

# EASTERN WASHINGTON PARTNERSHIP

## WORKFORCE DEVELOPMENT COUNCIL

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## WORKFORCE DEVELOPMENT COUNCIL AND REGIONAL BOARD MEETING

February 26, at 12 noon  
Spokane Airport Ramada Inn

### AGENDA

1. Introductions
  2. Approval of agenda **Action item: 1 motion**
  3. Approval of December 11, 2014 minutes **Action item: 1 motion**
  4. Regional Board Report
  5. Chairman's report
  6. Make It In Washington presentation
  7. Quality Assurance report **Action item: 1 motion**
  8. Youth Council report **Action item: 1 motion**
  9. Director's report
  10. Labor Market Economist report
  11. WorkSource report
  12. Old business
  13. New business
- Next meeting: May 28, 2015

*The mission of the Eastern Washington Partnership Workforce Development Council is to design and administer a system that effectively meets the workforce development needs of employers, workers, job seekers, and youth.*

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## WORKFORCE DEVELOPMENT COUNCIL AND REGIONAL BOARD MEETING SPOKANE, WA December 11, 2014

### **Attendance:**

*WDC:* Teresa Kutsch, Scott Habenicht, Jennie Weber, Leslie Hammer, Mark Hess, Ken Maestas, Tessa Wicks, Jim Kowalkowski, Angel Reyna, Butch Van Dyk, Rob Willford, Kathy Covey,

*Regional Board:* Dean Burton, Jim Jeffords, Steve Kiss, Dwight Robanske, Art Swannack, Scott Hutsell,

*Contractors and Guests:* Kerry Burkey, Rod Van Alyne, Jenni Martin, Marshall Doak, Steven VanAusdle, Nathan Strege

*Staff:* Tom O'Brien, Dayna James

Scott Habenicht brought the meeting to order at 12:30 p.m. and introductions followed.

Scott Habenicht called for a motion to approve the agenda.

*Leslie Hammer made a motion to approve the agenda. Art Swannack seconded the motion. The motion passed.*

*Jim Kowalkowski made a motion to approve the September 25, 2014 meeting minutes. Dean Burton seconded the motion. The motion passed.*

### **Regional Board Report**

Dean Burton welcomed new board member, Kathy Covey, to the Workforce Development Council.

Dean explained that the Eastern Washington Partnership is a nine-county consortium consisting of a Regional Board of County Commissioners and the Workforce Development Council. The Regional Board has one commissioner from each of the counties. They are the grant recipients for the federal workforce development program funds. Each of the counties signed onto an agreement in the 1990s to create the Regional Board and to request designation by the Governor as a single workforce development area (wda) in the State. This designation was granted. The Commissioners sought this designation because they felt their interests would be better served as a single consortium of rural counties rather than another option that would have had the northern counties join with the Spokane wda and the southern counties would have joined with the Tri-Cities wda. The commissioners opted for pursuing the nine-county rural consortium.

The Workforce Innovation and Opportunities Act (WIOA) requires the Governor to designate the state's workforce development areas. If a local area has been in existence under WIA, it can request that the Governor re-designate the wda in its current configuration under WIOA. After some discussion, all Commissioners agreed that they wanted to continue to have the wda exist in its current configuration.

WIOA also requires the Governor to certify the local workforce development boards. It spells out the required composition of the members on the board. Tom said that there was a great deal of discussion at the national level about allowing local boards to become smaller in membership. Many boards had well over forty members and proved to be unwieldy. The Eastern Washington Partnership WDC has nineteen members, and it also has the entities that are required under WIOA. WIOA allows the Governor to “grandfather” in an Alternative Entity such as the WDC if it requests such status. After much discussion, it was evident that both the Commissioners and the WDC members were in complete agreement that this option should be pursued.

*Scott Hutsell made a motion to send a letter to the Governor requesting him to designate the current nine-county region as a workforce development area and to further request that he designate the current Workforce Development Council as the WIOA workforce development board as is allowed for under WIOA. Dwight Robanske seconded the motion. The motion passed unanimously.*

Commissioner Burton then asked Tom to draft the letter to the Governor.

### **Chairman’s Report**

Scott Habenicht welcomed Kathy Covey to WDC board, replacing Steve Moss.

### **Walla Walla Community College Presentation**

Dr. Steven VanAusdle, President of Walla Walla Community College, made a presentation about the important role of education in building a strong economic region. Dr. VanAusdle stated the national challenges going into 2015 are safety and security, economic competitiveness, and environmental sustainability. He said the keys to productivity will be through innovation and entrepreneurship which will be driven by investment in talented people and the infrastructure to support them.

