



workforce
SOUTHWEST WASHINGTON

WSW BOARD OF DIRECTORS MEETING

Wednesday, September 9, 2020

4:00 pm to 6:00 pm

Zoom Meeting

4:00 pm	Welcome, introduction of members, guests, and staff	
4:10 pm	Consent Agenda <ul style="list-style-type: none">• Minutes, Contract, Policy Memos	Paige Spratt
4:15pm	WSW Finance <ul style="list-style-type: none">• Treasurers Report	Renny Christopher
4:45 pm	CEO Report	Kevin Perkey
5:15 pm	Strategic Planning	Lisa Keohokalole Schauer
5:45 pm	Public Comment	
6:00 pm	Adjourn	

WSW Board Meetings 2020

- Board Retreat: October 15th & 16th (TBD)
- December 9, 2020 – Zoom Meeting



workforce
SOUTHWEST WASHINGTON

WSW Board Meeting Minutes

June 10, 2020

4:00 p.m.

Zoom Conference Call

Board Members Present: Darcy Altizer, Mike Backman, Chris Bailey, Jen Baker, Bob Carroll, Renny Christopher, Ralph Clark, Monte Constable, Kelley Foy, Bob Gustainis, Scott Haas, Ilona Kerby, Mara Kieval, Eddie Martin, Diane McWithey, Michele Mulhern, A.D. Simmons, Denise Smith, Ted Sprague, Shannon Stull, and John Vanderkin.

Board Members with Excused Absences: Ben Bagherpour, Robert Gaffney, and Paige Spratt.

Board Members with Unexcused Absences: Mike Bridges and Bob Jungers.

Guests Present: Matt Sneed, Rhianna Johnson, Kelly Dawson, and Joseph Hennessey.

Staff Members Present: Kevin Perkey, Linda Czech, Narek Daniyelyan, Denise Elliott, Amy Gimlin, Darcy Hoffman, Barri Horner, Alyssa Joyner, Kari Kollander, Julia Maglione, Miriam Martin, Sean Moore, Benton Waterous, and Traci Williams.

Welcome, Introduction of Members, Guests, and Staff

Interim Vice Chair Kelley Foy opened the meeting at 4:00 p.m. and welcomed everyone in attendance. Members, guests, and staff introduced themselves.

CONSENT AGENDA

Interim Vice Chair Foy entertained a motion to approve the Consent Agenda, consisting of the minutes from the Council meeting held on March 11, 2020, Contract Memo, Policy Memos, submitting WSW's Local Plan the State Workforce Training & Education Coordinating Board for approval and the WorkSource Certification Memo. Upon the motion duly made and seconded and with no discussion forthcoming, the Consent Agenda was approved with all in favor.

BOARD BUSINESS

Officer Elections: A motion was entertained to elect the following officers to serve in their respective positions for two-year officer terms beginning July 1, 2018 through June 30, 2020: Paige Spratt of Schwabe, Williamson & Wyatt, Chair; Kelley Foy of LifePort, Vice Chair; and Renny Christopher of Washington State University Vancouver, Treasurer.

Upon the motion duly made and seconded and with no discussion forthcoming, the motion carried with all in favor.

Term Extension Elections: A motion was entertained to approve the renewal of three-year Council member terms for Paige Spratt, Schwabe, Williamson & Wyatt; Bob Carroll, IBEW 48; and Kelley Foy, LifePort. Mr. Clark and Ms. Simmons updated the full board that Robert Gaffney and Denise Smith had

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decided to not renew their seats on the board. Upon approval of the nominations, these board members will serve from July 1, 2020 through June 30, 2023.

Board Recruitment:

Ms. Simmons shared with the Board that there are several open seats that the Governance Task Force will be actively recruiting for over the next several months. Currently WSW has 4 private sector Clark County, 1 private sector Cowlitz County and 1 Community Partner seat open. The Governance Task Force is finalizing a matrix to evaluate potential candidates and will be communicating with the full Board shortly to help identify potential candidates.

Ms. Simmons also informed the full Board that the Executive Board has unanimously voted to add Ralph Clark, private sector Cowlitz, to the WSW Executive Board. Ralph has, in a very short period, been a very active and engaged Board Member for WSW, representing the voice of small business in Cowlitz County and co-leading with her on the Governance Task Force.

FISCAL REPORT

Treasurer Renny Christopher recapped the essentials of the proposed PY20 budget, including all operational costs and special projects.

Following the presentation, questions were invited and addressed by Ms. Christopher and Mr. Perkey. A motion was entertained to adopt the PY20 budget as presented, with the caveat that any subsequent changes along with the expected mid-year budget revision will be brought before the Council for a vote before implementation.

A motion was entertained to adopt the PY20 budget as presented. Upon the motion duly made and seconded and with no discussion forthcoming, the motion carried with all in favor.

REOPENING, RECOVERY, REINVESTING

Mr. Perkey invited the directors to highlight some things that their teams have been working on since working remotely. Miriam Halliday, Director of programs noted that the last couple of months they have been working on transferring all existing programs to be accessible virtually to the community. Ms. Halliday also stated that the Thrive Initiative is still going strong and expanded eligibility to be more accessible to more individuals in South Kelso and the Highlands neighborhood. SummerWorks is continuing forward with all virtual internships and virtual workforce preparation for up to 70 young adults graduating high school this year. Internship placements will be focused on nonprofit capacity building across the region, as well as supporting organizations and businesses with projects and work that they need a continued focus on.

