

# EASTERN WASHINGTON PARTNERSHIP

## WORKFORCE DEVELOPMENT COUNCIL

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### WORKFORCE DEVELOPMENT COUNCIL AND REGIONAL BOARD MEETING

May 26, 2016 at 12 noon  
Spokane Airport Ramada Inn

#### AGENDA

1. Introductions
2. Approval of agenda **Action item: 1 motion**
3. Approval of February 25, 2016 minutes **Action item: 1 motion**
4. Regional Board Report
5. Chairman's report
6. Quality Assurance report
7. Administrative Committee report **Action item: 2 motions**
8. Director's report **Action item: 1 motion**
9. Labor Market Economist report
10. WorkSource report
11. Old business
12. New business

Next meeting: September 22, 2016

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## WORKFORCE DEVELOPMENT COUNCIL AND REGIONAL BOARD MEETING SPOKANE, WA February 25, 2016

### **Attendance:**

*WDC:* Bill Clemens, Scott Habenicht, Teresa Kutsch, Kathy Covey, Jerry Anhorn Jr., Jeff Koffel, Ken Maestas, Steve Smith, Steve Stahl, Kim Witt, Deana Zakar

*Regional Board:* Scott Hutsell, Nathan Davis, Justin Dixon, Jim Jeffords, Steve Kiss, Art Swannack, Mike Talbott

*Contractors and Guests:* Jane Roberts, Doug Tweedy, Darlene Snider, Nathan Strege, Rod Van Alyne, Don Dashiell

*Staff:* Tom O'Brien, Dayna Brown

Bill Clemens brought the meeting to order at 12:27 p.m. and introductions followed.

Bill Clemens called for a motion to approve the December 10, 2015 meeting minutes.

*Ken Maestas made a motion to approve the agenda. Jim Jeffords seconded the motion. The motion passed*

*Scott Habenicht made a motion to approve the December 10, 2015 meeting minutes. Scott Hutsell seconded the motion. The motion passed.*

### **Regional Board Chairman's Report**

Scott Hutsell reported that at the last WDC meeting in December, we were in a state-wide discussion about the state Workforce Training Board's recommendation to create WIOA planning regions in the State. The initial plan was to require our WDC to plan with all of the counties in eastern Washington, except Spokane. After a prolonged pushback from local elected officials and WDC members around the State, the Workforce Board proposed that the twelve WDC's be designated as the WIOA planning regions. They added a proviso that each WDC would need to plan with at least one other WDC. Scott reminded the counties of the need to update the inter-local agreement and if they haven't adopted the resolutions, to please do so.

### **Chairman's Report**

Bill Clemens informed the board that he was pleased that the original designation for the planning region didn't go through resulting in the WDC's each being separate regions. However, the Workforce Board included a requirement in the strategic planning instructions for each WDC to "cross-plan" with at least one other WDC. After including this requirement, the Workforce Board extended the due date for the WDC's strategic plans to May 2<sup>nd</sup>. Tom received feedback from the Regional Economists to see which WDC is the most sensible to plan

with. The Executive Committee met on January 14<sup>th</sup> to get a recommendation to proceed in approaching the other WDC with the prospect of a joint planning process. The Spokane County WDC was the fairly obvious choice after considering several factors. Pend Oreille and Stevens County are part of the Spokane Metropolitan Statistical Area. The number of workers commuting between the two WDC's is far higher than those that commute between the EWP WDC area and any other one. The Community Colleges of Spokane service district includes 5 of our WDA's counties and the two WDC's have similar business sectors showing strong employer demand in manufacturing, healthcare and transportation / warehousing.

The Executive Committee passed a motion that authorized Tom to seek agreement with the Spokane WDC to work together on the cross-regional section of the strategic plan.

*Scott Hutsell made a motion to work together with Spokane WDC on the cross-regional section of the strategic plan. Kathy Covey seconded the motion. The motion passed.*

Bill stated that with the turnover in the WDC in the past year, we have lost members on the Board committees. Bill asked Board members to any of the four WDC committees. The time commitment is approximately 30 minutes per quarter. The meetings occur by phone about two weeks prior to the WDC meeting. An ideal size of the committee would be five people as sometimes members have to abstain due to a conflict of interest or to be absent for other reasons. Bill then went through each of the four WDC committees, explaining the responsibilities of each one.