There is going to be a growing demand for some additional professional workers in the workforce as well as many more with technical skills in order to keep the nation economically competitive in the world market. The need for unskilled workers is going to diminish as many of the jobs they can currently do will become automated. Studies indicate that 60% of the workforce will need at least a two-year degree by 2025 for the nation to remain competitive. If people continue to gain degrees at the current trajectory, only 47% will have such degrees by 2025. Helping to meet this demand will be a major challenge facing those working in education and workforce development in the coming years.

Walla Walla Community College (WWCC) currently has a graduation or transfer rate of 54% of its full-time students versus the national average of 40%. WWCC graduates earn \$41,458 annually versus the national average of \$23,244 for graduates of other community college programs. These outcomes (along with many other measurable indicators) helped WWCC to earn the Aspen Institute’s prestigious designation as the best community college in the nation in 2013. Dr. VanAusdle stated that the college had just received a significant grant award from the Economic Development Administration to construct a new building in Clarkston. It will be a Workforce and Business Development Center. It will offer programs in industrial maintenance, welding and fabrication, electricity and energy systems, and precision machinery. In addition, it will offer business services including entrepreneurial training and access to specialized equipment like laser printers that businesses could pay to use on an as needed basis.

Dr. VanAusdle’s full PowerPoint presentation can be accessed at this link: [Building a Stronger Economic Region](#)

## **Quality Assurance Committee Report**

Teresa Kutsch reported that the Quality Assurance Committee met on November 24th, 2014. The committee reviewed the outcomes data on the Monthly Contractor Report for the period July 1, 2014 through September 30, 2014. She said that the service providers were doing fine on all of the measures. She did note there has been particular improvement in the Literacy/Numeracy outcome which had been much lower a year ago due a misunderstanding on how that measure was to be reported.

## **Youth Council Report**

Jim Kowalkowski reported that the Youth Council Committee met on November 17, 2014. He informed the board of changes that will occur for the youth program when the Workforce Innovation and Opportunity Act (WIOA) is initially implemented in July, 2015. Two significant changes in the new law include a requirement for the youth service providers to expend 75% of the youth funds on out-of-school youths and secondly, the upper age limit for out-of-school youths increased from twenty-one to twenty-four years old. The reason for raising the age limit is because Congress wanted to place a greater focus on serving high school dropouts while also attempting to have a larger impact on the employment prospects of youths under 25. Jim mentioned that this age group has had the slowest recovery of all in getting back to the prior levels of employment.

Jim also stated that under WIOA, the Youth Council will now become a committee of the board. The Youth Council can continue to have members who are not members of the WDC.

Jim reported that the State had made some of its WIA discretionary funds available to the local areas to increase students' career readiness skills. Funds will be used to work with students at the new Skills Center in Walla Walla on the Walla Walla Community College campus. They will also be used to assist Cusick High School students that are receiving vocational training at the Kalispel Career Training Center in Usk. The primary use of the funds will be to place students in paid internship positions with employers who can expose them to work that is in keeping with the training they are receiving in school. They will also have a chance to access a very sophisticated Career Readiness software program that can help them assess themselves, identify possible occupations they might be interested in, provide them with an education and training pathway that can prepare them for working in an occupation, and give them labor market information about the wages and job prospects for particular occupations.

Jim said that the Youth Council reviewed the service providers' performance outcomes thus far this program year. The outcomes have been satisfactory. He said that the Youth Council was prepared to make a recommendation to the WDC on the extension of the youth service providers' contracts for the upcoming program year. At that point, Rod Van Alyne and Kathy Covey excused themselves from the meeting due to having a conflict of interest during this discussion.

Jim then stated that based on the performance review the Youth Council was recommending that the service providers' contracts be extended for the final year in the procurement cycle provided that they submitted acceptable proposals. The Youth Council would review the proposals prior to the WDC meeting in February. It would bring its recommendation on awarding the youth service provider contracts to the WDC during the next WDC meeting in February.

*Ken Maestas made a motion to approve the recommendation from the Youth Council to extend the contracts of the youth service providers, Blue Mountain Action Council and Rural Resources Community Action for a one-year period, based upon the development and submission of acceptable proposals for the coming program year. Leslie Hammer seconded the motion. The motion passed. Jennie Weber abstained.*

The two service providers, Rod and Kathy, rejoined the meeting, and Tom informed them that the WDC and Regional Boards recommended allowing proposals to be developed.

