Welcome & Check-In Items

A. Self-introductions were made. Jacquelin called the meeting to order at 2:00 p.m.

B. Quorum was established and the Agenda was reviewed.

C. Board Chair Report
   - Jacquelin updated the Board on current CEO recruitment activities. Members of the Operation Next (ON) Committee are Michael Cade, Jacquelin Early, Cheryl Heywood, Lisa Olson, Steve Rogers, David Schaffert, and Alissa Shay. The Committee interviewed two candidates who submitted Letters of Interest in response to the RFI and chose Jeanne Bennett Consulting. Jeanne will reach out to the group in July to begin conversations. Recruiting will occur in the later part of the summer. There will be an overlap in January when the selected CEO begins.
   - The Declaration of Emergency officially ends on June 30, 2021. Credit was given to the Board for their continued commitment throughout that period. *There are five necessary actions when finding quorum. The list describing those will be shared.
   - The Executive Finance Committee agreed to hold a meeting in August. The Board was asked whether virtual meetings and the Zoom option remains beneficial. Most Board Members agreed that they were and we will continue offering both options.
   - The new Agenda template was pointed out, including reminders for the Board on Conflict of Interest and Ethics.

D. CEO Report (Attached-Highlights included:)
   - Staff returning to office June 28. 70% are already back. PacMtn has established and continues to implement solid Covid protocols to protect staff and visitors.
   - Cami Feek has been appointed as the new Commissioner for ESD.
   - Job search for those on Unemployment Insurance recommences July 1 and the WorkSource Center is getting ready for in person services. The labor force is changing in what it needs and wants and there is a need to adjust. The WorkSource Team is considering those conditions as they modify service delivery.
   - With the Consortium’s most recent nomination confirmation, all five county EDC’s Directors are back on the Board. Excellent regional partnership demonstration.
II. **Action: Consent Agenda**

The Consent Agenda is a SINGLE item for Board consideration that encompasses items the Board would typically approve with little comment. Procedural items such as approval of Minutes, or other legal or housekeeping items are appropriate for a Consent Agenda. There can be explanation of items, but there is no discussion of the Consent Agenda. If discussion is warranted or requested ANY item can be immediately removed and placed on the regular Agenda for full board discussion.

A. **Action Item: Motion to Approve**

   - Minutes from 3/24/21 Meeting

   *Peter Lahmann motioned to approve. Bob Guenther seconded. Motion carries.*

III. **Action Items & Strategic Discussions**

A. **Review of PY21 Preliminary Budget: Executive Finance Committee Recommends DO PASS and offers a Motion to Approve,**

   - Wil shared the details of the Preliminary Final Budget, Budget Memorandum and explained the bubble chart, which highlights the different sections of revenue and expenses.
   - PacMtn is in a solid financial position and there are additional, pending opportunities like the request for additional disaster recovery/employment recovery funds and the Thurston County ARPA funding coming through the EDC.
   - Administrative costs increased from 18 to 30%. Specific reasons for that increase include: increased facilities costs; PacMtn not providing direct services and shifting Staff oversight, which is an administrative function; and CEO transition costs for on-boarding and one month overlap in January 2022 and PTO pay-out.


B. **PacMtn Learning: 2021 Economic Symposium**

   - Cheryl highlighted topics discussed during the Symposium such as the PacMtn microsite, business support, Thurston Strong, and childcare support. Vince Kueter and Josh Stovel presented. Links to the presentation are coming and will be shared. Cheryl introduced the Federal Reserve Keynote, Darlene Wilczynski. Ms. Wilczynski acknowledged the importance of connecting Workforce Development and the work of the Federal Reserve System and calling out PacMtn is a tribute to the work being done in this region.

IV. **Committee & Task Force Updates** *(Task Force Leads)*

A. **Executive Finance Committee**

   - All Board Members must serve on one committee. BaSE Committee will see some significant changes. ABEL will also change. The One Stop Committee will have direct oversight to the One Stop Operator this fall, an advisory role – conduit to the Board. Bob Guenther asked that the Committee rosters be sent.