Julia Maglione, Director of Communications updated the Board that WSW's website and our local WorkSource website www.WorkSourceSWWA.com are routinely updated to provide new resources and information to businesses and individuals impacted by COVID-19. Recent updates include childcare and domestic violence resources and a map of free Wi-Fi locations. Accessibility tools on all three of WSW's websites (WSW, WorkSource SW WA and Next) have been expanded to provide greater access to individuals with disabilities. Ms. Maglione also noted that Our "Workforce System Response to COVID-19" reports to the community on what's happening and how WSW and its partners are supporting businesses and individuals impacted by the crisis have been well received and will continue for the foreseeable future. WSW expanded the reports to include industry unemployment data and have reported on construction and healthcare so far.

Narek Danilyelyan, Director of Strategic Initiatives touched on that through partnerships with Edge Networks, The Community Foundation of SW WA, WSU Extension, Wahkiakum School District, and Lower Columbia Community Action Program, we purchased and distributed 30 Google Chromebooks to families in need of technology resources. While only addressing a fraction of the immense needs of the community, these Chromebooks will allow the recipients to stay connected to the workforce and education during these challenging times. Mr. Danilyelyan also shared that through a partnership with Comcast, WSW purchased 6-months of free high-speed internet for up to 200 families. Along with working with our network of partners to identify families in need and get them connected to this resource as soon as possible. WSW is in the final stages of executing a contract with Wahkiakum County Health and Human Services for Job Seeker Outreach and Recruitment in Wahkiakum County. This contract will enable a consistent workforce presence in Wahkiakum County.

Darcy Hoffman, Director of Business Services updated the Board that the business team has spent the past 11 weeks fielding calls from businesses regarding unemployment insurance programs and SBA lending, providing advice and best practices for each unique business situation. Overall, the business team has consulted directly with about 60 companies, many needing multiple sessions to pick their best path forward. Additionally, the business team has provided information to broad business audiences through various town hall virtual meetings over the past three months. The industries largely mirror those that our state is reporting as experiencing the greatest impacts in terms of layoffs: Manufacturing, Construction, Healthcare, Accommodation and Food Services, and Other Services.

Amy Gimlin, Chief Operating Officer introduced the Fiscal Team's new hire Denise Elliott, Staff Accountant II. Ms. Gimlin also shared with the Board that WSW reposted the IT RFP and revised the requirements to include remote work experience and cloud storage. WSW is also working on a plan to reopen our office in a phased approach. Also, the monitoring of our subrecipients is starting back up from being put on hold during the COVID break out. WSW will be conducting all the reviews (program and fiscal) remotely.

Questions were entertained and addressed by Mr. Perkey and the Directors.

Vice Chair Foy also noted that the Executive Board is evaluating what a Fall Strategic Planning retreat might now look like for the full Board. It's highly unlikely this will be in person; however we do want to take time to engage and continue the conversation around how we as a regional Workforce Development Board continue evolve given the world we now find ourselves living in. More information will be given out to the Board.

PUBLIC COMMENT

Public comments were invited but none were forthcoming.

ADJOURNMENT

With nothing further for the good of the order, Vice Chair Foy adjourned the meeting at 4:52 p.m.



CONTRACT MEMO

DATE: SEPTEMBER 2, 2020
TO: KEVIN PERKEY
WSW BOARD OF DIRECTORS
FROM: AMY GIMLIN, WSW CHIEF OPERATING OFFICER
RE: CONTRACT UPDATE (JULY 2020 – AUGUST 2020)

WSW **executed** the following contracts:

- Equus Workforce Solutions' contract to provide WIOA Out of School Youth services at Next, total contract \$762,689.
- Equus Workforce Solutions' contract to provide WIOA Out of School Youth services in Cowlitz County, total contract \$223,073.46.
- Equus Workforce Solutions' contract to provide WIOA Out of School Youth services Wahkiakum County, total contract \$7,301.42.
- Equus Workforce Solutions' contract to provide Education Employment Training (EET) with Clark County Juvenile Court services at Next, total pay for performance contract \$43,400.
- Washington State University contract to initiate a System Liaison position to help bridge the gap between WorkSource and College students, total contract \$50,000.
- Equus Workforce Solutions' contract to provide Disaster Relief Employment services funded under the Disaster Relief Dislocated Worker Grant (round 1), total contract \$341,951.

WSW **executed** the following contract modifications:

- Lower Columbia Community Action Council's contract for Thrive - EcSA terminated effective September 15, 2020 and decreased the budget to \$65,890.78.

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

- WSW received executed grant for COVID Disaster Relief National Dislocated Worker (round 1), service delivery funded for **\$475,493**.
- WSW received executed grant for COVID Disaster Relief Dislocated Worker Grant (round 2), service delivery funded for **\$1,080,380**.
- WSW received award for Opioid Disaster Relief Dislocated Worker Grant, service delivery funded for **\$700,000**.
- WSW received award from the Community Foundation to help support the Thrive Initiative in South Kelso and the Highlands Neighborhoods for **\$25,000**.
- WSW received award for BFET program implementation with an overall budget of \$250,000 of which \$62,500 is reimbursable with putting it back into the next program year.

Other notifications:

- Executive Board approved at the August 26, 2020 meeting, contracting with PointNorth Consulting, Inc. to facilitate WSW strategic planning. Contract not to exceed **\$55,000**.



POLICY MEMO

DATE: SEPTEMBER 1, 2020
TO: KEVIN PERKEY
WSW BOARD OF DIRECTORS
FROM: AMY GIMLIN, WSW CHIEF OPERATING OFFICER
RE: POLICY UPDATES

WSW Business Services Policy #4002 Rev 1

This policy was out of date with what the current process is for delivering business services in our area. The revision was a complete overhaul since the previous version was a statewide policy (required by ESD). This is our current state.

