MEETING AGENDA

DATE: January 9th, 2025

TIME: 10:00 a.m. – 12:00 p.m.

LOCATION: Virtual Microsoft Teams
　　　　　　Meeting ID: 221 557 224 319
　　　　　　Passcode: Rt37JZ7X

ACTION ITEMS:

1. Call to Order – 10:00 a.m. and Welcome
2. Approval of January 9 Agenda
3. Approval of November 15 Meeting Minutes (Att. 3, pgs. 2-5)
4. Approval of Policy – Summary (Att. 4, pg. 6)
    a. Compliance Monitoring 1200POL (Att. 4.a., pgs. 7-9)
    b. Records & Documentation Retention 1600POL (Att. 4.b., pg. 10-11)
    c. Digital Documentation Uploading (Att. 4.c., pg. 12-14)

DISCUSSION ITEMS:

5. New Year Community Organizational Updates
6. OWDC Director Report Out – Bill Dowling
7. One-Stop Operator Report Out – Ed Looby (Att. 7, pgs. 15-18)

COMMITTEE DEBRIEF:

8. Youth Committee Report (Att. 8, pgs. 19-22)
9. SWD Coalition Report (Att. 9, pgs. 23-26)

10. 2025 Calendar (Att. 10, pg. 27)
11. Public Comment
12. Adjourn

Next Meeting: Joint OWDC & OCB March 21st, Location TBD

OLYMPIC CONSORTIUM BOARD (OCB)
& OLYMPIC WORKFORCE DEVELOPMENT COUNCIL (OWDC)
MEETING MINUTES
November 15, 2024

ACTION ITEMS:

A quorum for today's meeting was affirmed and recorded at 10:09 a.m.

1. **CALL TO ORDER** Olympic Workforce Development Council (OWDC) meeting was held virtually via TEAMs and in-person at Field Arts & Event Hall, Port Angeles, November 15, 2024. Marilyn Hoppen, Chair, called the meeting to order at 10:03 a.m.

2. **OWDC**

    a. **APPROVAL of November 15, Agenda**

    Motion: Jessica Barr moved to approve the agenda as presented. Alex Lewis seconded the motion. **Motion carried unanimously.**

    b. **APPROVAL of OWDC Minutes September 12, 2024 (Att.)**

    Motion: Danny Stieger moved to approve the minutes as presented. Jessica Barr seconded the motion. **Motion carried unanimously.**

    c. **APPROVAL of Policy Updates 3100 & 1500 (Att.)**

    Motion: Alex Lewis moved to approve the Policy Updates 3100 & 5100 as presented. Jessica Barr seconded the motion. **Motion carried unanimously.**

    d. **APPROVAL of 2025 Calendar (Att.)**

    Motion: Danny Stieger moved to approve the 2025 Calendar as presented. Allison Plute seconded the motion. **Motion carried unanimously.**

3. **OCB**
    A quorum for today's meeting was affirmed and recorded at 10:09 a.m.

    a. **APPROVAL of September 20, Agenda**

    Motion: Charlotte Garrido moved to approve the agenda as presented. Greg Brotherton seconded the motion. **Motion carried unanimously.**

    b. **AFFIRM OCB 2025 Chair**

    Motion: Charlotte Garrido moved to affirm the OCB 2025 Chair as presented. Randy Johnson seconded the motion. **Motion carried unanimously.**

    c. **APPROVAL of 2025 Calendar**

    Motion: Greg Brotherton moved to approve the agenda as presented. Charlotte Garrido seconded the motion. **Motion carried unanimously.**

d. **APPROVAL of reappointment of OWDC Members**

Motion: Greg Brotherton moved to approve the reappointment of OWDC members as presented. Charlotte Garrido seconded the motion. **Motion carried unanimously.**

4. **Recognition and Appreciation of Service – Commissioner Charlotte Garrido**

DISCUSSION ITEMS:

5. **Veterans Spotlight – Alissa Durkin**

Alissa recognized partners who have hired and supported veterans including, Skookum, Naval Supply Naval Command, Kitsap Community Resources, and other organizations that hired veterans.

6. **Workforce Development Year in Review**

Luci shared the 2024 in review presentation to highlight the numerous accomplishments of the OWD. Accomplishments included the Strategic Workforce Development planning process and implementation, creation of the Strategic Workforce Development Coalition, Introduction of the Commerce Reinvestment Fund Incentive, as well as key RFP processes, and improving internal and external tools and data collection. Bill Dowling also received the National Weisman Award, as well as hosting 22 hiring events, interfacing with over 200 employers, and over 1000 job seekers. Luci also shared an overview of the 2025 goals.

a. Hosted 2 Women's Employment Workshops both were successful, and the responses have been very positive. Provided free clothing (business attire) for those who were in need.

b. Commerce Reinvestment Small Business Grant that was awarded to 5 local businesses of BIPOC between Clallam, Jefferson, and Kitsap County. Additional funded was available and granted another 5 local businesses. Non-profits were excluded this initial offering.

c. Also provided an overview of EcSA performance data for the state.

d. New funding stream Community Reinvestment Slush Fund. The additional funding will allow for the addition of another OWD staff to support non-WIOA programs.

7. **OWDC Director Report Out – Bill Dowling**

Bill shared possible upcoming changes to the department of labor and more so funding at the federal level. The focus should continue to be on state training and using funding to support continuation of key programs.