### **Director's Report**

Tom updated the board on the Workforce Innovation and Opportunity Act (WIOA). One of the biggest changes will include the need for a unified plan that includes a joint planning process with Adult Basic Education, the Department of Vocational Rehabilitation, Employment Security, and the Youth, Adult, and Dislocated Worker programs that come through the WDC. A draft of the WIOA federal regulations will be published for public review in January and will be discussed at the February meeting. WIOA will have a strong emphasis on helping people to find suitable employment as well as to understand the training or education that they will need to advance in their careers.

Tom said the unified plan will need to be developed over the next 15 months and must be approved by the Governor by June 30, 2016.

### **Regional Economist Report:**

Tom directed people to the Regional Economist's written report in the packets. It can be viewed at: <http://ewpartnership.org/reports>.

### **WorkSource Report:**

Jennie Weber reported that the area's Employment Security staff has been reduced by 25% due to budget reductions. This has led to limited services during the lunch hour and a reduction in the number of workshops offered for job seekers. Jennie mentioned that WorkSource is in the process of restructuring staff into work teams from across the WDA with a focus on implementing lean work practices in response to the staff reductions.

Kathy Covey reported on the STAR Project (Successful Transition and Re-Entry) which is an organization that serves individuals who have recently been released from incarceration and are searching for employment and housing. STAR staff approached Blue Mt. Action Council (BMAC) with a proposal to combine resources to help this target group with job development and OJT placements. A BMAC staff member is being shared between the agencies, working with more than 25 individuals in general job search and placement services.

Jennie reviewed the WorkSource Dashboard report. It identified the number of WorkSource customers who have received services in the offices in the region. She reported that a large percentage of job seekers still prefer staff-assisted services as opposed to self-service. The entered employment rate for job seekers has held steady more recently as has the rate of people retaining their jobs nine months after starting them.

**Old Business:** None

**New Business:** Dean Burton thanked the staff, board members, and service providers for their dedication to helping to improve the workforce throughout the region. He said he had enjoyed his many years of service as a County Commissioner and as a member of the Regional Board. He said that since he was retiring at the end of December, the Regional Board would need a new Chairman.

*Dwight Robanske nominated Scott Hutsell as Chairman. Jim Jeffords seconded the motion. There were no further nominations, and the motion passed.*

Dean opened nominations for the position of Vice Chairman to the Regional Board.

*Scott Hutsell nominated Dwight Robanske as Vice Chairman. Jim Jeffords seconded the motion. There were no further nominations, and the motion passed.*

Dean Burton opened nominations for the position of Secretary/Treasurer to the Regional Board.

*Scott Hutsell nominated Jim Jeffords as Secretary/Treasurer. Dwight Robanske seconded the motion. There were no further nominations, and the motion passed.*

Scott Habenicht read a statement from Bill Clemens thanking Dean for his support and leadership on the Regional Board as well as for his twenty years as a Garfield County Commissioner. Tom O'Brien and others thanked Dean for his outstanding leadership and service on behalf of the board.

The next meeting will be held on February 26, 2015.

The meeting adjourned at 2:28 p.m.

DRAFT

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### **Quality Assurance Committee Meeting Minutes**

(By telephone conference call)

**February 17, 2015**

Attendees: Teresa Kutsch, Leslie Hammer, Jennie Weber

Staff: Tom O'Brien

The meeting opened at 11:00 a.m. Tom said that the main purpose of the meeting was to decide on a recommendation from the committee to the WDC regarding extending contracts with the adult and dislocated worker service providers for the next program year (beginning July 1, 2015). This coming program year is the last one in the four-year contract cycle, so the WDC will need to engage in a new procurement process for service providers in 2016.

Tom reviewed the December 2014 Monthly Contractor Report, going through each of the seven bar charts. Enrollment numbers for all programs is fine. The Entered Employment rates for the adult and dislocated worker program completers were above target for all of the providers. The average earnings for people entering employment was below target for the dislocated worker program thus far, but they should be increasing as more people are included in the cohort as the year goes on.

Expenditures for the adult and dislocated worker programs are fine for this time in the program year. Youth expenditures are higher because the program year for that program begins on April 1 of each year. The youth degree/certificate rate is slightly below target for each of the providers, however, there is always a significant increase in the fourth quarter ending June 30<sup>th</sup> each year as students graduate from high school. The youth Placement in Employment or Education rate is very good at this time. Likewise, the Literacy/Numeracy Gains outcomes are well above target. Leslie asked if Tom knew how many youth were placed in employment versus how many went on to other training or into the military. Tom said he could provide that information but did not have it at the moment. He said he would have Dayna James run a report that could provide the information.