### **Quality Assurance Committee Report**

Teresa Kutsch reported that the Quality Assurance Committee met on February 11<sup>th</sup> to review the service providers' performance for the period ending on December 31, 2015. Teresa went through the information on each of the graphs on the Monthly Contractor Report. Teresa stated that everything is on track for the service providers. Teresa explained that the funding for next year will be fairly flat so it is a good idea to have carry-in funds available for the July through September period because the first quarter's funding is always less than the other three quarters of the program year.

Teresa stated that in WIOA, the WDC's have a requirement to increase attention to the issues that affect people with disabilities. The Quality Assurance Committee will review the progress on WorkSource services to people with disabilities including accessibility to programs outside of the Division of Vocational Rehabilitation as well as the accessibility of the self-service options in the sites. Teresa mentioned that her area has the highest co-located staff in the state, stating that Walla Walla ESD now has DVR co-located bringing in knowledge and equipment to help serve customers.

### **Youth Committee Report**

Scott Habenicht stated that Administrative Committee and the Youth Committee met jointly on February 8<sup>th</sup> to review WIOA youth services Request for Proposals. The RFPs were published in December and the WDC received two responses, one from Rural Resources to serve the northern four counties and a joint proposal from Rural Resources and Blue Mountain Action Council to serve the five southern counties with Blue Mountain Action Council planning to provide services in Walla Walla and Columbia Counties and Rural Resources planning to offer youth services in Garfield, Asotin, and Whitman counties.

Bill Clemens asked the youth service provider staff (Kathy Covey and Rod Van Alyne) to excuse themselves from the meeting during the youth contract award discussion. The meeting was conducted by Marty Wold whom was contracted to guide the committees through the process. Marty reviewed the proposals to assure that they were both fully responsive to the basic requirements for being qualified applicants prior to having the

committees review the responses. Rod Van Alyne was present at the meeting and gave an oral presentation and then excused himself during the final discussion prior to a recommendation due to his conflict of interest as a Rural Resources employee. Following discussion, a motion was made to recommend to the WDC that the two proposals be accepted and the WDC contract with Rural Resources to provide the WIOA youth services in the north counties beginning on or after April 1, 2016 depending on availability of funding. Likewise, that the WDC contract with Rural Resources and Blue Mountain Action Council to provide WIOA youth services for the southern five counties with Blue Mountain Action Council serving Walla Walla and Columbia counties and Rural Resources serving Garfield, Asotin, and Whitman counties.

*Scott Habenicht made a motion to accept the recommendation of the Youth and Executive Committees to award the WIOA youth services funding to Rural Resources and Blue Mountain Action Council. Ken Maestas seconded the motion. Motion passed.*

*Mike Talbott made a motion to accept the recommendation of the Youth and Executive Committees to award the WIOA youth services funding to Rural Resources and Blue Mountain Action Council. Art Swannack seconded the motion. Motion passed.*

Bill Clemens stated that Marty did an excellent job reviewing the proposals. Tom mentioned that since he is employed by Rural Resources, the council needs to go outside to contract the process so that it doesn't show an apparent conflict of interest.

### **Administrative Committee Report**

Scott Habenicht reported that the Administrative Committee met on February 18<sup>th</sup> to review the Request for Proposals for the Adult and Dislocated Worker programs for the Program Year that begins on July 1, 2016. The formal competitive RFP is issued every four years. There is an initial two year contracting period with an option to renew the contracts for another two years based upon satisfactory performance by the contractors. The RFP will be published on March 13 and due by April 27<sup>th</sup>. The Administrative Committee will conduct the review and bring a recommendation to the WDC at the May 26 meeting.

The RFP has been updated to incorporate the changes in the Workforce Innovation and Opportunity Act that allow some additional flexibility in service delivery and has an increased expectation of working with partners included in WIOA; which are the Division of Vocational Rehabilitation, Adult Basic Education, Wagner-Peyser, and the WorkFirst programs. The RFP includes questions about how recruitment and outreach will occur throughout the workforce development area and how each of the WIOA services will be provided. Respondents will provide detailed budget information as well as identifying the number of participants to be enrolled and their projected outcomes.