8. **One-Stop Operator Report Out – Ed Looby (Att.)**

Ed shared the attached report out and highlighted hiring events and interview sessions, including a persons with disabilities focused hiring event. Ed also shared the ESD/ETO demographics data.

9. **PY23-24 Performance Reports (Att.)**

Luci provided an overview of the performance reports. Reports are at the state level and metrics that need to be met for continued funding. The adult program is doing very well post COVID. Youth performance is doing well. Locally, program performance has improved as well.

    a. QUEST national dislocated worker grant will be closing out soon, remaining funds will go to other programs and to support businesses. Exit to employment for the QUEST program numbers will increase as a result of the boat school training program and exit to employment.

    b. Federal EcSA performance has exceeded targets and funds have been used for youth and co-enrollment.

    c. State EcSA performance has met targets and has also been successful in part of co-enrollments.

COMMITTEE DEBRIEF:

10. **Youth Committee Report – Jeff Allen**

Jeff shared that youth seeking employment are applying to more jobs as a result of lower unemployment numbers. Jeff also shared a success story for a participant in the WIOA program and staff were able to secure an opportunity at Olympic College.

    a. Challenges seen are in relation to FAFSA, the new form was problematic, and awards were not issued on time. Another challenge impacts young adults under the age of 24, and the wording and exemptions within the policy required a contributor/parent. This policy has created a lot of confusion and looking forward to changes in the new year to address this issue.

    b. Currently working on an establishing an Open Doors program. Looking to build an Open Doors school to support students. Working on obtaining funding to support the school.

11. **SWD Coalition Report**

Una shared a brief overview of work and the resource toolkit available for employers and partners to use. Also discussed future plans to host additional workshops and training opportunities to better support women and local businesses. Also discussed an emphasis on data collection and making data readily available for more informed decision making. Luci solicited additional participation from partners and council members.

12. **Public Comment**

Olympic Medical Center, Joe Crane shared a desire to build partnerships to support hiring and training needs within the community and organization.

Associated Builders and Contractors (ABC) is working with the tribes to create an apprenticeship program through the federal approval. Located in Port Angeles, focused first on tribal members but will be open to all, and opened to non-union members. Apprenticeships will be opened to electricians first.

13. **Good of the Order**

Jessica shared job quality survey currently open, will send to OWD staff to distribute.

Wendy Fox, the college is seeking opportunities to be a part of conversations on apprenticeships.

Colleen shared funding will be granted to support forestry and sustainability projects, funding would go to CRTC and another portion would be allocated to support wood and forestry workforce. Data would be used to support forestry harvesting through Peninsula College.

14. **2024 Calendar (Att.)**

NEXT MEETING: The next joint council meeting is March 21, 2025, via TEAMs and in-person, location TBD.

ADJOURNMENT: There being no further business to come before the Council, the meeting was adjourned at 11:58 a.m.

OWDC Policy Adoption Summary

1200POL Compliance Monitoring (Rev1)

Updates to federal and state policies, this revision includes additional risk assessment procedures.

1600POL Records and Documentation Retention & 1611TSK Digital Documentation Uploading

Record retention and requirements on documentation locations have undergone revision which has required an update to local policy.

1200POL Compliance Monitoring (Rev1)

Effective Date: July 2015
Last Updated: November 2024

Purpose

To establish the standards and guidelines for monitoring the Workforce Innovation and Opportunity Act (WIOA) Title I programs to ensure compliance with federal, state, and local regulations, program performance standards, fiscal integrity, and equal opportunity requirements.

Background

The Olympic Workforce Development Council (OWDC) maintains the highest level of integrity of public resources and does so by implementing rigorous compliance monitoring of its grants and contracts to ensure resources are used for authorized purposes and protected from waste, fraud, or abuse. The Workforce Innovation and Opportunity Act (WIOA) Title I and related discretionary awards provide s funding to support employment and training activities for adults, dislocated workers, and youth. To ensure accountability and effectiveness, it is critical to monitor programs regularly.

Policy

The OWDC Program Supervisor and Program Analyst are responsible for monitoring all programs and each WIOA Title I and Discretionary Grant subrecipient in accordance with funding requirements. Program monitoring is conducted quarterly, with exception to Employment Security Department (ESD) Monitoring annual monitoring corresponding quarter. Equaling three (3) program monitoring throughout the program year. Fiscal, administrative, and equal opportunity monitoring is conducted annually.

Risk Assessment Process

The risk assessment process identifies areas requiring heightened scrutiny within the WIOA Title I and Discretionary Award programs, ensuring that fiscal monitoring efforts are targeted to the highest-risk areas.

    i.   A risk assessment will be conducted by the Program Supervisor prior to awarding funds to service providers and subrecipients to ensure funds will be managed responsibility and that providers and subrecipients have the capacity and systems in place to comply with federal and state requirements.

    ii.   Service providers and subrecipients completed risk assessments will guide monitoring and oversight strategies by providing an assessment of risk levels (low, moderate, high). A low-risk designation suggests strong compliance, effective financial management, and minimal need for intensive oversight resulting in standard annual monitoring. While a moderate-risk designation would necessitate more frequent monitoring and oversight. A high-risk designation would suggest significant compliance issues or weaknesses and could warrant serious considerations, including contract termination.