B. **One Stop Committee**

   - Cheryl Heywood – One Stop RFP/Procurement is out. New Operator will be in place October 1. The Committee will soon be looking at the WorkSource certification process—including the Connection sites. The IFA/MOU is complete and ready to send out for signatures. Take a look at PacMtn’s new microsite https://worksourcepacmtn.org/

C. **Priority Populations**

   - Jonathan Pleger – The Committee is meeting monthly. Currently, they are in the process of compiling connections. A new Committee member application has been developed. William presented earlier this month on Changes to the Local Integrated Strategic Plan. Vince will be presenting in July on the topic, “The most prevalent barriers in the PacMtn region: What the data tells us”. The next task will be Charter review.

D. **Business and Sector Engagement (BaSE)**

   - William – Reforming the group and thinking about how to approach sectors and leverage funding. Set aside 100K for Cohort based training. IWT dollars – how to align sector work? Set aside Business Services dollars and set aside 35K for Cluster study.
E. Adult Basic Education & Literacy (ABEL)
   • Kelli – The Committee is meeting monthly. They have reviewed the Charter. Korbett gave a presentation on the topic, “How folks navigate through WorkSource”. Working on getting Jennifer on board as the new Committee lead.

F. One-Stop Operator (The Collaborative)
   • Cheryl – Discussed Collaborative document (attached) and Next Steps from page 5.

Discussion: Revitalization of Committees (Senior Staff)

V. Good of the Order & Announcements

   • Bob – Early Learning Center & Museum
   • Cheryl H – The libraries are at 50% capacity. Libraries are a fantastic partner.
   • Peter – Dozer Days at the Puyallup Fairgrounds this weekend. Come join.
   • Peter – Randy Mueller – CEO for Port of Chehalis is stepping down. Need to keep the working relationship on our radar. Are there referrals for the job?

Meeting adjourned at 3:27 pm. Submitted by Debra Bowne, Program Assistant III

2020-2021 WDC Members

<table>
<thead>
<tr>
<th>Name</th>
<th>Business/Organization</th>
<th>Representation</th>
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</thead>
<tbody>
<tr>
<td>1. Richard DeBolt</td>
<td>Lewis County EDC</td>
<td>Business: Economic Development</td>
</tr>
<tr>
<td>2. Jonathan Pleger</td>
<td>Morningside</td>
<td>CBO/Serves Disabled Populations</td>
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<tr>
<td>3. Alissa Shay</td>
<td>Port of Grays Harbor</td>
<td>Business: Logistics Cross Sector</td>
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<tr>
<td>4. Lynnette Buffington</td>
<td>Greater Grays Harbor</td>
<td>Business: Economic Development</td>
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<tr>
<td>5. Derek Epps</td>
<td>Mason County</td>
<td>Business: Seattle Shellfish</td>
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<tr>
<td>7. Steve Rogers</td>
<td>Pacific County Historical Society &amp; Museum</td>
<td>Business: Tourism &amp; Recreation</td>
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<td>8. Sue Yirku</td>
<td>Pacific County</td>
<td>Business: Economic Development</td>
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<tr>
<td>9. Michael Cade</td>
<td>Thurston County EDC</td>
<td>Business: Economic Development</td>
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<tr>
<td>10. David Schaffert</td>
<td>Thurston County Chamber</td>
<td>Business: Private Sector Enterprise</td>
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<tr>
<td>13. Cheryl Heywood</td>
<td>Timberland Regional Library</td>
<td>CBO/Serves All Populations</td>
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<td>14. Vacant</td>
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<td>Post-Secondary Higher Education</td>
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<tr>
<td>15. Dr. Dana Anderson</td>
<td>Educational School District #113</td>
<td>K-12 Education</td>
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<td>17. Paul Vertrees</td>
<td>DSHS/DVR</td>
<td>Vocational Rehab</td>
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<td>18. Jason Reed</td>
<td>DSHS/Community Services</td>
<td>TANF-DSHS</td>
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<td>19. Jennifer Barber</td>
<td>South Puget Sound Community College</td>
<td>ABE: Regional</td>
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<td>20. Grant Lehman</td>
<td>Jack’s Country Store</td>
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<td>21. Angela White</td>
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<td>23. Peter Lahmann</td>
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<td>24. Vacant</td>
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<tr>
<td>25. Jennifer Baria</td>
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Workforce Development Speak (Commonly Used Acronyms)