One change in WIOA is a provision that allows for formula funds to be spent for incumbent worker training. This change allows the service providers to enroll people who are currently working for an employer to receive training that will upgrade the worker's skills and at times, allow the business to expand. The WDC has received Governor's discretionary funding for this activity in the past, but WIOA allows it to occur with regular formula funds. An employer must pay for part of the costs of the training depending upon the size of the employer. The WDC has previously adopted an Incumbent Worker Training policy that explains the requirements. The Administrative Committee recommends that the respondents to the RFP be allowed to budget up to 10% of the participant training funds for incumbent worker training and the result of any such training be reported to the Business Services Committee prior to each WDC meeting. Tom stated that in the past incumbent worker training was used to help train a trauma nurse in Dayton with Columbia Health Systems and a fracking specialist with Fogle Pump. Art Swannack asked if it has been identified what fund the money would come out of; Tom said it would come out of adult funding. Bill added that this has been a productive program in the past

and there is a requirement to receive certification or an increase in wages. Kathy Covey stated that Blue Mountain Action Council is at 92% of their adult funding at this time, so as a contractor she has a hard time supporting budgeting money for incumbent worker. Bill said that if the money is made available, service providers may not use any of it or they might use it all, it would just be a good option to have. Ken Maestas asked if there were more steps in the recruitment process; Tom said that the staff that does OJT now will be doing the recruitment for incumbent worker. Rod Van Alyne said that if service providers chose to offer it, they have the option of putting it in the budget, if they decide against it they don't put it in the budget. Mike Talbott asked if the funding would be effected if the service provider chose not to budget for incumbent workers; Tom answered that funding would not be effected.

### **Director's Report**

Tom reported that the Workforce Development Councils were glad that the state made the decision to keep the regions the way they originally were. Tom said that he is on an allocation workgroup which was put together to provide input and help the state be more transparent with the allocations. Local staff will now have an opportunity to look at the numbers and catch mistakes before allocations go out. Tom is also on the performance workgroup, he reported that with WIOA they had come up with targets for the state and the local areas. Some of the targets are concerning, Tom gave the example that the dislocated worker target for one measure in our area is 87% and the area in the state with the next highest target for that measure has a target of 76%, we have smaller numbers in the pool, so one person will make a difference of a couple percentage points.

Art Swannack asked about the Senior Employment Plan. Tom explained it is for older, low-income workers, working up to 19 hours per week. Tom also stated that those workers wouldn't be included in the same targets, saying their job expectancy is different than someone coming out of the community college.

Tom reported that in regional planning we need to provide industry sectors for our region. The in-demand industry sectors that are important for our WDC to focus on are healthcare, manufacturing, and warehousing/transportation.

Tom said that an updated directory will be mailed out to the board members along with the instructions to access the password protected page on the Eastern Washington Partnership website.

### **Regional Economist Report:**

Doug Tweedy, the Regional Economist with Employment Security, presented the labor market report. Doug reported that employment rates are continuing to go up. He informed the board that it is a diversified acceleration, with the "hot" industries being health services, transportation/warehousing, and manufacturing. Doug pointed out that the major industries by county will be changing in the coming year. Eastern Washington has the highest aging population in the state. There will be 20,000 jobs that will need replacement workers. Doug explained that the skills gap is harder to fill than the labor gap, and the skills gap is the one that is driving the wage in the smaller communities. With the labor shortage in healthcare, the region is about 40% below where Doug would expect to see it. Doug stated that when looking at Spokane and Eastern Washington industries, they are embedded in each other. Manufacturers are being supplied from separate industries in the regions.

Doug reported that the events of last year brought a large spike in temporary jobs and wages. Art mentioned that everything in agriculture was hit and he hasn't seen any growth. Doug replied that manufacturing and transportation has seen higher increases than agriculture. He went on to say that not everything is rosy, but the growth rate like this has never been experienced in the nine counties. Ken asked if there was a positive outlook?

Doug said that there may be a correction in the next few years, not recession, just a correction. Looking at employment as an indicator of the future, it doesn't look like a bad thing.

Doug's full PowerPoint presentation can be accessed at: <http://ewpartnership.org/reports>

### **Strategic Planning Update:**

Tom thanked the board members for taking time to interview with Josie as part of the strategic planning process. Tom reported that there is still work to be done on the strategic plan and he will send out information in sections for the board to review and make comments on.

### **Walla Walla Community College: Adult Educational Plan**

Darlene Snider reported that in 2014 Walla Walla Community College wrote a grant and submitted a new strategic plan that was to align with the community college and the larger state plan. Darlene said as the needs in the area change, adult education changes as well. The purpose is to reach out to under privileged adults; they are working to increase employability skills and working with individuals with disabilities. Walla Walla Community College is looking to implement pathways to enter into the workplace environment and looking to see how the community college can help reach the goals in the employment sector and increase credentials and degrees. Darlene mentioned the importance of partnerships with WIOA, saying they are looking into navigation support and continued partnership with Broetje Orchards and Tyson foods.

