

# EASTERN WASHINGTON PARTNERSHIP

## WORKFORCE DEVELOPMENT COUNCIL

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### WORKFORCE DEVELOPMENT COUNCIL AND REGIONAL BOARD MEETING SPOKANE, WA September 22, 2016

#### **Attendance:**

*WDC:* Bill Clemens, Scott Habenicht, Jerry Anhorn Jr., Ken Maestas, Steve Stahl, Butch Van Dyk, Tessa Wicks, Kim Witt,

*Regional Board:* Scott Hutsell, Jim Jeffords, Steve Kiss, Wes McCart, Art Swannack, Mike Talbott

*Contractors and Guests:* Kelly Charlton, Jaclyn Jacot, Doug Loney, Nathan Strege, Beth Thew, Doug Tweedy

*Staff:* Rod Van Alyne, Dayna Brown

Bill Clemens brought the meeting to order at 12:30 p.m. and introductions followed.

#### **Chairman's Report**

Bill Clemens informed the board that there were not enough board members present to have a quorum, so there will only be voting from the Regional Board.

Bill reported that on June 13, 2016 the Executive Committee met for the purpose of approving the local Strategic Plan for submission to the Governor. Rod said that the Workforce Board had a meeting scheduled for June 22<sup>nd</sup> to approve local plans and a get a recommendation for approval by the Governor. Bill stated that Rod had been working with Terry Colbert, with the workforce board, to address the suggested changes to the original plan that was submitted in May. Rod answered questions regarding the makeup of the cross-regional leadership team with Spokane and suggested a change to the wording for submittal. Bill said that the Executive Committee approved the changes to submit the local Strategic Plan to the Governor.

#### **Quality Assurance Committee Report**

Rod Van Alyne reported that with the lack of reporting capabilities in the new WorkSource Wa case management system (WIT/ETO), the WDC is not able to run reliable reports at this time. Rod explained that both transfer of data and application issues are impacting the system. This is a high priority issue around the state and it is actively being worked on.

Rod informed the Board that DOL and the State have completed performance negotiations and performance targets have been released, with most being slightly higher than the WDC's had hoped for. The measures that will be tracked are: 2<sup>nd</sup> quarter employment, 2<sup>nd</sup> quarter median earnings, 4<sup>th</sup> quarter employment, and credential during or by the 4<sup>th</sup> quarter after exit. Rod explained that the measures are currently in draft, but are not expected to change before they are final. Rod noted that the Monthly Contractor Report will look slightly different as we move forward due to the updated measures. Bill Clemens asked if performance is looked at individually or as a group, Rod answered that it is looked at as a group.

The Quality Assurance committee will be looking at the barrier and accessibility issues in facilities and programs. The local plan identified the committee to act as the Barriers and Accessibility committee required in the State plan. Rod explained that most facilities have to complete ADA compliance reports, and he suggested the committee consider looking over the reports to ensure compliance.

Scott Habenicht asked how long the WorkSource Wa system has been in place, Rod answered since May, he added that the customer service piece is working well. Social Solutions has made reporting a priority, as this has affected the State in running accurate reports for DOL.

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

Scott Hutsell reported that several members of the council had terms that have expired; Bill Clemens, Ken Maestas, Deana Zakar, Teresa Kutsch and Jennie Weber have agreed to serve on the board for another term.

*Mike Talbott made a motion for the Regional Board to reappoint the members to the WDC. Art Swannack seconded the motion. The motion passed.*

Scott informed the board that Mark Hess from Baker Boyer Bank resigned from the board in June. Rod Van Alyne and Bill Clemens worked with the Walla Walla Valley Chamber of Commerce to identify Jim Drake as a potential member to the council. Jim has been the President/ CEO of Blue Mountain Credit Union since 2012 and has over 13 years in the financial industry. He is a graduate of Walla Walla College and Eastern Washington University. Scott reminded the board that the financial sector is an important one in the region, so we are pleased that Jim is interested.

*Jim Jeffords made a motion for the Regional Board to appoint Jim Drake to the WDC. Wes McCart seconded the motion. The motion passed.*

Scott reported that in early September, Leslie Druffel informed Rod that she will be resigning from the council and Rod is working to identify a new member from Whitman County.

### **Administrative Committee Report**

Scott Habenicht reported that the Administrative Committee met on September 14<sup>th</sup> to discuss the competitive selection process for the one-stop and the Memorandum of Understanding process. The Administrative Committee was in agreement to approach Marty Wold to conduct the competitive one-stop operator selection process.

Scott stated that the current Memorandum of Understanding (MOU) has been in place since 2014 and is good through 2019, however WIOA requires an updated MOU to be in place. WorkSource system partners met in Colfax in the beginning of September to begin discussions around requirements and what each of the partners can bring to the table. Scott explained that the MOU needs to be in place by July 1, 2017, and should be available for the council to approve by the May 2017 meeting.

### **Director's Report**

Rod reported that the WorkSource system partners met in Colfax in early September. Current partners and new partners, including colleges, Adult Basic ED (ABE) and Opportunities Industrialization Center (OIC) from Walla Walla joined in the discussions. This meeting was the first of several to keep the partners working together to update the MOU. Rod stated that the partners agree on the importance of integrated service, which is a requirement in WIOA and how to offer seamless delivery to customers.