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<thead>
<tr>
<th>ABE</th>
<th>Adult Basic Education</th>
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<td>Community Jobs</td>
<td>MOU</td>
<td>Memorandum of Understanding</td>
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<td>CLEO</td>
<td>Chief Local Elected Official</td>
<td>MyJOB</td>
<td>My Journey Out Beyond</td>
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<td>OJT</td>
<td>On the Job Training</td>
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<td>OURRE</td>
<td>Opioid Use Reduction &amp; Recovery</td>
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<td>Department of Social of Health Services</td>
<td>TAA</td>
<td>The Trade Adjustment Assistance</td>
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<td>TANF</td>
<td>Temporary Assistance for Needy Families</td>
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<td>Employment Security Department</td>
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<td>WEX</td>
<td>Work Experience</td>
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<td>Educational Service District – Capital Region</td>
<td>WIOA</td>
<td>Workforce Innovation &amp; Opportunity Act</td>
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<td>Eligibility Training Provider List</td>
<td>WTECB</td>
<td>Workforce Training &amp; Education Coordinating Board</td>
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<td>PUA</td>
<td>Pandemic Unemployment Assistance</td>
<td>PEUC</td>
<td>Pandemic Emergency Unemployment Compensation</td>
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<td>Gainful and Dependable Education Training</td>
<td>WING</td>
<td>Wrap Around Instruction for Navigating Gateways</td>
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<td>UI</td>
<td>Unemployment Insurance</td>
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PacMtn WDC Board Member Values

Customer needs are priority #1. Ensure all counties are included. Innovate and be creative. Honor diverse perspectives. In all things demonstrate: Integrity, honesty, transparency, personal excellence, constructive self-assessment, continuous self-improvement, and mutual respect

Duty of Attention = Full participation and Practical inquiry

Duty of Allegiance = Address conflict of interest & confidentiality, care about funding sources & potential opportunities

Duty of Agreement = abide by Federal, State & Local laws and PacMtn mission, vision, values, services, policies & programs

Board Member Reminders

Conflict of Interest: In accordance with the Workforce Innovation and Opportunity Act and the standards of honorable business practice. Workforce Development Council members (WDC), as well as members of WDC Committees and Task Forces, who directly represent, are employed by, or act as consultants to organizations or agencies having business before the Council shall not vote on any matter or issue regarding said organization or agency. Any member having a conflict of interest will declare the conflict prior to any discussion on the matter and must recuse themselves from any formal action related to the conflict.

Concern about misuse of public resources: PacMtn Board of Directors takes seriously all matters of fiscal integrity and the ethical and lawful conduct of its business. Any concerns about fraud, abuse or unethical conduct should be reported to a Board Officer, the CEO or the State Auditor’s Office (SAO).
Executive Finance Committee 6/11/2021

Staff Fully Return to PacMtn Offices June 28...following the actions of the Governor, and information from the CDC, State Health Department and L&I we are encouraged to fully re-open work places, services and the economy. PacMtn is pleased to promote sensible and safe post pandemic practices. Nearly 75% of staff have already returned. PacMtn’s administrative offices are following L&I guidance and we lifted the requirement for masks and social distancing for those fully vaccinated. PacMtn encourages all employees to get the vaccine.

PacMtn serves as Fiscal Entity... “ASHHO” means to instruct or call someone to “COME” join in the Bengali. As an acronym for the organization it also describes their mission:

- Advocate for survivors, communities of color, under-served, marginalized people.
- Serve our communities with kindness, compassion and professional services
- Honor Humanity in all that we do because all people matter
- Organize community resources, education, gatherings, trainings & events.

The organization has received endorsement, encouragement and financial support from the Thurston EDC, Thurston Strong and Thurston County government in the development of a Community Cultural and Job Training Center. PacMtn has agreed to provide compensated financial services for a period pending the finalization of ASHHO’s IRS designated 501(c)3 tax status, approximately 6-9 months. The strong mission alignment, PacMtn’s infrastructure and administrative ease makes the partnership mutually beneficial.