### **WorkSource Report:**

Rod Van Alyne reported that WorkSourceWA is replacing Go2WorkSource for job matching, the launch is set for spring. The job match is working well, but the customer management side needs additional time to ensure full implementation. Rod also pointed out that the system is part of the Monster.com system and that job seekers and employers will not only have access to listing from Washington, but the whole Monster.com site for no charge which is estimated to save some employers up to \$10,000.

Tri-County Economic Development District and Colville WorkSource are sending out a survey to local employers and businesses in the tri-county area to develop a customer service training program. It will target current employees and job seekers to help create a culture of excellent customer service.

### **Generational Poverty Intervention in Rural Washington:**

Jane Roberts reported on the Generational Poverty Intervention Pilot in Walla Walla, Clarkston, and Colfax Community Services Offices that started in January of this year. DSHS is addressing the needs and challenges of families who are experiencing generational poverty. They are taking the whole family approach to address the needs of the primary caregiver and the children and break the cycle of poverty. Jane said case managers will work with moms' networks, truancy boards, and community colleges to help individuals gain access to services that can help address the needs of the family.

### **Old Business:**

Bill reminded the board that Tom O'Brien will be retiring in April. An interview was held with Rod Van Alyne earlier this month and the interview committee was very impressed with him. Rod was offered the job of WDC Director with April 4 being his starting date.

Tom announced this would be his last meeting; he had started working for Rural Resources in 1981 and became the WDC Director in 1996. Tom said that this has been an enjoyable ride and liked that it is never static. Tom thanked all board members, including current and past leadership. Everyone who has supported the board is very impressive, there are not many other council's in the U.S. whose members have to travel two hours to go to meetings.

**New Business:**

Tom announced the next meeting will be held on May 26, 2016.

The meeting adjourned at 2:23 p.m.

DRAFT

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### **Quality Assurance Committee Meeting Minutes** (By telephone conference call) **May 17, 2016**

Attendees: Teresa Kutsch, Leslie Druffel, Jennie Weber, Jerry Anhorn  
Staff: Rod Van Alyne, Dayna Brown

The meeting opened at 10:00 am. Rod reviewed the Monthly Contractor Report for the period ending March 31, 2016, going through each of the seven bar charts. Rod said that percentage of planned annual registrants was on target for the year, noting that though Rural Resources Adult program looks to be behind, they are on track for where they want to be in their plan.

The federal entered employment rate for program completers is above target for all service providers. The federal average earnings goal for completers is above the target for WorkSource Walla Walla and just below target, within the acceptable range, for the other three service providers.

Blue Mountain Action Council is on target for Youth Certificate Rate and Rural Resources is below the target. Rod explained that there have been more exits in April for Rural Resources and with school ending in May and June, there should be more exits with certificates so there is no cause for concern. Both youth service providers are above target for youth placement in employment or education.

Rod mentioned that Blue Mountain Action Council's outcomes are low for the Literacy/Numeracy measure, but Rural Resources is above target so the Eastern Washington Partnership area is doing well for that measure. Rod reminded the committee that this is the last year for the Literacy/Numeracy measure; it will be replaced in July with a In Program Skills Gain measure.

Rod stated that after July 1, the WIOA performance measures will take effect. The measures for Adult and Dislocated Worker will be Entered Employment (second quarter after exit), Employment Retention Rate (fourth quarter after exit), Earnings (median earnings during the second quarter after exit), Credential Rate, and In Program Skills Gains. The measures for youth will be Placement in Employment/Education/Training (second quarter after exit), Retention in Employment/Education/Training (fourth quarter after exit), Earnings (median earnings during the second quarter after exit), Credential Rate, and In Program Skills Gain. Rod stated there will also be a new Employer satisfaction measure.



Jennie mentioned that with the new measures the coordinators will need to maintain a longer interaction with employers and customers. The question was raised if a service, such as a support service or a job inquiry, was provided would the clock start over for measures. It's not uncommon for a customer to have employment and still look to advance themselves in other employment. Rod said that as the final regulations come out, we will have a better idea of how services are counted and how to better serve customers.

Jennie reported that WorkSource.wa has gone live now and at this time the monthly and quarterly dashboards that are usually presented at the quarterly WDC meetings are not readily available.