Based on the approval process, this policy approval falls under Tier 3 requires Ex. Board approval. *Executive Board approved on 8/26/20.* Also, **requires the Full Board approval.**

Tier 3 – Substantial

Definition: Substantial revisions consist of significant revisions to a current policy or a State or Federal mandated “new” policy with local revisions made that will affect service delivery. These revisions require approval from both Executive Board and Full Board.

WSW Supportive Service Policy for Nonfederal funding #3035

As we diversify our funding, we are receiving more than just federal funds. This prompted us to write a supportive service policy when using private funds. This policy is very similar to the federal supportive services policy, apart from less restrictions on what can be purchased, how much can be spent, and removed some of the WIOA justification requirements.

Based on the approval process, this policy approval falls under Tier 3 requires Ex. Board approval. *Executive Board approved on 8/26/20.* Also, **requires the Full Board approval.**

Tier 3 – Substantial

Definition: Substantial revisions consist of significant revisions to a current policy or a State or Federal mandated “new” policy with local revisions made that will affect service delivery. These revisions require approval from both Executive Board and Full Board.



COORDINATED BUSINESS SERVICES POLICY #: 4002 Revision 1

Original Policy Date: 4/16/2012

Revision Date: 9/9/2020

Purpose:

Workforce Southwest Washington (WSW) is issuing this policy to set standards for delivering a minimum menu of consistent and coordinated services to businesses through WorkSource, Next, WSW, and, as applicable, affiliate sites.

Background:

One of the premises of U.S. Department of Labor (DOL) programs is that they serve two distinct customers: job seekers and businesses. WSW places the business customer in the driver's seat of the local workforce development system. It is WSW's vision that WorkSource serves as a talent development and delivery system, sourcing and preparing talent to meet specific business needs, particularly those in the region's high-growth, high-demand industries of healthcare, construction, manufacturing, and technology.

Policy:

WSW developed a local business services plan, which includes the following:

- WSW Business Service Staff are responsible for all business outreach and engagement, communicating business needs (including the need to create or fill training opportunities) to WorkSource Sector Liaisons through Launchpad and regular meetings, and entering job postings into Launchpad so that WorkSource Sector Teams can source and match talent.
- WorkSource Sector Liaison Staff are responsible for communicating open jobs and business needs to WorkSource Sector Teams, referring qualified job candidates to open positions in Launchpad, spearheading the recruitment of candidates for training programs, and all administrative tasks associated with Incumbent Worker Training, On-the-Job Training, Cohort Training, and Customized Training. In addition, Sector Liaisons are responsible for ensuring that businesses who contact WorkSource directly are appropriately triaged (IE – WSW sector businesses are connected to WSW, all others receive the service(s) needed including access to WorkSourceWA).
- WorkSource Sector Team staff are responsible for identifying job seekers based on open jobs and training opportunities, entering job candidates into Launchpad, and connecting them to Sector Liaisons, ultimately creating a qualified talent pool so that businesses have immediate access to qualified talent.
- Other Partner or affiliate site staff are responsible for understanding business needs communicated through Sector Liaisons and sourcing and preparing talent accordingly.
- Economic Development Partner staff are responsible for creating business connections between WSW and companies in Southwest Washington, connecting

WSW to business leaders to provide program and candidate feedback to support continuous improvement efforts, and for connecting WSW to companies at risk of leaving the region so that intervention and retention strategies may be deployed.

- One-Stop Operator (OSO) is responsible for working in partnership with WorkSource Leadership to develop criteria and processes for assessing and vetting candidates in order to create a system where businesses have access to the candidates they need when they need them. In partnership with WSW Project Managers and WorkSource Sector Liaisons, develop strategies to target the number and type of occupations that need to be sourced and/or trained to meet the needs of industry. The OSO will then work with the WorkSource Sponsorship Team to provide guidance and expected outcomes to the WorkSource Centers. The OSO will also ensure that all staff in the center are properly trained and utilizing the required data management systems for all customer and business data entry and tracking and vetted talent and will work with WorkSource Leadership Team to monitor and track progress towards meeting talent development goals. The OSO will also ensure that employers have access to post jobs publicly on www.WorkSourceWA.com.

The OSO must implement the WorkSource functions of the Business Services Policy including, but not limited to:

1. Regular performance reporting for WSW to monitor and update progress towards targets from One-Stop Operator (OSO) contract.
2. Ensure the minimum menu of Business Services are available at [CFR 678.430 & 678.435](#).
3. Utilize the statewide ETO system and local system Launchpad to:
 - Create and manage job orders
 - Document employer services in ETO; and
 - Enter job seeker information and qualify talent in Launchpad
4. Ensure all WorkSource Sector Liaisons are knowledgeable of all the Basic Business Services (training documented and/or knowledge demonstrated) or able to make appropriate referrals where the service can be accessed.

Business Service Staff have the right to refuse staff assisted services to employers, including but not limited to investment, if employer is not following COVID-19 safety protocols, other employee safety protocols, has history of employee or applicant complaints either discrimination or otherwise, or is not current on required taxes and fees. Staff should document concerns in case notes and consult WSW before refusing service.

References/Resources:

- [Combined Final Rule](#)
- [WIOA Law](#)

Website:

<http://workforcesw.org/providers#OperationsPolicies>



SUPPORTIVE SERVICES FOR NONFEDERAL FUNDS POLICY #: 3035

Effective Date: 9/9/2020

Purpose:

Workforce Southwest Washington is issuing this policy to establish the principles and procedures for providing supportive services to participants enrolled in nonfederal workforce development programs.