Fiscal Monitoring

- ReviewExamine financial records to ensure expenditures align with approved budgets, cost categories, and allowable costs under 2 CFR 200 and WIOA regulations.
- Review subrecipient single audits and issuance of management decisions on relevant findings.
- Verify timely submission of financial reports and reconciliation of accounts.
- Evaluate internal controls and adherence to procurement policies.
- ReviewConduct risk assessments to identify areas requiring heightened scrutiny and to guide the focus of fiscal monitoring activities.-
- Compliance with local Steven's Amendment Policy.

1. **Administrative Monitoring**

- Review contracts, agreements, and policies for compliance with governing laws.
- Assess staffing capacity and training compliance for administrative personnel.
- Confirm adherence to grievance procedures and incident reporting guidelines.
- Prevention of fraud or abuse.

2. **Equal Opportunity Compliance**

- Confirm that local service providers comply with non-discrimination provisions under WIOA Section 188.
- Verify that reasonable accommodations are provided to individuals with disabilities.
- Monitor the accessibility of facilities, programs, and services.
- Assess subrecipients compliance with local policies: Records and Documentation and Protection of Personally Identifiable Information.

3. **Program Monitoring**

- Ensure data entry accuracy in local, state, and federal management information systems.
- Participant file comprehensive and data element validation review, as outlined by ESD Monitoring requirements.
- Evaluate performance metrics, service delivery, and participant outcomes against negotiated local performance goals.
- Ensure alignment with state and federal objectives, including serving priority populations.
- Conduct desk reviews and on-site visits to assess compliance with participant eligibility, case management, and service delivery requirements.

4. **Access to Files**

- Authorized representatives of the OWDC, state workforce agency, and federal authorities must have full access to all program, fiscal, and administrative records.
- Records must be stored securely and retained in accordance with WIOA record retention policies (minimum of three years or as specified by state and local regulations).

- Electronic records must comply with data security standards outlined in applicable regulations.

Corrective Action Plans are defined a specific plan of action established to correct a specific program of non-compliance with WIOA law, regulations, or contract.

- Monitoring findings must be documented and communicated to the entity being reviewed.
- Subrecipients or service providers must develop and submit a Corrective Action Plan (CAP) within 30 days of receiving the monitoring report.
- CAPs should address identified deficiencies, propose corrective actions, and include timelines for resolution.
- Follow-up reviews will be conducted to verify implementation of corrective actions.
- Items identified in CAP will be reviewed in subsequent quarterly monitoring to access whether these items have been corrected.
- Corrective Actions Plans are required for any Performance Metrics that exceed +15% of target enrollments, trainings, and employments.
- Corrective plans for expenditure by cost category (in-school and out-of-school youth) or overall expenditure rate are only required if there is a variance in excess of +15% during the second (2nd) and fourth (4th) quarter.

Reporting

- Monitoring results will be summarized in reports to the OWDB and shared with state oversight bodies as required.
- Reports must include identified strengths, deficiencies, and recommendations.
- Periodic updates on monitoring activities will be submitted to federal and state entities in compliance with reporting deadlines.

References
20 CFR Part 683, WIOA Sec. 184, and Uniform Guidance (2 CFR 200).
Allowable Costs, Classification of Costs and Prior Approval 3100POL
Complaint and Grievance policy (Rev1) 1100POL
Data Integrity and Performance Accountability, WorkSource System Policy 1019:
Equal Opportunity Policies, including Policy 188.
Monitoring of Workforce Programs, WorkSource System Policy 1010
OWDC Program Policies
Records and Documentation Retention 1600POL (Rev3)
Stevens Amendment Language Requirements 3110POL (Rev1)
WIOA Title I Service Provider Procurement and Contracting, WorkSource System Policy 5404
Compliance Monitoring of WIOA Title I and Discretionary Awards, WorkSource System Policy 5414, Rev 2

1600POL Records and Documentation Retention (Rev3)

Effective Date: July 2020
Last Modified: ~~May 2024~~December 2024

The Olympic Workforce Development Council follows state and federal laws and regulations to ensure Workforce Innovation and Opportunity Act (WIOA) Title I financial and program records meet the provisions of *WIOA Policy 5403 Records Retention and Public Access,* and the Washington State Archive Local Government Common Records Retention Schedule (CORE).

1. **WIOA Title I contract, agreements, or any other award, including financial, statistical, and property records and documentation retention per WIOA Policy 5403 Records Retention and Public Access with a 6-year retention schedule.**

    a. Final expenditure report (closeout) submittal initiates retention period.

        i. Exception: if litigation, audit, or claim involving the contract begins, the retention begins on the date of resolution. All records beyond the required three (3) or six (6) years if any litigation or audit is under way or a claim is instituted involving the grant or agreement covered by the records. The records must be retained for at least six (6) years after the litigation, audit, or claim has been resolved.

    b. Non-expendable property records have a 3-year retention period after final disposition of property.

    c. Complaints and actions taken have a 3-year retention period from the date of resolution.

2. **WIOA Title I retain all program and data validation records pertinent to applicants, registrants, eligible applicants/registrants, participants, employees, and applicants for employment are maintained per *WIOA Policy 5403 Records Retention and Public Access* and have at least a 6 -year retention period after the end of the fiscal year**

    a. Subrecipients and contractors house and maintain participant files under the laws and regulations of specific federal, state, and local law requirements.