Rod shared that the week of April 25th, the ESD Monitoring Team visited the WDC. The monitoring covered administrative and fiscal areas of the WDC and youth programs. There were no issues found in all areas. The monitors did offer technical assistance for file reviews under WIOA. Rod said that it was a good visit and that it was good to learn the process moving forward and the expectations of monitoring under WIOA.

Rod reminded the committee of its new role with regards to individuals with disabilities and informed the committee that the WDC has a contract with DVR for Pre-Employment Transition Services for in school youth with disabilities. Over the next couple of weeks contracts will be finalized. The goal of the program is to assist 35 youth per year to gain pre-employment skills, complete career exploration activities and participate in paid internships. Services will be delivered by Rural Resources and Blue Mountain Action Council.

### Monthly Contractor Report through March 31, 2016

for Program Year 7/1/15 - 6/30/16

|            | 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 14 Carry-in Amount | PY 15 Contract amount (Youth PY15 Contract started 4/1/15) | Annual Budget Including Carry-in Monies | Actual Year-To-Date PY15 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 PY15 Contract Spent on Out-of-School Youth |
|------------|-----------------------|--|-------------------------------------|---------------------------------------|-----------------------|-------------------------------|------------------------------|--|--|---|------------------------------|-------------------------------|--|------------------------|---|-------------------------------------|--------------------------|------------------------------------|---------------------------------------|--|------------------------------------|-----------------------|--|---|--|--|--|---|---|
| WESD DW    | 27                    | 45   | 36                                  | 80%                                   | 14                    | 13                            | 93%                          | 81.0%                                  | 7  | 50%   |                              |                               |  |                        |   |                                     |                          |                                    | \$19,243                              | \$17,638                                   | \$33,256                           | \$56,310              | \$47,105   | \$103,415                               | \$24,402                                       | \$80,714   | 78%  | 52%   |   |
| CESD DW    | 19                    | 64   | 49                                  | 77%                                   | 26                    | 25                            | 96%                          | 81.0%                                  | 17   | 65%   |                              |                               |  |                        |   |                                     |                          |                                    | \$15,239                              | \$17,638                                   | \$29,304                           | \$35,487              | \$191,574  | \$227,061                               | \$90,823                                       | \$126,310  | 56%  | 47%   |   |
| BMAC Adult | 16                    | 33   | 31                                  | 94%                                   | 18                    | 15                            | 83%                          | 81.2%                                  | 6  | 33%   |                              |                               |  |                        |   |                                     |                          |                                    | \$12,324                              | \$12,811                                   | \$20,748                           | \$0                   | \$80,435   | \$80,435                                | \$38,137                                       | \$38,137   | 47%  | 47%   |   |
| RR Adult   | 19                    | 104  | 50                                  | 48%                                   | 42                    | 37                            | 88%                          | 81.2%                                  | 17   | 40%   |                              |                               |  |                        |   |                                     |                          |                                    | \$12,554                              | \$12,811                                   | \$22,724                           | \$43,716              | \$282,755  | \$326,471                               | \$127,194                                      | \$171,671  | 53%  | 45%   |   |
| BMAC Youth | 12                    | 33   | 37                                  | 112%                                  | 14                    |                               |                              |  |  |   | 57%                          | 57.5%                         | 71%  | 53.8%                  |   |                                     |                          |                                    |                                       |  |                                    |                       |  |   |  |  |  |   |   |
| BMAC ISY   | 6                     | 11   | 10                                  | 91%                                   |                       |                               |                              |  |  |   |                              |                               |  |                        |   |                                     |                          |                                    |                                       |  |                                    | \$7,555               | \$33,660   | \$41,215                                | \$26,810                                       | \$34,365   | 83%  | 80%   |   |
| BMAC OSY   | 6                     | 22   | 27                                  | 123%                                  |                       |                               |                              |  |  |   |                              |                               |  |                        | 17  | 3                                   | 17.6%                    | 36.0%                              |                                       |  |                                    | \$7,357               | \$100,982  | \$108,339                               | \$63,758                                       | \$71,116   | 66%  | 63%   | 70%   |
| RR Youth   | 37                    | 132  | 107                                 | 81%                                   | 45                    |                               |                              |  |  |   | 38%                          | 57.5%                         | 62%  | 53.8%                  |   |                                     |                          |                                    |                                       |  |                                    |                       |  |   |  |  |  |   |   |
| RR ISY     | 14                    | 25   | 16                                  | 64%                                   |                       |                               |                              |  |  |   |                              |                               |  |                        |   |                                     |                          |                                    |                                       |  |                                    | -\$486                | \$70,837   | \$70,351                                | \$59,738                                       | \$59,738   | 85%  | 84%   |   |
| RR OSY     | 23                    | 107  | 91                                  | 85%                                   |                       |                               |                              |  |  |   |                              |                               |  |                        | 37  | 19                                  | 51.4%                    | 36.0%                              |                                       |  |                                    | -\$4,984              | \$283,348  | \$278,364                               | \$268,607                                      | \$267,032  | 96%  | 95%   | 82%   |