Background:

Generally, a supportive service is defined as “services such as transportation, childcare, dependent care, and housing, which are necessary to enable an individual to participate in activities authorized by funding source. Supportive services may include the following:

- a) Assistance with transportation
- b) Assistance with childcare and dependent care
- c) Assistance with housing
- d) Assistance with groceries
- e) Assistance with educational testing
- f) Reasonable accommodations for individuals with disabilities
- g) Legal aid services
- h) Referrals to health care
- i) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear
- j) Assistance with books, fees, school supplies, technology such as a computer or cell phone, and other necessary items for students enrolled in postsecondary education classes and
- k) Payments and fees for employment and training-related applications, tests, and certifications.

While this definition contains some illustrative examples, WSW will define the expectations and requirements further in the policy.

Policy:

Supportive services are one mechanism available to support participation in program services and/or activities to secure and retain employment or post-secondary education. Registration, pursuant to the provisions of the program of enrollment, is an absolute prerequisite to the delivery of supportive services.

Supportive services are not entitlements and shall be provided on the basis of a documented financial assessment and/or individual circumstances, the absence of other resources, and the availability of program funds. Reimbursement shall be for actual costs.

- 1) The participant is registered in a WSW Program that allows supportive services. The participant may receive follow-up services and support as needed to obtain or retain employment or continue education; and

- 2) The participant is receiving career or training service; and
- 3) Supportive services are necessary to enable continued participation in career or training services; and
- 4) The participant is unable to obtain similar services from another community resource. Research was done to show all other resources were researched,

Service providers must establish internal controls that result in equitable treatment, maximize allocations, and ensure coordination with, and referral of participants and applicants to, other community resources.

As a part of the assessment, program staff will determine a participant's need for supportive services and appropriate resources.

To categorizing and defining these participant supportive services, the WSW recognizes the following support:

Career or Training Assistance

A participant may receive Career or Training Assistance during program participation, provided that the support is determined necessary to: a) facilitate or continue participation; or b) maintain or increase employability by reducing barriers and establish employment eligibility. When assistance is provided, there must be a reasonable expectation that the assistance will resolve the situation; for example, if rent is paid for one month, there must be a reasonable expectation that the participant will obtain the resources to pay rent for the following months. Documentation of the barrier to participate in career or training services must be documented. WSW approves the following supportive services; this list is intended to be an exclusive list services outside of this list may be approved using an exception request:

- a) Assistance with childcare or dependent care (read additional section below for more information)
- b) Assistance with transportation costs (read additional section below for more information)
- c) Purchasing uniforms or other appropriate work related attire or supplies, could include interviewing clothing or required clothing or supplies for employment such as protective eye wear, steel toe boots, business suit, work jeans, uniform, required tools, or items required by the employer for employment and allowable under this policy
- d) Housing assistance, could include one month's rent, referrals to housing agencies
- e) Grooming supplies/services, could include hair cut or personal hygiene items such as shampoo, soap, toothpaste, or toothbrush
- f) Translation assistance, could include interpreting services or document translation services
- g) Educational testing and accommodations could include GED testing fees
- h) Reasonable accommodations for disabilities including learning disabilities
- i) Assistance with purchasing of groceries, excluding alcohol, marijuana, and tobacco products

- j) Legal aid could include referral to legal services. Total legal aid services not to exceed \$300 for each participant and must be documented as a career or training barrier.
- k) Addressing debts or credit reporting issues, could include referral to credit reporting services or classes on personal finance.
- l) Aid in securing a first-time driver's license, could include Department of Licensing fees and/or driver's training fee total cost up to \$500 (training and fees must be paid directly to a state registered driving school). Fee will only be paid **one time** all reoccurrences of fees is the participant's responsibility.
- m) Aid in securing a Commercial Driver's License, could include Department of Licensing first time fees or renewal fee.
- n) Assistance with books, fees, school supplies, technology, and other necessary items for students enrolled in postsecondary education classes. All items must be listed on the course syllabus or college registration could also include post-secondary registration fee. Exceptions can be made for general school supplies. IE: notebooks, backpacks, pencils, etc.
- o) Payments and fees for employment and training-related applications, tests, and certifications. Payments or fees could include fees for state registered occupations (IE: nurse, CNA, childcare, or other health care occupations) or other recognized certifications that require a fee. Fee will only be paid **one time** all reoccurrences of fees is the participant's responsibility.
- p) Assistance with health care services could include medical, dental, and optical services or referrals to such services. Payments not to exceed \$150 per participant.
- q) Other supportive services approved by the WSW Program Manager prior to expenditure.

A. Child Care or Dependent Care Assistance

Childcare or dependent care assistance is a supportive service provided to participants if it is determined that without it a participant will not be able to participate in career or training services or secure employment. Participants will be encouraged to make their own arrangements that they can afford when supportive services terminate. Case managers will document the after-assistance plan in case notes.

Childcare assistance may be provided to participants with children age twelve years or younger. Dependent care assistance may be provided to participants with a family member living in their household that requires adult supervision. Payment will be based on participant attendance; the applicable rate will be paid for each day of participation. Travel time may be added to the actual hours of participation, when necessary. If the participant is absent from training or a no-show to employment, care assistance will not be paid.

Care assistance may be provided as a direct payment to a licensed care provider. Care assistance will not be provided when a competent adult (over the age of 18 years) residing at the same address as the participant and is available to provide care.

Care assistance will be provided at no more than the rate charged by the provider subject to the following maximum rates. Full-time care is defined as five (5) or more hours per day, while part-time care is less than five (5) hours per day. Rates are established as maximums, and should be reduced to reflect the participant's circumstances, estimated needs, and other sources of support. Child/dependent care

services shall be paid to a licensed provider. Exceptions can be made if it is clearly demonstrated that such care is not readily available due to the child's age or special needs or in instances when there is no appropriate care available in the area. Such exceptions are intended as a temporary measure to allow the participant to engage in career or training services until acceptable care can be found. Exception must be documented thoroughly in case notes.