3. **OWDC contractors and subrecipients are required to manage the cost of storage and keep records and documents in a manner to prevent loss or damage.**

    a. Storage costs shall be entered as a liability, requiring payment to the vendor.

4. **WIOA Title I records and documents will be made available in the case of audits, monitoring, and/or examination by the Olympic Consortium Board (OCB), Olympic Workforce Development Council (OWDC), U.S. Department of Labor (DOL), or the State of Washington.**

    a. This right also includes timely and reasonable access to Contractor's and subcontractor's personnel, for the purpose of interviews and discussions related to such documents.

    ~~a.~~b. Subrecipient General Ledger will be made available upon request.

5. **The statewide Management Information System (MIS)~~, Efforts to Outcomes (ETO)~~, houses all program participant records and documentation per *1611TSK Digital Documentation* procedure.**

    a. If specific documentation is not obtained or required, case notes within the participant record must explain why documentation is missing or unnecessary.

    b. Records retained beyond the mandatory retention period are subject to audit and/or review.

6. **Confidential files are defined as** medical or legal documentation which includes information

covered under HIPP or PPII information required to determine WIOA program eligibility or participation in training services or outcome "Medical Exit" verification that is not entered into ~~case management system~~MIS (ETO).

a. Confidential (medical/legal) information must be kept in physical paper form in subrecipient designated locked file cabinet.

    i. Files are required to be labeled with ~~c~~Case ~~m~~Management ID number ~~(ETO#)~~, last name (at least), and date of exit (to verify retention dates).

    ii. A dated note/letter of staff explanation for keeping information.

    iii. Participant medical information has a three-year retention after date of exit and will be kept in confidential file cabinet until retention is met (see also *Management of Medical and Disability Related Information, WIN 0023(Change 2))*.

7. **Protection of personally identifiable information (PPII) will be housed per *1601POL Protection of Personally Identifiable Information* policy.**

8. **The OWDC acknowledges subrecipient use of a participant "Working File".**

a. Working files are defined as physical documents not yet uploaded into applicable TouchPoints (TP). This may include:

    i. Missing pages or documentation
    ii. Missing or incomplete information
    iii. Documents waiting signature (application, purchase orders, etc.)

b. Once documentation is uploaded into case management system ~~(ETO#)~~, subrecipients are required to destroy Working File and all applicable documentation.

c. All working file documentation is subject to audit and/or review (per #4 above).

9. **Once a record or document reaches retention date (Six-years after exit date), the record is required to be logged (see below) per CORE destruction procedure and destroyed.**

a. Destruction logs are required, have an indefinite retention period, and are to be kept in Confidential file cabinet and must include:

    i. Case management participant ID number ~~(ETO#)~~
    ii. Last name and first initial
    iii. Date of exit (to verify retention was met)

References

Financial Transactions – General, Washington State Archive Local Government Common Records Retention Schedule CORE, GS2011-184 Rev3

Management of Medical and Disability Related Information, Washington Information Notice (WIN) 0023 (Rev2)

OWDC Digital Documentation Procedure 1611TSK

OWDC Protection of Personally Identifiable Information Policy 1601POL(Rev 2)

Records Retention and Public Access, Workforce Innovation and Opportunity Act Policy 5403 (Rev2)

1611TSK Digital Documentation Uploading

Effective Date: July 2020
Last Modified: August 2021

The Olympic ~~Local~~ Workforce Development Board (LWDB) must maintain documentation to ensure credibility of eligibility determinations and support Data Element Validation requirements in alignment with this policy and *WorkSource System Policy 1003 (Rev6) Data Element Validation and 1600POL Records and Documentation.*
All physical documentation is required to be uploaded in ~~the applicable Efforts to Outcomes (ETO) TouchPoint (TP)~~to the stateside Management Information System (MIS) location. If specific documentation was not required or obtained case notes are required to explain why documentation is missing or unnecessary.

TRIGGER: Case worker receives documentation from participant, training/school, support service, or internal accounting department.

TARGET: All participant documentation uploaded correctly into MIS ~~(currently ETO)~~.

OWDC uses an online ~~Subrecipients for WIOA Adult and Dislocated Worker opted for online~~ application delivery system, provided by Kitsap County's Cognito Forms. Deletion of all entries ~~will is~~be performed by OWDC staff on a quarterly basis.

OWDC Internal Deletion Procedure/Task:

1. Log into Cognito Forms → OWF
   - ~~a. Two separate forms, one for ESD and one for KCR. Both require the same actions~~
   - ~~b.~~a. Hover mouse over one of the application~~s (ESD or KCR)~~
     - i. Click Entries
   - ~~c.~~b. List of entries will populate, click on check box at top to select all.
   - ~~d.~~c. Click Actions
     - i. Export → All Fields
     - ii. Excel file will download
       1. Email file to supervisor
   - ~~e.~~d. Back in Cognito → Click Actions
     - i. Delete
     - ii. Delete Entry window → Select Delete
   - ~~f.~~e. Complete steps ~~c – f~~for ~~the~~each application ~~second form (ESD or KCR)~~
   - ~~g.~~f. Log out of Cognito

Immediately upon receiving all WIOA eligibility documentation.