2021 Economic Symposium—All Virtual Convening, June 15 and 16...The Washington State Employment Security Department (ESD) is convening government, private sector, small business, non-profit and community leaders from across the state to address key workforce and economic development challenges as well as share data-driven plans and solutions for navigating post-pandemic economic recovery efforts. PacMtn Board Members who want to register through PacMtn can contact PacMtn Offices or deb@pacman.org

Congratulations to Cami Feek appointed as Commissioner of Employment Security...after having served as acting commissioner since February when former Commissioner Suzi Levine left. Feek also previously served as acting commissioner in 2018 when former Commissioner Peinecke left, and as deputy commissioner and chief operating officer. She was hired into ESD as the first program director of the newly developed Paid Family and Medical Leave program. Cami is a genuine, humble and accessible leader. She has worked in state government over 25 years, from entry to executive level positions.

Business Resources Offered through WorkSource...take a look at the useful information being made available by PacMtn’s Business Service Team! Coupled with the new micro website
designed specifically for PacMtn WorkSource lots of information is now available for both job seekers and business customers.

**Reinstated Job Search Requirement** intensifies need for in-person services at WorkSource. The job search waiver will end on July 4, 2021. This along with the State’s push to open the economy back up will likely mean more customers will be coming back into WorkSource PacMtn. The WorkSource staff teams are readying themselves. Much is being done to prepare for more traffic through the facility, including continued availability of virtual services and expanding job search options for UI customers.

**Accolades for Career Path Services, WIOA Contractor and Partner...** Career Path Services’ project **Dignity of Work** is a partnership with ANEW, and WholeStory. The project was selected as one of **ten teams from four countries** to advance into Round 2 of the XPRIZE Rapid Reskilling competition. Through 2021 the 'Dignity of Work' team will support 350 individuals (unemployed workers facing barriers, dislocated workers needing retraining, youth without previous employment experience) and prepare them for new careers in construction. The remotely delivered solution will target workers and employers in the Hampton Roads, Virginia Beach region.

**Strong Performance during the Pandemic...** see the attached letter from Employment Security.

**Stories of Hope and Impact**

**Good News for Teen Workers...** The New York Times article, "Tips for Teenagers on Landing a Summer Job" points out that after a rough 2020, teen workers are in demand this summer. The research findings are especially exciting as the teenage labor market rebounds from record employment lows during the COVID-19 pandemic. Nationally it is expected the proportion of teens working this summer to rise to 31.5%, an increase from 26.3% last year. The chances of a teen working this summer are about 20 percent greater than last year!
TO: PacMtn WDC Board of Directors  
FROM: WorkSource Collaborative  
SUBJECT: Discussion Only—One-Stop Operator Progress and Reflections  
DATE: June 10, 2021

**Background**

The Workforce Innovation and Opportunity Act of 2014 (WIOA) requires each Workforce Region to have at least one comprehensive one-stop American Job Center. Known as WorkSource in Washington, this statewide, locally governed primary delivery system for federally funded workforce services is made up of various partners working together to deliver services. WIOA also requires that each Workforce Region procure for a one stop “Operator” to assure that WorkSource sites in the region are in compliance with federal expectations for American Job Centers and local service delivery agreements outlined in a memorandum of understanding among the WDC and the partners delivering services.

Four years ago, PacMtn WDC initiated procurement for a One-Stop Operator. It received proposals from the Thurston Chamber of Commerce and the Employment Security Department. In the end, it was determined that the two entities, along with PacMtn WDC should form a consortium in order to leverage the complementary strengths of the proposers. The Operator became known as the WORC (WorkSource Operator Regional Consortium). Membership included the Employment Security Department Regional Director, PacMtn CEO and Thurston County Chamber of Commerce CEO. The 3 entities were to act with one voice and developed what was then known as the WORC Agreement to clarify their roles, responsibilities and intended outcomes. Through the WORC Agreement, and under contract through the Collaborative, Employment Security Department (ESD) was to provide a WorkSource System Manager to drive continuous quality improvement projects at WorkSource in the PacMtn region. The Thurston Chamber provided administrative support, daily oversight and office space.

