WSW STRATEGIC PLANNING**

Cadie Dye and Lisa Keohokalole Schauer with Point North shared with the full board a draft of the strategic plan emerging themes from the board retreat and staff engagement. Questions were asked around themes that are missing, need further clarification, or give pause. The strategic planning process timeline was quickly reviewed with Point North attending the September board meeting for review and board adoption of the 2025-2029 strategic plan at the December board meeting.

**PUBLIC COMMENT**

Public comments were invited but none were forthcoming.

**ADJOURNMENT**

With nothing further for the good of the order, Chair Simmons entertained a motion to adjourn the meeting at 5:59 p.m.

**Paige Spratt moved to adjourn the meeting at 5:59 p.m.**



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**CONTRACT MEMO**

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**DATE:** SEPTEMBER 3, 2024  
**TO:** MIRIAM HALLIDAY, WSW CHIEF EXECUTIVE OFFICER  
WSW BOARD OF DIRECTORS  
**FROM:** LINDA CZECH, WSW CONTRACTS MANAGER  
**RE:** CONTRACT/GRANT UPDATES (JULY-SEPT 2024)

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WSW *modified* the following contracts:

- Wahkiakum Health and Human Services to reduce budget by **\$27,000** for total budget amount **\$63,000** no change in end date of **June 30, 2024**.
- Goodwill to terminate SummerWorks contract on **June 30, 2024**.
- Career Team to modify budget for Title 1 Adult & Dislocated Worker contract, no change in total budget of **\$900,000** or end date of **September 30, 2024**.
- Equus Workforce Solutions to increase budget by **\$51,000** for Career National Dislocated Worker contract, total budget of **\$475,648**, extend end date to **August 31, 2024**.
- Equus Workforce Solutions to revise Statement of Work for American Rescue Plan contract, no change in budget of **\$25,000** or end date of **December 31, 2024**.
- Equus Workforce Solutions to increase budget by **\$685,552.12** for Economic Security for All Community Reinvestment contract, total budget of **\$1,770,029.12**, extend end date to **June 30, 2025**.

WSW *executed* the following contracts:

- Partners in Careers for **\$216,288** for Workforce Innovation and Opportunity Youth, end date **June 30, 2025**.
- Greater Vancouver Chamber Foundation for **\$70,000** for Workforce Innovation and Opportunity Youth, end date **June 30, 2025**.
- Business Impact Northwest for **\$50,000** for 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** for Workforce Innovation and Opportunity Adult, Dislocated Worker and Youth, end date **June 30, 2025**.
- Lower Columbia College System Liaison for **\$25,000** for Workforce Innovation and Opportunity Adult, Dislocated Worker and Youth, end date **June 30, 2025**.
- Clark College System Liaison for **\$25,000** for Workforce Innovation and Opportunity Adult, Dislocated Worker and Youth, end date **June 30, 2025**.
- Washington State University Vancouver System Liaison for **\$30,000** for Workforce Innovation and Opportunity Adult, Dislocated Worker and Youth, end date **June 30, 2025**.
- Wahkiakum Health and Human Services System Liaison for **\$45,200** for Workforce Innovation and Opportunity Adult, Dislocated Worker and Youth, end date **June 30, 2025**.
- Partners in Careers for **\$20,000** State Economic Security for All, end date **June 30, 2025**.

- Fourth Plain Forward for **\$149,936** Economic Security for All Community Reinvestment contract, end date **May 31, 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** and 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 receive grant award for 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** and extend end date to **September 12, 2024**.

**Board Approval Needed**

None at this time.



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**POLICY MEMO**

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**DATE:** SEPTEMBER 3, 2024  
**TO:** MIRIAM HALLIDAY, WSW CHIEF EXECUTIVE OFFICER  
WSW BOARD OF DIRECTORS  
**FROM:** TRACI WILLIAMS, WSW OPERATIONS MANAGER/SENIOR EXECUTIVE ADMINISTRATOR  
**RE:** POLICY UPDATES

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**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**. *The Executive Committee approved this policy during the August 14<sup>th</sup> Executive Committee meeting.*

#### **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.

### **WSW Eligibility Policy Handbook – Attachment A**

This was a revision to our Eligibility Policy Handbook – Attachment A. Employment Security Department revised the state policy to expand eligibility for the Jobs for Veterans State Grant (JVSG) program and the removal of Assisting Victims of Human Trafficking was removed and will be repacked as a WorkSource Information Notice (WIN). The revised [Eligibility Policy Handbook - Attachment A](#) 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.





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## MEMO

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**DATE:** SEPTEMBER 3, 2024  
**TO:** WSW BOARD OF DIRECTORS  
**CC:** MIRIAM HALLIDAY, WSW CHIEF EXECUTIVE OFFICER  
**FROM:** MARNIE FARNES, WSW DIRECTOR OF PROGRAMS  
**RE:** PY23 ONE STOP ANNUAL REPORT

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### **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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**TREASURER'S MEMO**

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**DATE:** SEPTEMBER 3, 2024

**TO:** WSW BOARD OF DIRECTORS

**FROM:** RENNY CHRISTOPHER, BOARD TREASURER *RC*  
BARRI BLAIR, CHIEF FINANCIAL OFFICER

**RE:** FINANCE COMMITTEE REPORT OUT

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**A meeting of the Finance Committee was held on August 21, 2024.** WSW fourth quarter spending and obligations reports were included in the meeting packet for review and discussion. A program year 2024 {PY24} budget update and potential new funding update was included in the packet.

**QUARTERLY REPORTS - QUARTER ENDING 06/30/24**

A summary memo and the full suite of reports is attached for review. The Finance Committee discussed whether or not detailed reports are necessary for contracted spending. The current detailed reports {Pages 21-55 of the Q4 Financial Report document} include graphs and commentary on participant performance and take a lot of staff time to prepare. The level of detail needed for financial oversight was discussed. It was decided that WSW will develop a report that presents participant performance for each contract, highlighting which contracts are of concern and what is being done about it. It was also decided that the oversight of program performance is not a function of the Finance Committee and better belongs to another body of the Board such as the Executive Committee. The Finance Committee will maintain an agenda item to track the development of this report until it is complete and handed over to the Executive Committee or another body of the Board of Directors. A summary of individual contract status will still be reported to the Finance Committee.

**FISCAL YEAR END JUNE 30, 2024 AUDIT**

The procurement process to select an audit firm has been completed. The Finance Committee selected Alegria and Company to perform the audit.