Rod has attended three skills panels recently, one in Spokane for Manufacturing, one in Spokane for Healthcare and one in Lewiston-Clarkston for Manufacturing. In the skills panels, Healthcare and Manufacturing voiced some of the same issues. Not that there aren't enough workers, but the fact that there isn't enough "skilled" workers. Millennials is another topic of concern across the board. Ken Maestas stated that there is opportunity in workforce training to find a way to maximize millennials and generation X'ers. Baby boomers were known for their work ethic, they never had the opportunity to be involved in family decisions. Millennials want to be involved and expect it; they grew up being involved in all the decisions as they were raised. There should be a way to work together with them and see that all generations can learn from each other. Rod added that we don't need to "fix" millennials; we need to use their strengths and learn how to work with them. Scott Hutsell said there is a presentation that might be beneficial to have a WDC meeting by Bridget Rohner, which discusses how and why we are different and how to maximize on those differences.

### **Regional Economist Report:**

Doug Tweedy, Regional Economist with Employment Security, presented the labor market report. Doug reported the unemployment rates are little high, adding that the unemployment rate can come down even when there is a loss of jobs, when people move out of an area after a job loss. Doug stated with the Kinross closure about 200 workers will lose their jobs, with projected unemployment reaching about 30% in Ferry county. Kim Witt mentioned that Teck Resources has hired many, but the housing situation in Pend Oreille County is not optimal.

Doug said that Eastern Washington has the highest average in the state for the aging population. It's important to find replacement workers, when companies can't find workers they go to where they can. Doug mentioned that the only area with a surplus of workers right now is production. Ken Maestas asked what is considered production; Doug said that it covers manufacturing.

Doug showed the new website, [www.esd.wa.gov](http://www.esd.wa.gov). There people will be able to find up-to-date labor market information in an easy to navigate point and click website. There are updated county profiles, county data tables, trend information, and average wage and age per industry information that are automatically updated every month. There is also ability to forecast up to five years out on labor force information. Art Swannack asked if there is the ability to compare areas; Doug said that you can pick three areas to compare; the website will provide a spreadsheet with the comparison. The website also shows the vacancies and workers in each area to show labor gaps and shows the top 25 employers in each area. Beth Thew asked if someone can sort out targeted populations for barriers; Doug said they are about to do nine and are able to supply the WDC with data regularly.

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

### **WorkSource Report:**

Doug Loney reported that following implementation of the WorkSourceWa in May, programming and development work has continued to eliminate bugs and improve customer usability. WorkSource staff have been working diligently to help job seekers and employers gain an understanding of the sites design and functionality. For job seekers and employers who previously utilized the Go2WorkSource website, a secondary challenge has surfaced correlating prior account characteristics through the Secure Access Washington (SAW) account, it is meant to be a one stop for all, if WorkSource staff are unsuccessful in resolving common data discrepancies, customers will be directed to technical support with the help desk. Bill Clemens asked if the helpdesk is doing a good job; Doug replied that they weren't in the beginning, but is has since been much improved and issues are being resolved. Doug mentioned that 30-40 new employer accounts are requested each business day across the state.

## **Local Plan Update:**

Rod reported that all twelve WDC local plans were given substantial approval by the Governor. The plan will need to be updated in 2018, but based on current feedback; there isn't much that will need changed in the way we serve the barrier community.

Rod explained the State has six committees to focus on Talent and Prosperity for All (TAP). Rod is on the Accountability and Data Sharing measure committee, as the State is rolling out its systems it is the goal of the WDC to walk along and stay in line with the State. In WIOA, ABE, DVR and Wagner-Peyser will be measured along with the programs the WDC has always tracked; now the system as a whole will be measured.

Rod stated that there are three goals in the plan, Integrated Service Delivery, Youth Services, and Business Services.

Integrated Service Delivery – The WorkSource partners are meeting and working together to align the available resources throughout the counties to seamlessly address the needs of both job seekers and businesses and to update the Memorandum of Understanding (MOU). Rod mentioned that there is a challenge in our rural areas for customers to access WorkSourceWA, to address that challenge there is some activity at local libraries to show customers how to access the site.

Youth Services – Rod explained a goal of the WDC is for Youth to have the basic educational and workplace skills and career pathways knowledge that is necessary to succeed in education, post-secondary training and employment. One of the ways the WDC is working toward that goal is through the Pre-ETS program. It is designed for individuals with disabilities to transition into post-secondary training or employment. Coordinators work with them to develop a resume, soft skills, career readiness and career exploration. Staff are also working with schools with open door programs for drop-out re-entry programs. This is a benefit to us keep the ties with the schools and still serve over 75% Out-of-School youth.

Business Services – The third goal of the WDC is that business will value and increasingly use the services available to them through the WorkSource system. One way the WDC is addressing this goal is by utilizing WorkSource's business liaison, Alice Freyer. She talks with employers, chambers and economic development councils about the benefits of WorkSourceWA. The open communication leads to knowledge when layoffs are going to happen and possible incumbent workers that may be available for training.

Beth Thew stated that the plan will need to be updated in 2018, DOL hasn't given all the rules yet so there may be rules that we don't know yet. There is an employer engagement committee, Beth explained the importance of getting a rural and small business perspective on the committees and encouraged people to join the committees.

## **Old Business:**

None

## **New Business:**

None

Rod announced the next meeting will be held on December 8, 2016.

The meeting adjourned at 2:10 p.m.