1. Separate documentation by type.
2. Scan documentation to computer.

(At computer) Rename documentation using naming convention. *NAMING CONVENTION:* Participant last name, first name initial, document name, date (ex. SmithJ WIOA App 2020SEPT20).
   - ~~3.~~
   - ~~4.~~3. Upload documents into corresponding TP in ETO.
   - ~~5.~~4. Shred physical documents (*or* follow subrecipient policy for file documentation requirements).
   - ~~6.~~5. Delete documentation on computer.

Uploading documentation into ETO TP's.

TouchPoint	Documents:
WIOA Eligibility Application	All application fields need to be completed; the following are document upload fields:

WIOA Eligibility Application

Demographics Tab:
- Date of Birth Verification
  Driver's License or Birth Certificate
- Legally Entitled to Work Attachment
  I9 documentation

Selective Service Information Tab
- Selective Service Printout

Veteran Information Tab
- Veteran Verification Attachment
  DD-214

Employment Tab
- Employment Attachment
- Dislocated Worker Verification

Income Information Tab
- TANF Verification Attachment
- Other Public Assistance
- SSI/SSCI Attachment

Barriers Tab
- ~~Basic Literacy Deficiency Verification~~
-

Program Enrollment

Complete the Program Enrollment
~~If co-enrolling, two separate TPs for each program are required.~~

Individual Participant Plan

Fill in completely
YOUTH – Goals Tab
  Upload Paper Version of Plan
  ISS or IEP
  Objective Assessment

Individual Training and Support Service

Development of Individual Employment Plans (2.0)

Upload Files
- Signed and dated:
  Equal Opportunity Notice of the Right to File Discrimination Complaint
  Notice of Right to file WIOA Complaint and Grievance
  Data Sharing Notice
- WIOA Enrollment Application W/financial workshet
- Labor Market Information Occupations In-Demand (OID) (where applicable, i.e., Dislocated Worker eligibility requires OID data). ~~In-Demand or Not In-Demand~~
- ~~Financial Worksheet~~

Program Enrollment Case Notes

~~Basic Service~~   ~~*Basic Assessment (2.0)*~~

TRAINING SERVICES   Upload Files <u>where applicable and/or upon completion of service.</u>
~~*Apprenticeship Training*~~   • Eligible Training Provider (Career Bridge Printout)
~~*Customized Training*~~   • Employer Contract
~~*Entrepreneurial Training*~~   • Course Schedule
~~*Incumbent Worker*~~   • Commissioners Approved Training
~~*Occupational Skills*~~   • Individual Training Account
~~*On-The-Job*~~   • Valid and Applicable correspondence
~~*Training Paid by Other*~~   • Invoice / Receipt
~~*Workplace Training (WEX)*~~   • Purchase Order/ A19
                               • Time Sheets
                               • ~~Any documentation of other resources explored~~
                                 ~~FASFA/Worker Retraining/etc.~~

SUPPORT SERVICES   Upload Files
~~*Program Support Services*~~   • Invoice/Receipt
~~*(Other)*~~   • A19 or Purchase Order
~~*Program Support Services*~~   • All supporting documentation of services provided.
~~*(Transportation)*~~

CAREER SERVICES   Upload Files
                               • Any career services documentation

MEASURABLE SKILLS GAINS   Upload Files
Tests and Measures   • ~~CASAS Testing Results~~
                               • Progress Reports
                               • Transcriptions
                               • Report Cards
                               • Diplomas
                               • Certifications

OUTCOMES   Upload Files
                               • All applica<u>ble</u>~~tion~~ outcome documentations

Uploaded Documents   All other documentation not listed above.

~~*NAMING CONVENTION:* Participant last name, first name initial, document name, date (ex. SmithJ WIOA App 2020SEPT20).~~

REFERENCES
Data Element Validation, [WorkSource System Policy 1003 (Rev6)](#)
OWDC Records and Documentation [1600POL](#)

Olympic Peninsula One Stop Operator Report January, 2025:
Comprehensive Centers – Silverdale and Sequim
WorkSource One Stop Operator Ed Looby: Career Path Services

Partner Agency Cooperation

Community organizations which had been on-site prior to the COVID pandemic are now expressing interest in having a One Stop Center presence again. Discussions have begun with Peninsula Community Health Services for providing assistance with health care concerns, and the Department of Social and Health Services, for assistance with their many services, including SNAP, BEFET, housing and more.

Luci Bench and Frank Portello delighted ten business owners in October and November with CRP grants for business improvements. Items purchased from those funds are beginning to arrive and be implemented now. Full details of these grants are in the Strategic Workforce Development Coalition report.

Partners are working on developing cross-functional focus groups. A business development group, currently led by ESD, will be expanded to include participation from business liaisons with the Department of Services for the Blind and the Department of Vocational Rehabilitation. A Culture Committee has begun working on keeping spirits high for center staff with monthly activities, and plans are to include all partners who are interested in coordinating those events. Also, a committee to help plan staff retreats will be forming soon, to include staff from all partners.

The Department of Vocational Rehabilitation will start serving the Sequim office in person twice monthly, starting in January 2025. This follows a steady increase in the DVR footprint in the Sequim office, and their administrators continue to extoll the benefits of collocation.

Employment Services

The employment specialists have been busy providing hiring and interview opportunities for business and seekers, alike.