Tom then reviewed the Monthly Contractor Report for the last program year that ended on June 30, 2014. This report allowed the committee members to review another twelve months of data relative to the adult and dislocated worker programs. The committee also reviewed the WorkSource dashboard report for the July-September of 2014. The report includes the services and outcomes information for all WorkSource customers in the nine counties during that time period.

Following that discussion the committee members agreed to recommend that the WDC exercise its option to extend the service providers contracts for the adults and dislocated worker programs. The providers are Rural Resources and Blue Mt. Action Council for the adult program and Employment

Security for the dislocated worker program. If the WDC approves the recommendation, the service providers will be asked to develop proposals for the coming program year beginning July 1, 2015. The Quality Assurance Committee will review the proposals prior to the WDC's meeting and make its recommendation on the actual contract awards at that time.

Tom reported on some of the committee work he has been doing with the Workforce Training Board's WIOA subcommittees. Leslie inquired about the certification process for WorkSource Centers and affiliate sites. Tom said that one of the subcommittees will be working on the WIOA one-stop center certification process that will be implemented as WIOA takes effect.



## Monthly Contractor Report through December 31, 2014

for Program Year 7/1/14 - 6/30/15

	Participant Carry-ins	Annual Number of Planned Registrants Including Carry-ins	Year-To-Date Cumulative Registrants	Percent of Annual Planned Registrants	Total Number of Exits	Total Number Employed at Exit	Percent of Employed Exitters	Federal Entered Employment Rate Target	Number of Exitters who Received a Credential	Percent of Exitters who Received a Credential	Youth Degree/Credential Rate	Federal Youth Credential Rate	Youth Placement in Employment or Education	Federal Placement Rate	Total Number of Literacy/Numeracy Enrollees	Number of Literacy / Numeracy Gains	Literacy / Numeracy Rate	Literacy / Numeracy Federal Target	Projected Average Earnings (6 Months)	Federal Average Earnings Target (6 Months)	Estimated Annual Earnings (Median)	PY 13 Carry-in Amount	PY 14 Contract amount (Youth PY14 Contract started 4/1/14)	Annual Budget Including Carry-in Monies	Actual Year-To-Date PY14 Contract Expenditures	Actual Year-To-Date Expenditures Including Carry-in Monies	Percent of Annual Budget Including Carry-in Monies	% of Year-To-Date Expenditures versus Annual Budget	% of PY14 Contract Spent on Out-of-School Youth
WESD DW	27	56	38	68%	15	13	87%	81.0%	6	40%									\$16,552	\$17,637	\$28,356	\$71,455	\$133,279	\$204,734	\$7,927	\$79,383	39%	6%	
CESD DW	19	47	32	68%	11	11	100%	81.0%	3	27%									\$14,535	\$17,637	\$24,700	\$32,526	\$123,026	\$155,552	\$43,801	\$76,326	49%	36%	
BMAC Adult	18	46	33	72%	15	12	80%	78.9%	6	40%									\$13,417	\$12,718	\$25,194	\$19,719	\$110,839	\$130,558	\$47,859	\$67,579	52%	43%	
RR Adult	28	105	68	65%	35	29	83%	78.9%	17	49%									\$15,100	\$12,718	\$24,700	\$92,406	\$271,364	\$363,770	\$43,465	\$126,191	35%	16%	
BMAC Youth	6	45	38	84%	7						57%	68.3%	100%	61.3%															
BMAC ISY	2	26	24	92%																		\$379	\$92,292	\$92,671	\$64,650	\$65,029	70%	70%	
BMAC OSY	4	19	14	74%											7	4	57.1%	36.0%				\$1,233	\$66,833	\$68,066	\$37,852	\$39,085	57%	57%	37%
RR Youth	61	137	158	115%	57						64%	68.3%	75%	61.3%															
RR ISY	47	64	84	131%																		\$932	\$177,093	\$178,025	\$127,377	\$128,669	72%	72%	
RR OSY	14	73	74	101%											39	26	66.7%	36.0%				\$4,320	\$177,092	\$181,412	\$116,888	\$119,987	66%	66%	48%