Definitions: Youth Age 14-24; DW = Dislocated Worker

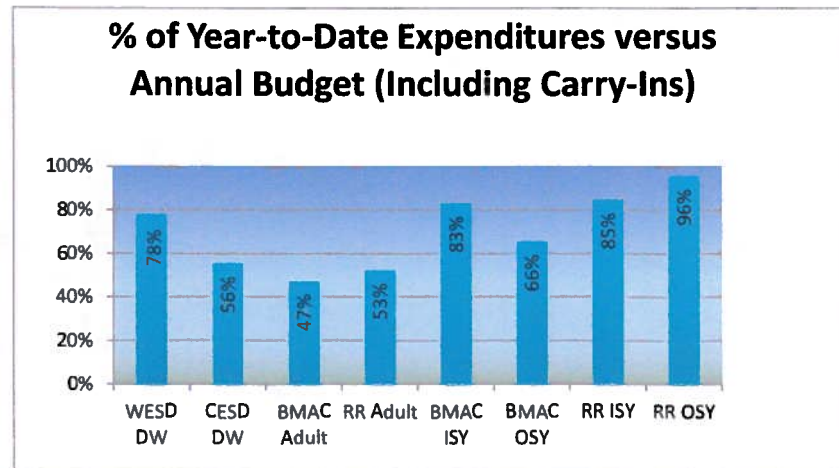
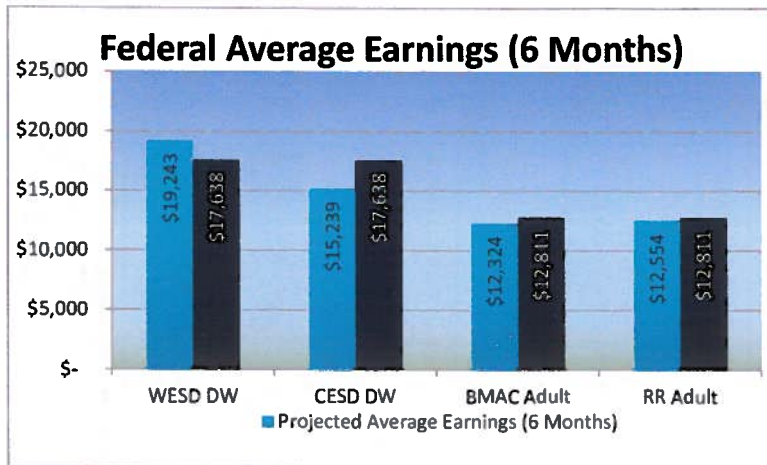
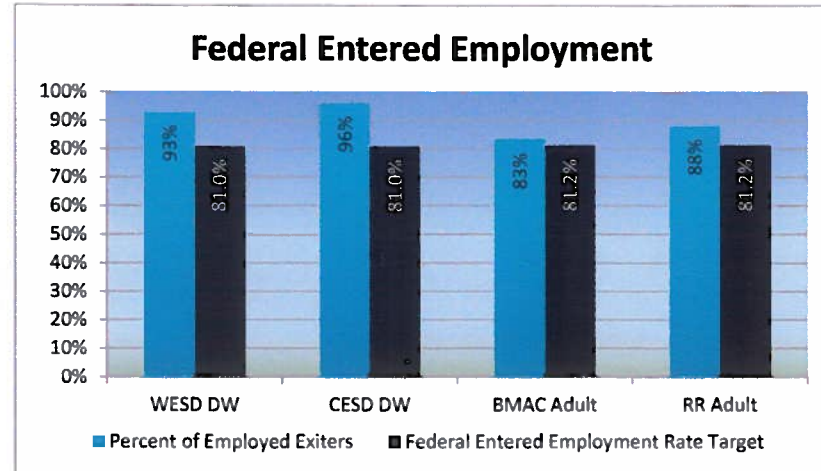
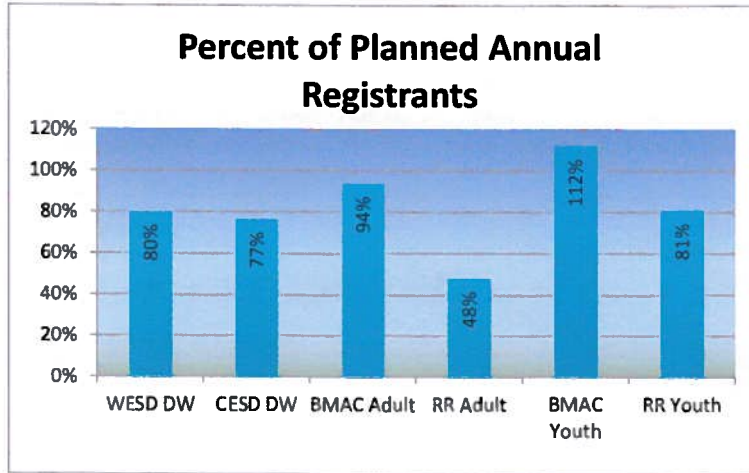
WESD = Walla Walla Employment Security Department; CESD = Colville Employment Security Department; RR=Rural Resources