From October through December 20:
TOTAL HIRE EVENTS – 4 -- ATTENDANCE – 127
TOTAL INTERVIEW EVENTS – 3 - ATTENDANCE – 25
**TOTAL EVENTS – 7 -- ATTENDANCE - 152**

Additionally, a hiring event was held December 23 for Naphcare, which is a group contracted with the Kitsap County Jail. Statistics for that event weren't available at the time of this report.

Customer Satisfaction

About 99% of the customer service responses for the Olympic indicated that they would recommend WorkSource to other people. The centers are still offering services both virtually and in person. Ratings for virtual services were 84% Very Satisfied or Satisfied for Accessibility, 97% Very Satisfied or Satisfied for Responsiveness and 95% Very Satisfied or Satisfied for Communication. For in-person services, all but 6 of the responses rated the facilities as Very Satisfied in the areas of Accessibility, Safety and Cleanliness. The remaining 6 defined them as Satisfied.

Please select the service(s) you came in for:
121 Responses- 4 Empty
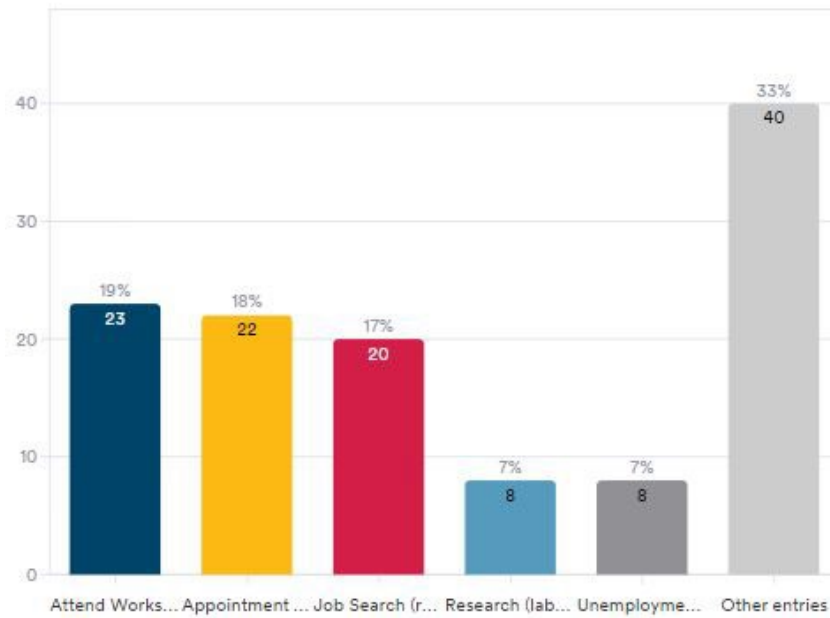
Please rate your overall experience at WorkSource:
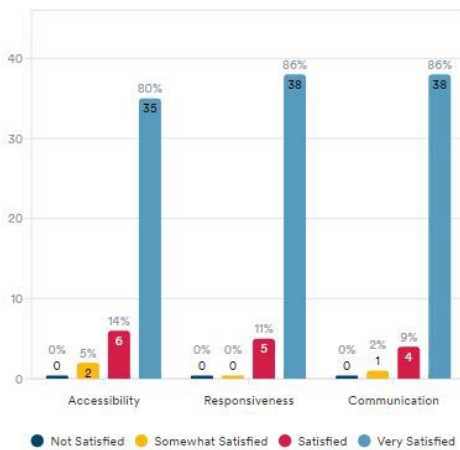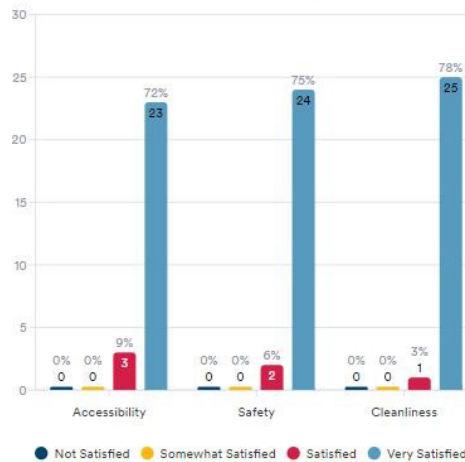76 Responses

9.34 Avg. Response   76 Responses

Please rate your virtual experience
44 Responses- 32 Empty

Please rate the facility:
32 Responses- 44 Empty

Please rate the staff you worked with today
76 Responses
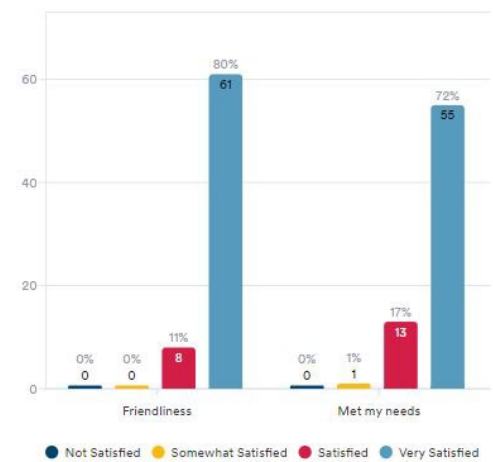
Center Demographics (Silverdale)

The new ESD designed Customer Flow Tracker is beginning to bring in demographic data of those using the centers. As the partners acclimate to using this tool when checking in customers at the resource room desk, this information should get increasingly more robust. Data shown is year to date, although the tool wasn't put into practice until late into the year.