Care agreements shall be authorized for a maximum of sixteen weeks; they can be renewable if needed (need must be documented in case notes) and no other support assistance is available.

Requests for care payments will coincide with the submission of attendance reports. Program staff will review and endorse timesheets to verify the accuracy of the participant's request for care payments for career and training activities.

B. Transportation Assistance

Southwest Washington is a mix of rural and suburban environments. This causes a variety of transportation problems for participants who do not own a vehicle or must travel great distances to and from work or training.

WSW service providers may provide transportation assistance in the form of bus passes, trip tickets, a fuel allowance, or personal vehicle repair/maintenance. Participants will be encouraged to use public transportation when available except when doing so will create more costly problems or major inconveniences and must be documented in case notes. Fuel vouchers must be used in lieu of direct payment to the participant.

Personal vehicle repair/maintenance is allowed when the vehicle is necessary to participate in offered services, attend post-secondary courses, or retain employment. Prior to approving expense, participant must provide documentation for why the need for repair to participate and who is the registered owner of the vehicle and how they relate to the participant. Vehicle repair/maintenance must not exceed \$500 per participant.

Fuel assistance, it is allowable to provide assistance if participant does not own a vehicle or driver's license but relies on a family member for assistance. If participant does not own the vehicle, it must be documented in case notes that an immediate family member provides transportation and public transportation is not available or feasible, participants may receive fuel assistance not to exceed 23¢ per mile for the estimated number of miles driven each week necessary to participate. This rate is based upon an estimated average cost per gallon of gasoline in your area divided by an estimated average of 15 miles per gallon for participant vehicles. To find your average price per gallon for your area go to [AAA Gauge Report](#). This formula establishes a maximum weekly amount, which should be reduced to reflect the participant's circumstances, estimated needs, and other sources of support. Service Providers must record the formula used either in case notes or on the signed supportive service form.

Post-Exit Assistance

Post-exit supportive services may be provided for up to one year following exit. Post-exit supportive services must be related to obtaining or maintaining employment or post-secondary education. Supportive services provided during follow up must follow the same procedures as a current participant.

Procedures and Documentation

The following procedures are provided to assist in administering supportive services:

- A. Service Providers must work together to develop a supportive service plan on those co-enrolled. All individual supportive services caps still exist and must be included in the overall cap.
- B. Participant files must adequately document that all supportive services are allowable, reasonable, justified, and not otherwise available to the participant and show evidence of collaboration. The file must contain the following:
 - An assessment of the participant's need for supportive services and must be documented in the IEP/ISS/IDP; and
 - A determination must be made and documented whether other community resources are available to cover necessary expenses and show evidence of referrals to other resources, including, when feasible, outcome of the referral. Must be documented in case notes; and
 - Justification of purchase must be documented on the signed supportive service form or agency form. Form must include participant's name, seeker id, date of service, vendor's name, justification for the service, and must include signatures from both the participant and case manager; and
 - For Youth enrollments, a service/touchpoint must be added to the electronic file on the date the service was provided. Must include what was purchased and the amount expended; and
 - A case note must be entered giving a summary of all above, including but not limited to, the need/justification for why the item was purchased or given, describe other resources exhausted, and amount expended.

Disallowed Supportive Services

Supportive service dollars **cannot** be used to pay for the following items for a participant that is either currently enrolled or in follow up of any WSW funded program.

- Child support payments
- Bail or restitution
- Entertainment - including but not limited to:
 - i. tips
 - ii. theater tickets
 - iii. restaurant gift cards
 - iv. sporting events or
 - v. other venue where entertainment is the sole purpose
- Alcohol, marijuana, or tobacco products
- Refundable deposits
- Contributions or donations, funds cannot be used to donate or contribute to an organization on behalf of the participant

- Items for family members or friends, funds cannot be used to purchase items for anyone other than the enrolled participant, except if it is for an approved vehicle repair/maintenance expense.
- Out of state job search and relocation expenses that are paid for by the prospective employer.

Right to Reduce or Eliminate Supportive Services

WSW reserves the right to reduce or eliminate supportive services in the event funding is reduced or other budgetary constraints exist. In such circumstances, WSW will work with service providers to determine equitable measures to affect the reduction or elimination, including sufficient prior notice for participants. In no event would a reduction or elimination of funded supportive services be retroactive.

Supportive Service Waiver Process

In some unique circumstances, service providers may be unable to obtain receipts for goods or services. In such circumstances, staff shall investigate the circumstances and document in writing his/her findings and what, if any, corrective action is taken.

On an individual basis, exceptions may be made by the WSW Program Manager or his/her designee. Consideration of waiver requests shall ensure to the extent possible that similarly situated participants receive similar payments. Copies of the approved waiver documenting the extraordinary circumstances that exist/existed will be maintained in the participant's file and in the fiscal records.

Definitions:

Exhausted all Resources – a process in which the participant and case manager will research and document all other possibilities for receiving the requested support.

Financial Assessment – an assessment recorded at the time of enrollment or shortly after registration of the participant's budget often used to determine self-sufficiency and support needs. Providers can use the [Self-Sufficiency Calculator](#).

Website:

<http://workforcesw.org/providers#OperationsPolicies>



MEMO

DATE: SEPTEMBER 03, 2020
TO: WSW BOARD OF DIRECTORS
FROM: RENNY CHRISTOPHER - TREASURER OF THE BOARD *RC*
KEVIN PERKEY – CHIEF EXECUTIVE OFFICER
RE: WSW FINANCE COMMITTEE REPORT OUT

The Finance Committee of the WSW Board of Directors met on August 19, 2020. 4th quarter spending and obligations reports for the fiscal year ending 6/30/20 (PY19) were reviewed and discussed. Reports which included forecast spending, obligations and new funding for the current fiscal year ending 6/30/21 (PY20) were also presented to the committee.