Definitions: Youth Age 14-21; DW = Dislocated Worker

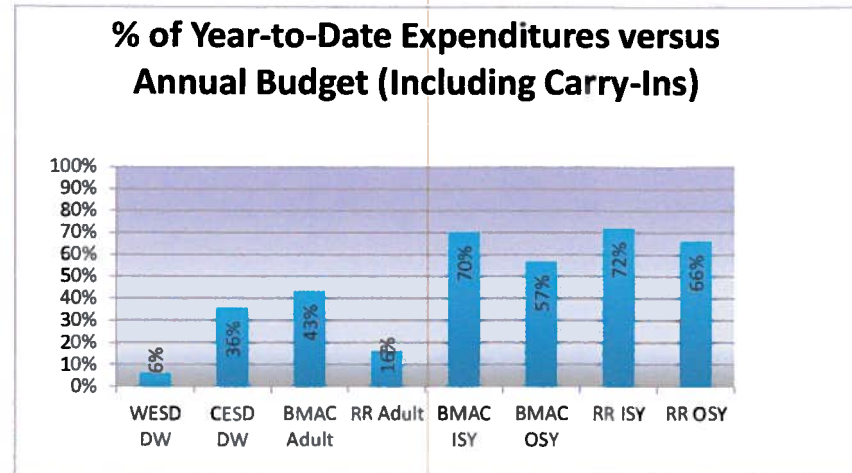
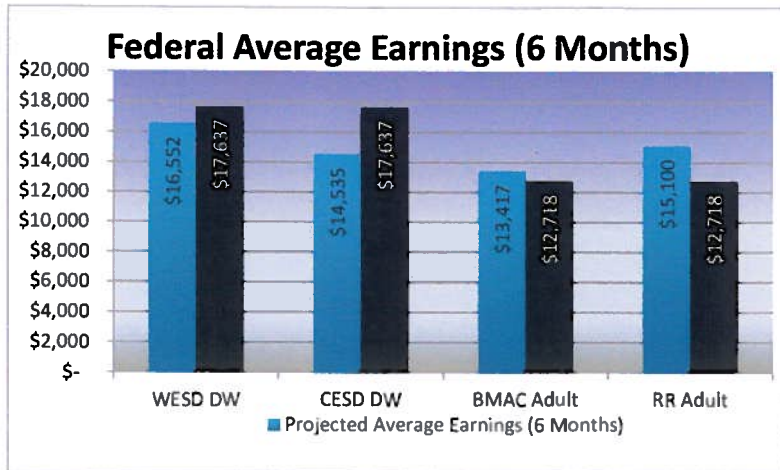
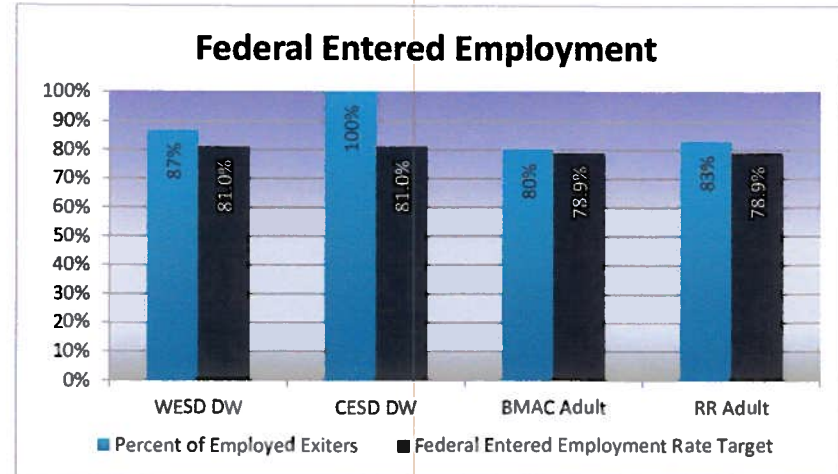
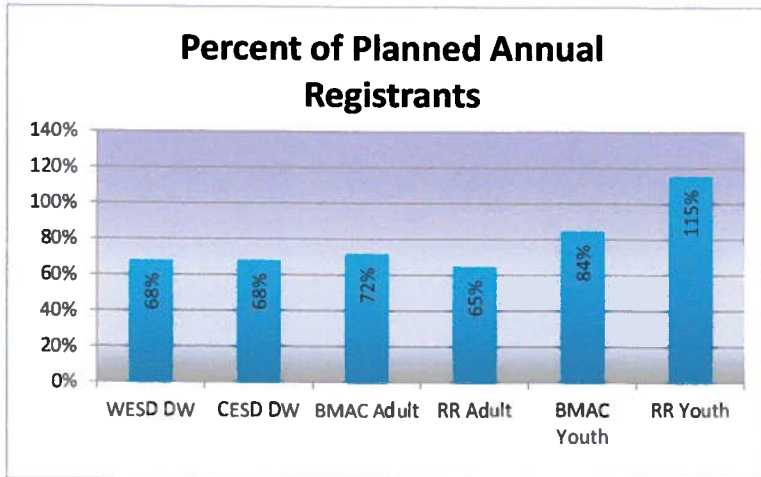
WESD = Walla Walla Employment Security Department; CESD = Colville Employment Security Department; RR=Rural Resources