Over 18 months following execution of that contract, the ESD employee under contract left for another position. To address this vacancy PacMtn WDC, under direction of the Collaborative, initiated procurement for a Project Director. Since that time the Collaborative has carried out the duties of the Operator through ABSLLC as the Project Director. As Project Director Agnes Balassa leads continuous improvement efforts across WorkSource sites and partners. The Collaborative agreement requires the development of a report to the PacMtn WDC Board of Directors. Additionally, Chair of the Collaborative has attended the monthly WDC Executive Finance Committee to provide regular updates to the Board.

**Collaborative Principles and Objectives**

Through its agreement, the Collaborative works to meet the following key objectives:

- **Customer First Focus** – Put the needs of those using the system and those who could benefit from using the system at the center or all deliberations. Advocate for those needs as a primary driver for action. Promote business and industry needs of the entire region and advocate for those most
underserved and experiencing barriers to successful, sustaining employment.

- **Integration** – Think and act as an integrated system of partners that share common goals with services delivered by various organizations with the best capabilities for a seamless customer experience.

- **Accountability** – Commit to high quality customer services with regular program performance review based on shared data and actions that enhance outcomes.

- **Universal Access** – Meet the needs of customers by ensuring universal access to programs, services, and activities for all eligible individuals.

- **Continuous Improvement and Learning** – Create a delivery system that utilizes feedback from employers and job seekers to challenge the status quo and that innovates to drive measurable improvements.

- **Partnership** – Align goals, resources, and initiatives with economic development, business, labor and education partners. Build strong relationships with current partners and expands partnerships with new and diverse agencies and organizations similarly committed to the prosperity of individuals, the community and the economy.

- **Unified Regional Strategies** - Work with partners to address broader workforce needs of the regional economy and leverage resources to provide a higher quality and level of services.

- **Technology** - Maximize technology to promote the capabilities and outcomes of WorkSource PacMtn throughout the region, beyond brick and mortar WorkSource sites.

**Approach**

While the system had been meeting expectations for quality service provision, the Collaborative wanted to accelerate integration, data driven decision making and the use of the customer feedback to guide continuous service improvement. The Project Director has focused upon:

- **Certifying WorkSource Centers, Affiliates and conditions for Connections Sites**. This work involved all existing sites and utilized the WDC Board’s One-Stop Committee. Ultimately, the Board approved one Comprehensive Center, four Affiliates and 29 Connection Sites. This certification process was a powerful learning moment that built strong partnerships and familiarity across the system.

- **Implementing a Master Project Plan** with lead partner staff to identify and track continuous improvement projects, make course corrections, and anticipate issues. The master plan supports functional teams through a series of project to integrate how staff welcome, triage, serve and connect customers to desired outcomes.

- **Developing Standard Operating Procedures and Project Checklists** with lead staff to support greater service integration, coordination of activities and functions, and standard work.

- **Improving Communications** to clarify system expectations and initiatives, increase buy-in and build on an existing Share Point site to create an accessible record of decisions, policies, SOPs, etc.

- **Implementing a Data Dashboard** to use monthly data to analyze trends and identify areas for continuous improvement as needed.

By January 2020, the Data Dashboard and Master Plan had been completed, a customer satisfaction survey had been implemented and was providing good, actionable information and strong progress was being
made on welcome, triage serve and connect projects. Checklists and standard operating procedures were begin developed from these projects and communication was improving. With the support of the Project Director and PacMtn Board of Directors One-stop Committee, the system was beginning to prepare for certification – an objective assessment process to identify where progress has been made on the key objectives (above) and what more needed to be done.

Then the COVID pandemic caused WorkSource sites to close to the public and ESD staff were reassigned to support Unemployment Insurance claimants. Existing projects were put on hold as the energy of the limited number of staff available to provide WorkSource services had to be refocused meeting customer needs in a virtual service delivery environment and planning for eventual safe re-opening.

Then, a few months later, the death of George Floyd resulted in racial justice movements that caused a new focus on the implications of race and racism for WorkSource customers and staff.