QUARTERLY REPORTS

WIOA Obligations: DOL and Employment Security have waived the requirement to have 80% of WIOA funding obligated by June 30, 2020. However, WSW did meet the 80% obligation requirement. **Report attached.**

Operations and Special Projects: Spending for WSW operations ended the year at 91% of the forecast budget total for PY19 ending 6/30/20. Special projects spending is at 59%. **Reports attached** include explanatory notes regarding spending and variances.

Grant Budget vs Actual Spending: Competitive and other state and federal grants with fixed grant period terms and line item budgets are on track to be spent in the defined period. **Report attached.**

Subcontract Spending and Performance: WIOA Youth subcontracts with ending dates of June 30, 2020 are underspent as expected due to the challenges of serving participants during the COVID 19 shutdown. WIOA Youth funding not expended will be available for the PY20 Fiscal Year. Both WIOA Adult and WIOA Dislocated Worker service delivery contracts are behind in spending and direct participant training costs are also expected to be underspent for the contract period ending 9/30/20. Funding for those contracts does not expire and will be available for the PY20 Fiscal Year. Spending and performance for all ongoing contracts is being closely monitored and ongoing communication with subcontract recipients is underway to help facilitate the delivery of services. **Reports attached** include explanatory notes regarding spending and variances as well as performance metrics.

WSW PROGRAM YEAR 2020 (PY20) BUDGET EFFECTIVE JULY 1, 2020

Obligations: As agreed to at budget approval, WIOA funds to be committed to subcontracting for the current fiscal year ending June 30, 2021 (PY20) is below the usual percentage of total funds available benchmark. The finance committee spent time reviewing the available funds amounts. It is expected that WSW will be required to obligate at least 80% of the PY20 funding allocations unless the 80% obligation is waived again. **Report attached.** The status of the requirement and WSW obligations will continue to be monitored regularly with spending and obligation plans developed as needed. The committee expects that WSW will have plans to make use of the required percentage of funding by the end of the calendar year.

New Funding: WSW has secured an additional \$2.68 million in grant funds which will be reflected in the January 2021 budget revision. In addition to the \$2.68 million already secured, applications have been submitted for \$2.7 million more. **Report attached.**



TEAM REPORT

DATE: SEPTEMBER 9, 2020
TO: WSW BOARD OF DIRECTORS
FROM: WSW DIRECTOR TEAM

BUSINESS

Serving Businesses

- **Manufacturing Convening:** 13 manufacturers were convened in June to discuss workforce needs in the next 6-24 months. All echoed the need for welders and machinists but experience the most issues hiring and retaining entry level manufacturing positions. These entry level positions are often where companies look to first to promote from within, but candidates are lacking basic manufacturing skills including use of hand tools, small electrical tools, blueprint reading, basic wiring and instrumentation, manufacturing terminology, and basic manual machining concepts, etc. WSW held 1:1 follow up conversations with companies to discuss their specific talent pool requirements, to gauge interest in informing training procurement and selecting a training provider, and commitment to interview and hire from a new pool of entry level manufacturing workers. Participating companies included Columbia Machine, Columbia Okura, JoeScan, Yaculta/Perkins Pacific and Pacific Die Casting. WSW drafted a training procurement and will gather additional company feedback and commitments prior to releasing the RFP.
- **Statewide Virtual Manufacturing Hiring Event:** Utilized ESD's virtual hiring event platform, Brazen, in August and hosted six manufacturers from SW Washington.
 - Approximately 2,000 job seekers signed up, 1,600 registered and 1,000 actually attended (120 job seekers from SW Washington participated)
 - 747 chats were completed between candidates and employers
 - 64% resulted in some sort of positive next step (IE – an interview or put in a “yes” pile for another recruiter)
 - Locally, SW WA employers were impressed with the quality of candidates – especially for some of the harder to fill, skilled positions. Most all of them have interviews scheduled as a result.
 - WSW is keeping in touch with the companies to collect job placement information
- **Industry Intel Page for Community College Partners:** The business team launched an Industry Intel page online for Clark College and Lower Columbia College to have easier access to industry partner perspectives and talent needs. We have one page for each sector (manufacturing, construction, healthcare, and tech) and are updating monthly to share the latest information learned from business partners regarding talent needs.
- **Healthcare Industry COVID-19 Challenges:** the healthcare industry is experiencing major challenges around providing required clinical experiences for new workers in fields such as nursing and medical assisting. WSW is working with Hippo Tech, a spinoff of RealWear specializing in healthcare technology, to offer virtual solutions to clinical experiences. Additionally, we are working with Hippo Tech to procure a headset that will allow healthcare providers to showcase a variety of career paths to the potential workforce.

Talent Management Model

- **Launchpad Development:** Challenges and errors in the new system have resulted in a new testing phase. Testing is completed, and it is now back with the Launchpad team to resolve. WorkSource, Next and other WSW subcontractors have been trained in the system and are currently using as we work to resolve issues.
- **Qualified Talent Pool Development:** 262 job seekers have been entered into the Launchpad talent pool since the beginning of the calendar year, of which 52 have been “qualified.”
- **Job Openings in SW Washington:** According to JobsEQ, there are currently 5,831 unique job openings in our region. Topping the list are retail sales workers, stockers and order fillers, supervisors of food preparation workers, fast food workers, sales representatives, truck drivers, social and human services assistants, registered nurses, and customer service representatives. With the exception of sales workers, truck drivers and nurses, many of these job openings range in wages from \$13.50 to \$15.50 per hour. Looking at JobsEQ new COVID filter for hiring projects in the next 12 months, all industries and occupations are in the red at varying degrees. WSW is working to help our subcontractors and training providers understand this data to be able to provide the best career advice possible to residents of SW Washington.