BMAC=Blue Mt. Action Council Exitters = Registrants who exit the program

Report Period: July 1, 2014 through December 31, 2014

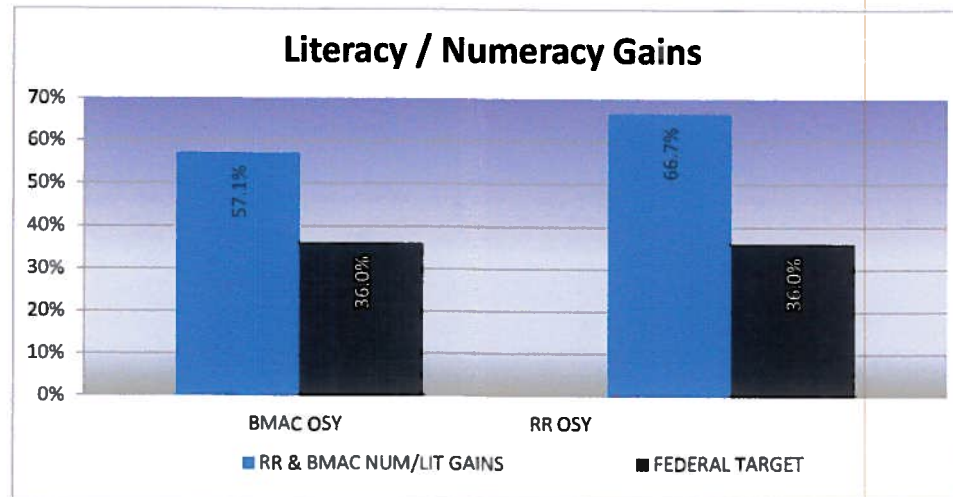
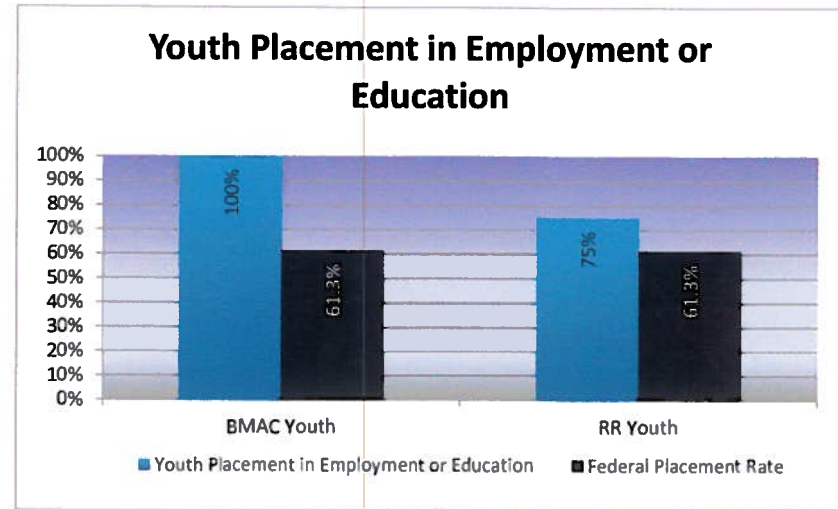
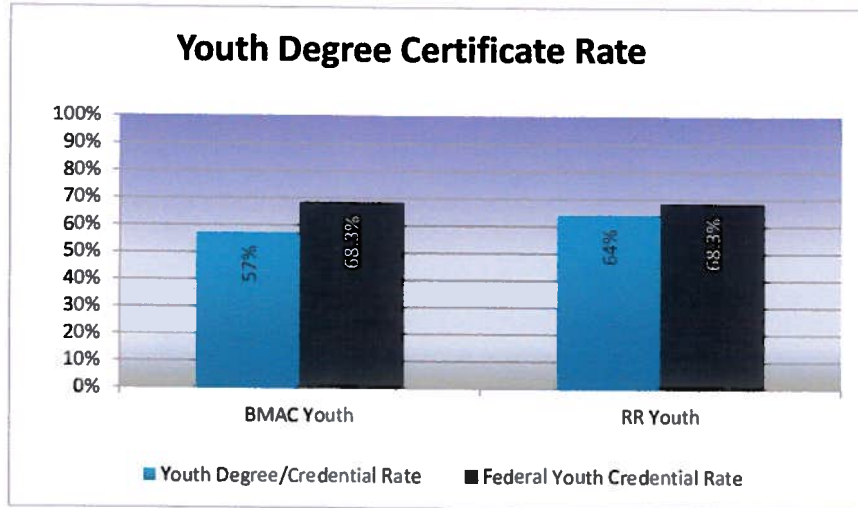
Chart A

for Program Year 7/1/14 - 6/30/15



Report Period: July 1, 2014 through December 31, 2014  
for Program Year 7/1/14 - 6/30/15