Center Demographics (Sequim)

ETO Demographics

Region: North Sound

Office: Clallam/Jefferson
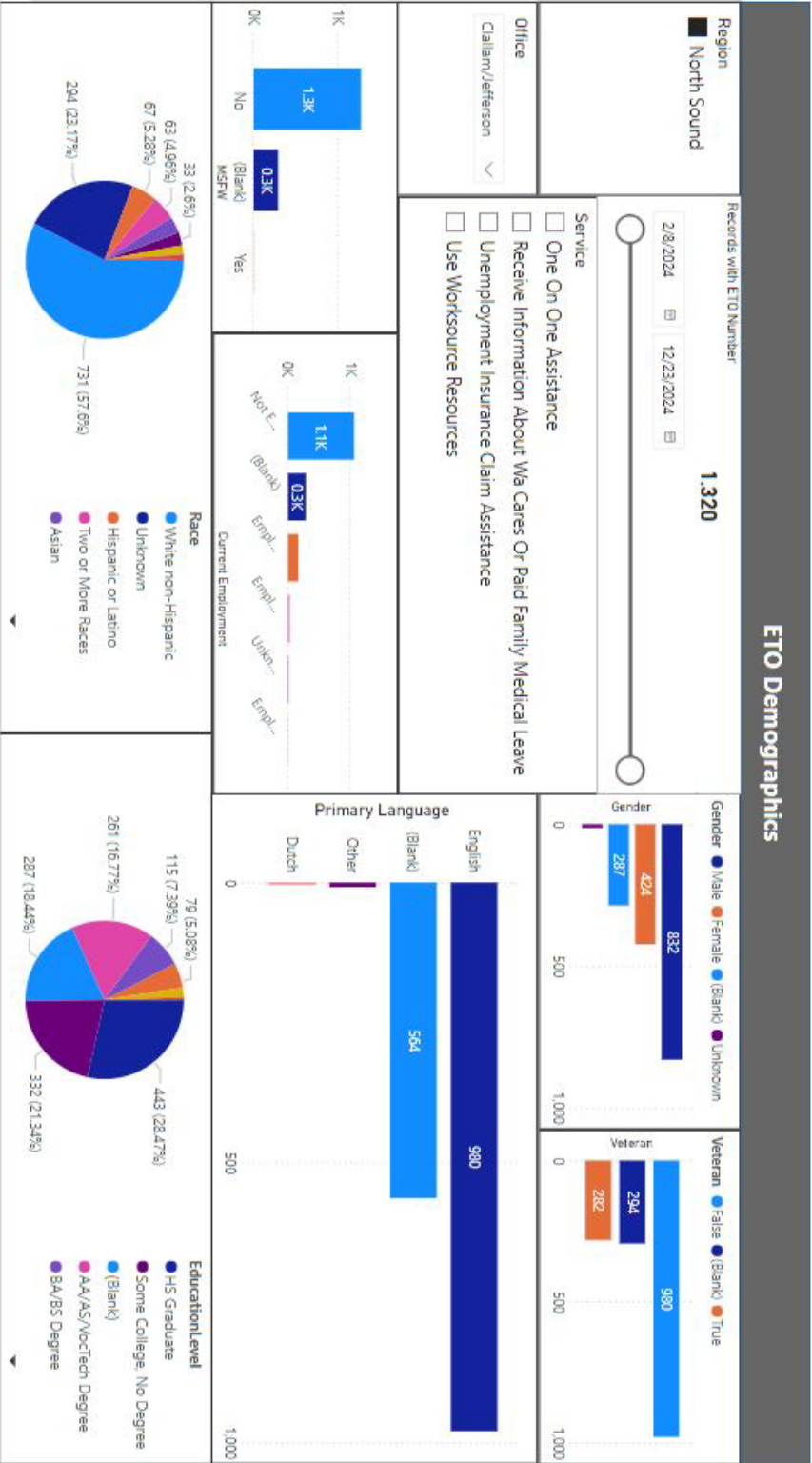
Records with ETO Number: 1,320

Date range: 2/8/2024 – 12/23/2024

Service:
- One On One Assistance
- Receive Information About Wa Cares Or Paid Family Medical Leave
- Unemployment Insurance Claim Assistance
- Use Worksource Resources

MSFW: No 1.3K, (Blank) 0.3K, Yes

Current Employment: 1.1K (Not E.), 0.3K (Blank), Empl., Empl., Unkn., Empl.