COMMUNICATIONS

Elevate WSW’s Brand

- We continue to produce our “Workforce System Response to COVID-19” reports to update the community on how WSW and the workforce system are supporting impacted businesses and individuals. Recent reports have included sector-focused articles on manufacturing and healthcare and an analysis of occupations that can be worked remotely.
- Several new areas have been added to WSW’s website www.Workforcesw.org to showcase data, including [unemployment information](#) and sector dashboards on the [construction](#), [healthcare](#) and [manufacturing](#) pages.
- WSW’s team continues to write and submit articles to the media and partner publications about the workforce system. Recent coverage includes:
 - [Workforce system building talent pipeline for healthcare](#), appeared in August in the Vancouver Business Journal.
 - [Manufacturing moving forward through COVID-19](#) appeared in the July Kelso Longview Chamber of Commerce newsletter.

Initiatives Outreach

- WSW’s Director of Communications regularly meets with the new Outreach Coordinator for our local WorkSource centers and provided training on brand standards, available resources, and templates. The coordinator is developing new outreach materials and has increased social media postings. To connect more directly with job seekers, WSW approved the launch of a WorkSource LinkedIn page to accompany the existing Facebook page.
- Our local www.WorkSourceSWWA.com website has been updated to include Thrive information and downloadable flyers about job growth and occupations in our [high-growth industries](#).

- The Thrive digital outreach campaign launched July 9. Contractor Strategies360 is producing and placing Facebook ads and posts and Google search ads. Results as of 8/20/20:
 - Facebook Ads – clicked 731 times. Twenty-eight people provided personal information and asked to be contacted for assistance finding a job, getting a full-time job, training to advance in a career or help changing careers.
 - Google Search Ads – 515 clicks linking people to our local www.WorkSourceSWWA.com website.

PEOPLE

Contracts

- Received and executed grant from DOL via ESD for Disaster Relief Recovery and Career Services/Training for Dislocated Workers due to COVID-19, total of \$475,400. Funds will be added to the Operator Contract under Equus Workforce Solutions to disperse the funding and be the employer of record for the disaster relief employment placements for local nonprofits: Council for the Homeless, Bridgeview, Ethnic Support Council, Goodwill of the Olympic + Rainier Region, Boys and Girls Club, and Share.
- Terminated LCCAP's role in Thrive due to challenges related to performance, staff turn-over, and COVID-19. Begin dialogue with Equus Workforce Solutions to promote them once again to the lead of the initiative across WorkSource programming.
- Executed Title 1 Youth contracts for PY 20 to Equus Workforce Solutions across the SW WA region. Equus Workforce Solutions will then subcontract to The Underdog Mentality, PAX Tutoring, and Goodwill of the Olympic Rainier Region.
- Preparing for internal and external review of PY 20 Adult + DW Title 1 funding, set to execute contracts by October 1st, 2020.

Program Management + Procurement

- SummerWorks successfully placed 30 interns in a fully virtual and paid internship this Summer.
- ESD and WSW are in negotiation to expand eligibility for Thrive (Economic Security for All) starting Fall 2020. This will be in response to COVID-19 to ensure as much access as possible to training and placement into employment for the communities across the region.
- Northwest Promise was granted an extension to December 2022 for the CWWC. The CWWC will be meeting mid-September to coordinate and develop a strategy to ensure that performance is achieved throughout the Portland-metro region.
- Next and WorkSource continue to operate fully virtually for customers in need of their services.
- WSW Program Director is working with members of the team to dig into demographic data across the WSW investments. This analysis is comparing our demographic served to county wide %, and then creating SMART goals for our investments into PY 22.
- WSW Program Director is looking to invest and pilot a LinkedIn Learning virtual workforce development strategy into Winter 2020. A key component to this will be an API between Launchpad (regional talent pool and employer CRM) and LinkedIn Learning to connect individuals into our talent pool outside of brick and mortar locations.
- Next has been set as a GED testing center and will begin testing (safely and with high levels of coordination and planning) Next students early September. GED Testing has been expanded to be available virtually as well, and Next is allowing students to check out technology to test at home.

- WSW released an RFQ for Opioid Disaster Relief Peer Support Coordinators to support the needs of the specific population as they enter training, career services, and employment.
- Title 1 Youth programming will be overseen by Program Manager Benton Waterous moving into PY 20. He will work closely with the partners across the region to expand the tenants and programming of Next further North to Cowlitz and Wahkiakum Counties.