Chart B



# EASTERN WASHINGTON PARTNERSHIP

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### WDC Youth Council Meeting Minutes (By telephone conference call) February 18, 2015

Those in attendance: Jim Kowalkowski, LuAnne Denison, Eric Hoyle, Paula Holter-Mehren, Kathy Covey, Rod Van Alyne  
WDC Staff: Tom O'Brien, Dayna James.

Meeting brought to order at 2:04 p.m.

Tom O'Brien began by stating the purpose of the meeting was to review the Program Year 2015 (PY 15) Workforce Innovation and Opportunity Act (WIOA) youth program proposals submitted by Blue Mountain Action Council (BMAC) and Rural Resources Community Action (RRCA). During its meeting in December, the Workforce Development Council (WDC) authorized Tom to seek youth program proposals from the two service providers for review by the Youth Council. Following its review, the Youth Council makes a recommendation to the WDC on the awarding of the PY 15 WIOA youth contracts.

Tom reviewed the Monthly Contractor Report through December 31, 2014. This report showed the service providers outcomes for its youth participants for the current program year. They are satisfactory at this time for all of the measures. He stated that the expenditures have all been on target through that period of time. He also mentioned that the youth attainment rate for degrees is slightly below target at this time, but will rise in June as many of the students will graduate at that time. Members were also provided the Monthly Contractor Report for the entire year for PY 13 so that they had eighteen months of results to consider.

Both service providers submitted narrative responses to a set of youth program questions that were proposed to them in December. Tom reviewed each of the proposals with the Youth Council, and the service providers had the opportunity to respond to any questions from the council members. Tom went through the Executive Summary spreadsheet that detailed the proposed number of participants to be served, the anticipated outcomes for program completers, the proposed budget figures for staff, goods and services, space, participant wages, support services, basic skills training, and other vocational training. Tom did note that the Rural Resources travel and building cost budget is higher due to additional offices in outlining areas. He also said that BMAC's cost per exit was a higher than Rural Resources, which is attributed to a lower cost per participant for thirty of the Rural Resources youth participants that received basic skills training at the Curlew Job Corps. Tom said that the eight participants that BMAC was carrying in to the new program year would be in-school participants.

Tom explained that one of the biggest changes with the new WIOA law is an increased requirement to serve 75% Out-of-School youth. Each of the service providers explained how they proposed to increase their Out-of-School youth population. Kathy Covey informed the youth council that BMAC has met with staff at high schools, alternative schools and Walla Walla Community College to seek referrals to for high school dropouts and as well as students that were finishing school programs and needing assistance in securing work or further education or training. She also mentioned that BMAC coordinates for referrals with other community-based organizations in Walla Walla that are working with out-of-school youths in need of social services.

Rod Van Alyne said that Rural Resources would continue its partnership with Curlew Job Corp to provide special assistance for participants in need of basic skills training that prepares them to participate in the high school program at the Center. Rural Resources staff will also work closely with other WorkSource staff to identify young people seeking employment who could benefit from the youth program services.

Tom said that youths 16-24 have the highest rate of unemployment in the nation. This statistic is part of the reason that the WIOA has switched its focus from serving in-school youths to serving those who are out-of-school.

After all questions were addressed, Tom asked Rod Van Alyne (RRCA) and Kathy Covey (BMAC) to leave the meeting due to their conflict of interest as service providers. After further discussion Tom asked the Youth Council for its recommendation regarding the service provider contracts.

Eric asked if there were any new guidelines in the bidding process with WIOA. Tom answered that thus far there are no changes. He said that this was the final year of the WDC's current procurement process and that it would likely issue a competitive Request for Proposal for the next round of funding. The Youth Council members then all agreed to recommend that the WDC award the WIOA youth services contracts for PY 15 to Rural Resources and Blue Mt. Action Council.