In light of these changes, the Project Director and partner leads began several new projects. In order to support virtual service delivery, they expanded the use of social media and marketing, developed a new website and tutorials to help customer virtually access services, implemented a scheduler and reimagined the Welcome, Triage, Serve and Connect customer flow; to prepare for eventual reopening of sites, they created a set of safe re-opening plans; to address issues of race and equity they initiated a new Diversity, Equity and Inclusion effort; and the team began to explore which aspects of service delivery needed to be site based and which could be provided regionally.

**Results**

The following is a list of what has been accomplished over the last 2 years under the Collaborative’s oversight with support from the WorkSource Project Director:

- **System Certification:** The Workforce Innovation and Opportunity Act (WIOA) requires that each state must establish the minimum criteria for certification of One-Stop centers and the One-Stop delivery system. The certification criteria allows the State to set standards for customer-focused, seamless services from a network of partners that help individuals overcome barriers to becoming and staying employed. Certification is required to be done by local boards at least once every three years in order for One-Stop centers and the One-Stop delivery system to receive infrastructure funding. The certification process is critical in setting the minimum level of quality and consistency of services in One-Stop centers across each State. Local Workforce Development Boards (LWDB) are charged with assessing the One-Stop centers and the One-Stop delivery system within their region to ensure that they meet WIOA and state criteria.

- **System Performance Dashboard:** the dashboard is updated monthly and provides data that is more actionable than the lagging WIOA performance measures which are based on data anywhere from 3 to 9+ months old. A copy of the most recent dashboard report, based on 9 quarters of data and including recommendations, is attached.

- **Virtual Services:** Over the last year, several new products have been deployed to help job seeker and business customers access services virtually:
  - **Virtual Find Work Friday Job Fairs** – Led by the Chamber’s Business Services Team,
WorkSource now provides a monthly on-line job fair that includes more employers and job seekers than WorkSource was able to serve with in-person weekly site-based events.

- **WorkSource PacMtn Microsite** – Developed through a contract with MadCap Media, WorkSource now has an attractive, professional on-line “front door” to services at WorkSourcepacmtn.org. The microsite anticipates that more customers will access WorkSource virtually in the future, helps them learn about locally available services, and provides:
  - **A universal intake form** – which allows for easy and efficient co-registration of customers and an initial understanding of their needs.
  - **An orientation to virtual services** – which provides tutorials for creating a WorkSourceWA.com account, job searching in the virtual world, applying for unemployment, and finding employees online. [https://pacmtn.org/worksource-virtual-services/#/](https://pacmtn.org/worksource-virtual-services/#/)

- **On-line Applications for services** – The system has made greater use of JotForms and other tools to allow customers to provide information needed to determine whether they are strong candidates for programs or appropriate for referrals.

- **Virtual Onboarding for new staff** – Developed to orient new staff in the new virtual environment where they can’t just learn from interacting with more seasoned staff. The virtual on-boarding ([insert link]) creates consistent messages and information about how we operate in this region, supporting greater integration in how we serve customers.

- **Expanded social media presence** – Supported by both MadCap Media and the Thurston County Chamber of Commerce, the Operator is working on improving and expanding the use of social media to connect with WorkSource customers and get the word out that services are still available despite resource rooms being closed.

- **Implementation of TablesReady** – a scheduler to help connect job seekers with staff who can address their needs by phone, video conference, email, or a on a very limited basis, by in-person appointments.

- **Diversity, Equity and Inclusion Initiative** – Focused on race and racism, this effort engages staff to help identify and address institutional racism where it may exist in WorkSource.

Projects that were started, halted due to COVID and should be revisited in the near future:

- **Customer Satisfaction Survey**: In order to make better use of the voice of the customer in designing/revising services, a system-wide an online and paper and pencil customer satisfaction survey was implemented across the system. Data from the survey was used to help identify areas for improvement. While marks for customer satisfaction were consistently high – typically over a 4.5 on a scale of 1 to 5 with 5 being excellent – the survey yielded additional important information. For example, it indicated that customers accessed an average of 2 services, which the WorkSource partners wanted to increase. The survey was ended due to COVID – much of the data collected was not relevant once face-to-face services were closed to the public. A new survey should be
developed for the current environment

- **Master Plan for Welcome, Triage, Serve and Connect Projects:** Now that ESD staff are again available to provide WorkSource Services, and now that we have a sense of what has changed due to the more virtual nature of services, it’s time to revisit the master project plan to identify what is needed to better integrate welcome, triage, serve and connect services a create a revised project plan.