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

Report Period: July 1, 2015 through March 31, 2016

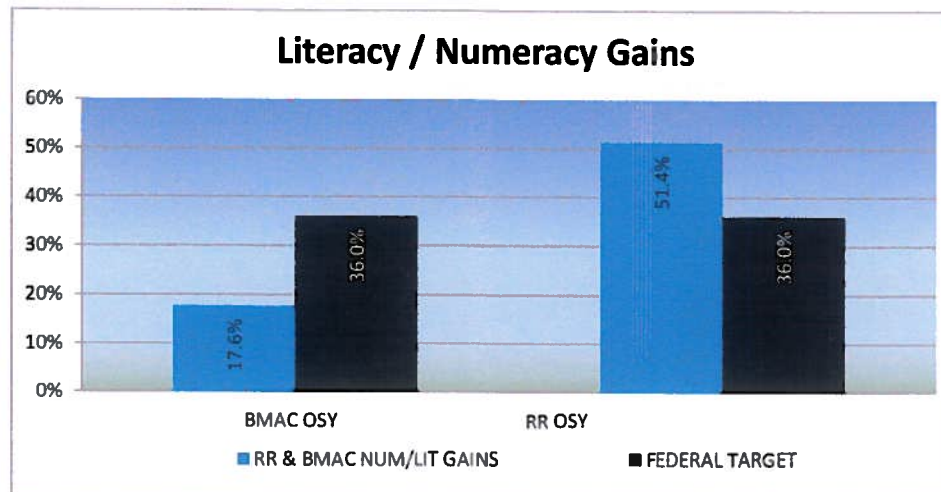
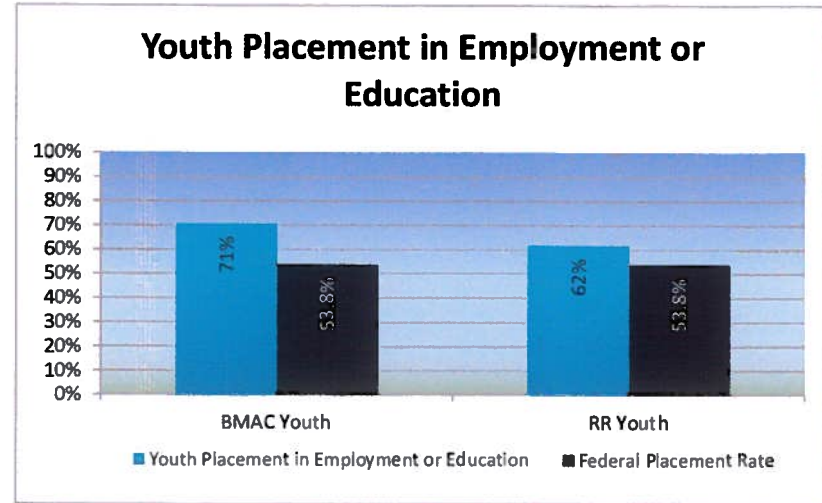
Chart A

for Program Year 7/1/15 - 6/30/16



Report Period: July 1, 2015 through March 31, 2016  
for Program Year 7/1/15 - 6/30/16

Chart B



# EASTERN WASHINGTON PARTNERSHIP

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### **Administrative Committee Meeting Minutes May 12, 2016**