Development

- Received \$700,000 to develop a new talent pipeline in SW WA – individuals who are recovering from Opioid addiction/currently in rehabilitation. These individuals will be paired with a procured Peer Support Coordinator as a mentor, as well as an individual at WorkSource (via contract with Equus Workforce Solutions) to develop employment and training opportunities.
- Received \$475,400 to respond to the COVID-19 Disaster for Dislocated Workers, as well as assistance to provide local nonprofits enhanced capacity.
- Received \$1,080,380 to respond to the COVID-19 Disaster for Dislocated Workers, specific to employment and training expansion to meet the growing need.
- Completed and submitted a Dept of Labor grant, Women in Alternative and Non-Traditional Occupations (WANTO) in partnership with the WSW Business Team. If awarded, the project will 1. Expand the Women in Tech (WIT) networking and mentoring group into SW WA and 2. Provide clear pathway investment for women into IT careers across the region.
- Met with the Mayor and City Manager for the cities of Ridgefield, Kalama, Washougal, Longview, and Battleground to strategize growth and co-investment strategies for SummerWorks into Summer 2021.
- Completed and submitted Dept of Commerce Childcare + Workforce model development grant in partnership with over 10 employers in Cowlitz County, and 10 community partners. If awarded, the project will 1. Cover WSW internal costs attributed to the childcare model development, and 2. Cover the costs of Exigy Consulting to complete their model development by Summer 2021.
- WSW, CREDC, and WSUV successfully piloted the first year of the Future Leaders Project entirely virtually Summer 2020. 3 interns were placed at paid placements, and the social networking and mentorship will continue into the Fall – Spring 2021.
- Received \$50,000 to expand capacity needs for SummerWorks from JP Chase.
- Received \$25,000 to support the participant support service needs for Thrive from the Community Foundation of SW Washington.
- Received \$30,000 to support the IT needs across the region for individuals dislocated from work from the Community Foundation of SW Washington.
- Led and submitted Economic Development Agency (EDA) CARES application in partnership with Greater Portland Inc (GPI), and the CWWC for 7 M to 1. Promote and grow regional developed talent pool, 2. Promote and grow employer shared CRM, 3. Develop industry led and regional curriculum of the future of work. Negotiation and discussions will begin early September to move this investment forward.

SYSTEM

Workforce System

- Executed contract with WSUV launching a new partnership to help connect students to employment opportunities and boost career development. A press release highlighting the partnership can be found [HERE](#).
- Executed contract with Wahkiakum County which will aim to outreach and recruit county residents into better employment opportunities through the workforce system.
- Executed the WIOA System MOU/IFA Modification 4 extending the current MOU for one year until June 2021. During the extension, we will work with system partners to thoroughly evaluate and address the impacts of COVID-19 on the workforce system and identify strategies to address those impacts.
- Extended Comcast Essentials initiatives to reach more community members in need of high-speed internet. The initiative provides 6-months of free, high-speed internet to people in need, paid for by WSW through a partnership with The Community Foundation of Southwest Washington.
- Laptop Checkout system - As the COVID-19 pandemic continues to shift education and workforce training to online, we would like to invest in technology for people in need to ensure they are not left further behind in today's economy. To do this, we are working on a computer check-out system that will allow us to provide laptops for people to use temporarily while they go through a workforce or education program.
- Developing strong partnership with Clark College through a coordinated collaboration with organization leaders. We are working on several partnership opportunities including: 1) serving in an advisory capacity for credit and non-credit course/program options 2) aligning Clark's career services with existing career services of Workforce Development system 3) finding alignment of WIOA funded Clark programs (i.e. Title II & Perkins) 4) Strategy to transition non-completers to short-term trainings in high-demand occupations.

Data

- Drilling down on state level UI activity. Looking at initial claims, continued claims, claims by industry/occupation.
- Demographic dashboards - creating demographic dashboards from an equity lens that look at regional demographics compared to WSW investment demographics.
- Tracking/created dashboards for ongoing services at WorkSource through Tables Ready data.

WorkSource/Service Delivery

- Successfully launched a CompTIA training cohort.
- Working with LinkedIn Learning on developing learning pathways for customers based on in-demand occupations.
- Working with Career Karma on developing career training and employment pathways that transition people who are historically underrepresented in Tech to the field (i.e. Women and People of Color). Career Karma is an App based platform that connects people to training and jobs. We will invest workforce dollars and case management services to help participants through training and employment attainment.

- Researching online scheduling tool to allow local customers to schedule one-on-one virtual appointments with Talent Development Specialist without having to call in or email in advance.
- Working with State ESD partners to ensure there is a plan in place for local ESD staff to transition back to local level activities from state-wide Unemployment Insurance activities. Part of this work is identifying current levels of local activities and projecting areas/programs most in need. Much of this work will depend on state level policy decisions about job search requirements.
- Sector teams/Sector actives continue through virtual means. With Launchpad in place, staff are utilizing the tool more to identify and place talent in the vetted talent pool. Working on continuous improvement, streamlined processes and system-wide rollout over the next few months.
- Outreach activities - The following outreach activities have taken place through the One Stop Operator and the new WorkSource Outreach Coordinator:
 - Almost 1000 mailers sent to Kelso/Longview Residents.
 - 600 Flyers given out to families in Longview School District to families picking up free meals.
 - Almost 1000 flyers directly given to families at Battle Ground School District picking up free meals.
 - Created a partnership with Clark County Food Bank, they have agreed to put a flyer in every box of food given away at the 22 food banks across Clark County.
 - Vancouver Public School, Kelso School District, and Camas School District included our flyer in their newsletter to over 50 schools.
 - Hung flyers up at over 15 community partners/high travel areas in Kelso/Longview to promote Thrive.

FUNDING, POLICY & OPERATIONS

- See Treasurer's Memo and 6/30/2020 financial reports.
- Nicole Hopkins started as Program Manager on 8/24/20, she will be working with Miriam's team on Thrive and some of our new initiatives.
- A new IT Provider was selected beginning 9/1/20. The committee and leadership chose On Line Support to provide WSW/CREDC office IT support.
- WSW staff are continuing to work 100% from home, we have protocols in place for those that need to go into the office for short time periods.
- See Policy Memo for update on recent policy changes. New policy on using Supportive Services with nonfederal funds and then revised our Business Services Policy to reflect current operations.
- Our PY20 Subrecipient monitoring will kick off next month, we will be 100% virtual while doing these reviews. The monitoring team has procedures in place to help navigate the review of documents and subrecipient processes.