## 2015 Youth Service Providers Proposals Executive Summary

	Rural Resources	Blue Mt. Action Council
Total Allocation/ Funds to be spent by 6/30/15	\$354,000	\$158,000
# of in-school carry-in participants from previous year	16	8
# of <b>new</b> in-school participants to be enrolled	11	2
Total # of In-School participants enrolled (including carry-ins)	27	10
# of older youth (OY) carry-in participants from previous year	18	0
# of <b>new</b> OY participants to be enrolled	89	29
# of (OY) participants enrolled (including carry-ins)	107	29
# of exits (participants exiting the program)	104	33
# and % of exiters placed in employment or further training	73 / 70%	23 / 70%
WIA performance target for placement	61.3%	61.3%
# and % of exiters who attained a degree or certificate	73 / 70%	20 / 67%
WIA performance target for attaining a credential	68.3%	68.3%
# and % who achieved grade level gain in math or reading	55%	50%
Cost per exit	\$3,404	\$4,788
% of exits with positive outcomes	73 / 70%	23 / 69%
% of budget for training activities (inc. support services)	42%	42%

# of exits (participants exiting the program)

Budget Analysis	Rural Resources	Blue Mt. Action Council
Salary & Fringe	40.0%	45.7%
Travel	2.0%	1.0%
Basic skills instruction subcontract	8.6%	
Building costs	7.9%	2.2%
Communication, office supplies, equipment, & other	2.6%	1.5%
OJT, work experience wages, classroom training	31.7%	38.6%
Support services	1.9%	3.0%
Administration	5.3%	8.0%
	100.0%	100.0%

lan\_mywork\RFPs/Youth Council Review Docs

## ***Eastern Washington Partnership***

### **WorkSource System Update**

**February 26, 2015**

#### **WorkSource Technology Systems Replacement Progresses Rapidly**

Following an earlier update on efforts to replace the Go2WorkSource (job match) website, and the SKIES (customer management) system utilized by WorkSource partner staffs, several key actions have occurred.

In late December, **Monster Government Solutions** was announced as the successful bidder to lead the redesign and implementation efforts of the integrated replacement system. Monster is recognized as a global leader in designing self-service technology systems that allow employers and job seekers the capability to effectively seek employment matches. Monster has also sub-contracted a company named **Social Solutions** to develop and implement the staff functionality needed in the integrated system.

A formal project launch occurred in Olympia during late January, with a mix of Monster technical and project staff, Employment Security, WDC, and WorkSource Partner staffs from around the state meeting to conduct a comprehensive review of the business requirements of the new system. Because of the extensive experience and project expertise that Monster brings to the redesign effort, the expected timelines for completion of the new system have been shortened dramatically to November 2015.

Next steps will include multiple small group meetings between Monster project / technical staff and designated subject matter experts from around the state WorkSource system, testing to confirm required functionality and content of the new system, and development of a state training plan to support the late fall launch. At the present time, it is forecasted that there will be approximately 1,100 staff that will require training prior to the implementation.

#### **Kinross Announces Plans for Closure**

Kinross Mines announced they plan to close the Buckhorn mountain project in late 2015. An estimated 300 workers including contractors engaged with the mine activities will be impacted. WorkSource Colville staffs have been meeting with Kinross Human Resource staff to determine a timeline for providing WorkSource services to the workers and their families. Kinross anticipates some of the workers will leave prior to the closure for other job opportunities, but they expect the majority of workers will continue to work at the mine until closure. Kinross is planning to file a petition for Trade Act certification later this spring.

### **Employment Security implements regional service delivery model**

Under the leadership of Jennie Weber, Eastern Regional Director, staffs from WorkSource Walla Walla, WorkSource Columbia Basin, WorkSource Spokane and WorkSource Colville have been working to develop and implement a more coordinated and strategic service delivery model to meet the needs of employers, migrant seasonal farmworkers and veterans. Staff reductions in all offices across the region have challenged the former service delivery model. By establishing a regional approach with increased coordination and collaboration, greater efficiencies are being realized resulting in improved customer service.

### **Career Pathway Navigators connect higher skilled workers with mid-level jobs**

The Employment Security Department has funded each WDA with a Career Pathway Navigator position to help connect higher skilled and qualified job seekers (students exiting from formal and informal training programs and institutions, apprenticeship programs, mid-level career changes, etc.) to local/regional employers seeking their particular skills, competencies, education, and experience. The Career Pathway Navigator will conduct outreach to employers and the business community to assist in marketing WorkSource resources and securing employment opportunities for mid-level career professionals. The Career Pathway Navigator will also coordinate with local/regional educational institutions, including community and technical college career centers to ensure graduating and exiting students get connected with WorkSource for employment packaging and job match assistance. Recruitment is underway at this time with an expected date of hire by the first of April.