Attendees: Bill Clemens, Ken Maestas, Marty Wold  
Staff: Dayna Brown

Marty Wold brought the meeting to order at 10 a.m. and explained that the purpose of the meeting was to review the responses to the WDC's Request for Proposals (RFPs) for the Workforce Innovation and Opportunity Act (WIOA) PY 16 Adult and Dislocated Worker Program. Marty explained he would first review the combined proposal for the four northern counties that was submitted jointly by Rural Resources and ESD WorkSource Colville, then review then the proposal for the five southern counties which was submitted jointly by Rural Resources, Blue Mountain Action Council and ESD WorkSource Walla Walla. Following the review of the proposals, members would be asked to complete a scoring matrix for each proposal. Marty assured the committee that even though there was one north and one south proposal, he thoroughly reviewed each one to ensure they were responsive to all of the requirements in the RFP, and found them both to be complete.

Marty reviewed the proposal for the northern counties, stating that it is well written and comprehensive. He stated that the consortium of ESD and Rural Resources is well documented and has a good history of working together since the 1960's. The new data management system, WorkSource WA.com is out now and seems to fill a need in many areas. Marty stated the only thing he found wrong was a couple typo's, which were quickly fixed.

Ken Maestas asked Marty if he compare's the budgets to previous years. Marty said he doesn't, he just makes sure it is sound and reasonable. Bill Clemens mentioned that the budgets year to year are not a given, it depends on the allocations that change yearly.

Bill asked Marty where in the proposal it mentions that they are a minority, woman-owned or community-based organization, Marty showed that it was on the last page of the proposal.

Ken asked Marty if, in his opinion, they should get all the points possible. Marty explained that it is up to the committee, there were just a few typing errors that were quickly fixed, and everything else was very complete and well written. Marty also mentioned that neither agency has had any adverse findings in audits and have a solid network of community connections.

Marty began his review for the southern counties, mentioning that there is a different writing style for the southern county proposal but overall it is the same and still well written and easy to follow. Blue Mountain Action Council will run the adult program and ESD Walla Walla will run the dislocated worker program. Marty explained that is encouraging that the agencies work so well in the community and they serve clients with systems to match their specific circumstances. The only error that Marty found in the southern proposal was a paragraph that was pertaining to the youth program, which was quickly addressed and resolved.

Ken asked if part of this this RFP process is working with Spokane County, Bill replied that that is a separate process in the strategic plan.

Marty stated that the proposal shows the agencies work hard for the betterment of the community; they have worked together for so long. Rural Resources and Blue Mountain Action Council are both community based organizations and ESD is a state agency, so they should get full points.

Based on the scores, Bill Clemens moved to make a recommendation the WDC that the 2016 WIOA Adult and Dislocated Worker contracts are awarded to Rural Resources, Blue Mountain Action Council and Employment Security Department. Ken Maestas seconded the motion. The motion passed.

Bill thanked Marty for his hard work on the project.

The meeting adjourned at 11:00 a.m.

## ***Eastern Washington Partnership***

### **WorkSource System Update**

**May 26, 2016**

#### **WorkSource Integrated Technology Systems “Go-Live” during May**

The long anticipated launch of ***WorkSourceWA.com*** and the new statewide customer management system went live on Tuesday, May 3<sup>rd</sup>. Although delayed from the target implementation date in late 2015, both systems were activated following an extensive migration of customer records and the integration of the statewide “single sign on” system known as **Secure Access Washington**.

Data migration included over 500 thousand job seeker records, and thousands of employer accounts that had been active in the Go2WorkSource website during the 10 quarters prior to the launch date.

User enhancements supported by the new systems include:

- Real time information transfer between the customer website profile and staff customer management systems
- Capacity for job seekers to create and store essential job search materials such as resumes and cover letters within their personal web profile
- Improved job listing, resume search and candidate screening functions for employers
- Website compatibility with virtually all customer technologies (computers, tablets and smartphones)
- Internal communication tools that allow staff to contact customers through automated calling and texting features, in addition to traditional e-mail

As with all large scale technology launches, the first week presented some customer and staff user challenges and system anomalies. To mitigate these impacts, and to allow time for job seekers to activate their profiles and upload necessary job search materials, the state has adopted a “soft launch” implementation and marketing approach. Under this plan, all large scale promotion and mass communication activities regarding ***WorkSourceWA.com*** will be deferred until June. A press release hosted by Governor Inslee will initiate the second phase of marketing to Washington state employers and job seekers.