- **WorkSource Certification:** Because certification by its very nature has been site focused, it made little sense to run a certification project during the pandemic when sites were closed. Revisiting the certification process should be a priority for the WorkSource Operator in the 2021-2022 program year.

- **Clarification of the Role of Connection Sites:** At the start of the pandemic, the Collaborative was in the process of clarifying the role of community-based portals or “Connection Sites” to WorkSource services. As a result of the pandemic, a number of functions have become centralized and it’s likely that fewer staff will perform their jobs at brick-and-mortar WorkSource sites between the hours of 8 and 5 daily in the future. Connection sites may become an even more an important component of the system, and efforts to clarify their roles should be considered in 2021-2022

**Looking Forward and Next Steps**

**Safe Reopening Plan** – Building on the state approved Roadmap for reopening of sites managed by ESD and the results of a pilot project managed by Career Path Services and the WDC, a plan was developed to safely reopen the WorkSource Center and Affiliates to in-office services. While virtual services were provided throughout the pandemic, a number of customers depend on publicly available wifi and computers to access these services. Many of these customers also face digital literacy challenges. In anticipation of more customers needing in-office services due to the reinstatement of job search requirements for all Unemployment Insurance claimants, on June 14, 2021, staff who will provide in-office services returned to the WorkSource Center and Affiliated sites to prepare for reopening.

**Procurement** – We are aware that the PacMtn WDC will again initiate procurement for the next One Stop Operator. We hope this information is useful in informing the Council’s next choice for Operator and in the development of the Operator’s work plan. We built momentum on many fronts and while the pandemic forced a dramatic and traumatic re-set of our thinking and our behaviors it also accelerated important work on virtual services. That learning and those valuable tools will continue to be used by the local public workforce system to serve customers.

**Partnership Engagement** - These last two quarters require we thoughtfully plan a transition of the important elements of this work. Partner staff and contractors have increasingly learned to work cooperatively and to think about service delivery in integrated ways. Our progress will continue to necessitate this continued level of engagement amongst the existing and new partners. We must recommit and think creatively about our essential services to customers.
March 25, 2021

RE: Recognizing Your Team’s Remarkable Year’s End

Dear Cheryl,

As we report out on the final months of 2020, I wanted to acknowledge your inspiring dedication to the communities served by your WDC. It is important to take a moment to recognize your positive performance on the outcomes shown below from your WIOA Title I grants and discretionary contracts. Please thank your entire team for the hard work and dedication they put into finding solutions and support for those most affected by the year’s struggles.

WDC 02 Quarter Ending December 31, 2020 (June 30, 2020 for employment outcomes)

*Goals set pre-Covid*

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<th>Target</th>
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<td>1600</td>
<td>1455</td>
</tr>
<tr>
<td>WIOA DW Enrollments Including RRIE</td>
<td>299</td>
<td>327</td>
</tr>
<tr>
<td>WIOA DW Employments Including RRIE</td>
<td>138</td>
<td>247</td>
</tr>
<tr>
<td>NDWGs - Disaster Relief</td>
<td>10</td>
<td>81</td>
</tr>
</tbody>
</table>

Through quarterly narratives and team meetings, your commitment to meeting the needs of your community, whether through virtual offerings, trainings, or youth engagement has proven success in enrollments and placements across multiple formula programs. Great work! If we could offer additional technical service in any area of grant administration, training, policy guidance, or others, please just let us know. Our goal is to support your local success!

We are always looking for successful practices to share with the rest of the workforce development system. If you would like to share any tools or practices with your peers across the state, please send them to ESDGPMarforceInitiatives@esd.wa.gov. Also, let us know in that message if you would be willing to present during the next quarterly peer-to-peer teleconference. By sharing your successes, you can help the entire state continue to pursue and achieve excellence. Our next peer-to-peer call is scheduled for **March 29, 2021** and we love for you to attend.

If you would like more information, please let me know. Congratulations again on your success, and thank you for serving Washington’s employers, workers, jobseekers, and youth.

Sincerely,

Tim Probst
Grants Director
360-790-4913