Race:
- White non-Hispanic: 731 (57.69%)
- Unknown: 294 (23.17%)
- Hispanic or Latino: 67 (5.28%)
- Two or More Races: 63 (4.96%)
- Asian: 33 (2.6%)

Primary Language:
- English: 980
- (Blank): 564
- Other
- Dutch

Gender:
- Male: 832
- Female: 424
- (Blank): 287
- Unknown

Veteran:
- False: 980
- (Blank): 294
- True: 282

EducationLevel:
- HS Graduate: 443 (28.47%)
- Some College, No Degree: 332 (21.34%)
- (Blank): 287 (18.44%)
- AA/AS/VocTech Degree: 261 (16.77%)
- BA/BS Degree: 115 (7.39%)
- 79 (5.08%)

YOUTH COMMITTEE MEETING AGENDA

DATE: November 15, 2024
TIME: 9:00 a.m. – 9:50 a.m.
LOCATION: Field Arts & Events Hall
219 N. Oak St., Port Angeles, WA 98362 or Virtually via ZOOM

ACTION ITEMS:

1. Call to Order – 9:02 a.m.

2. Approval of Agenda

3. Approval of Meeting Minutes from September 12, 2024 (Att. A)

DISCUSSION ITEMS:

4. Career Connected Learning updates

5. WIOA Youth Pathways to Success updates

6. Youth Resource Round-Up (Att. B)

7. Good of the Order

8. Adjourn

Attachment A

OLYMPIC WORKFORCE DEVELOPMENT COUNCIL (OWDC)
YOUTH COMMITTEE SUMMARY
September 12, 2024

ATTENDANCE: Jeff Allen, Emily Manson, Dr. Kareen Borders, Tiffany Skidmore, Summer Evert, and Cindy Brooks.

The Olympic Workforce Development Council's (OWDC) Youth Committee meeting was held on Thursday, September 12, 2024, via ZOOM

APPROVAL OF SUMMARY:
The Youth Committee's July 11, 2024, Meeting Minutes and September 12, 2024, Agenda was reviewed and approved with no amendments.

DISCCUSION

1. **CCL Update**
   a. `West Sound Stem supporting work-site learning tours in the construction, HVAC, and Sheet Metal-Training programs can be tailored to meet specific needs of the requester.
   b. STEM Like ME
      i. Received funding to expand age and geography.
   c. Gates Foundation Consortium
      i. Collaborative efforts with 15 schools, Non-Profits, and Workforce agencies.
      ii. Focusing on individuals entering post-secondary education with a career exploration piece.
   d. CCW
      i. Program Builder Round 13 out with due date of: October 16th.
      ii. $100,000 to $175,000 with cap of $250,000

2. **Evergreen Bright Start Youth Supportive Housing**
   a. Support from Kitsap County, Kitsap Mental Health, Bremerton Housing Authority-developed permanent housing from youth 18-24 years old.
   b. 30 units with 6 units set aside for on-site services.
   c. affordable housing for those transitioning out of foster care, facing homelessness, or in need of additional support.
   d. Waiting on occupancy permit. Estimated open date: January 2025.

3. **Pathways Update**
   a. Enrollments continue to grow.
   b. Significant increase in individuals who are recent graduates and unable to find work.
   c. Outreach to schools
   d. 5 WEXs
   e. Shared success story

4. **General Updates**
   a. Cindy Brooks shared they will use Recompete Grant funding to hire FTE for Workforce Development.
   b. DVR will begin priority of service in October.
   c. Open Doors-still working through details.

5. **Youth Round-Up**
   a. Reviewed information in packet.

ADJOURN

There being no further business to come before the committee, the meeting was adjourned at 9:47 am.

Next Meeting: In-Person November 15, 2024. Location TBD

Youth Resource Round-Up

- Harvard's Graduate School of Education recently published a guidebook for integrating youth voice in a co-design process. Youth Voice Playbook: Engaging Youth in Research – Center for Digital Thriving (harvard.edu)

- Annie. E. Casey Foundation recently published a series on the positive impacts of Positive Youth Development (PYD) in supporting young workers. Here's the short blog with the highlights/main takeaways and a link to the full report.

- If you work with any 501(c)3 organizations that are present in at least 3 states – USDOL just dropped new grant opportunities to support out-of-school time (before/after school programs). Check out the announcement here. Applications due December 3rd.

Strategic Workforce Development Coalition

Chair – Molly Propst, *Human Resources Executive, Jefferson Healthcare*

COUNCIL MEMBERS

Alex Lewis, *North Olympic Healthcare Network*

Chuck Moe, *NW Laborers*

Cordi Fitzpatrick, *Security Services NW*

Danny Steiger, *Lumber Trades, Inc.*

Gina Lindal, *Dept. of Social & Health Services*

Jeff Allen, *Olympic Educational Service District #114*

Jessica Bar, *Employment Security Department*

Marilyn Hoppen, *Kitsap Bank*

Megan Mason-Todd, *Skookum*

Monica Blackwood, *West Sound Workforce*

Nicole Brickman, *YMCA*

Michael Refuerzo, *Booz Allen*

CONTRIBUTING MEMBERS

Danessa Gray, *Olympic College*

Deanna Kennedy, Western Washington

Ezekiel Hill, *Dept. of Social & Health Services*

Joe Morrison, *Kitsap Economic Development Alliance*

Kristal Thomas, *Express Employment Professionals*

Marty Reep, *Navy Lab Keyport*

Mike Robinson, *Employment Security Dept.*

Phillip Godinez, *Kitsap Community Resources*

Wendy Fox, *Olympic College*

STAFF

Bill Dowling

Alissa Durkin

Luci Bench

Meeting Agenda

DATE: December 20th, 2024
TIME: 9:00 a.m. – 10:00 a.m.
LOCATION: **Microsoft TEAMS**
        Meeting ID: 269 185 957 352
        Passcode: gnibe2

ACTION ITEMS:

1. Welcome and Call to Order – 9:00 a.m.

2. Approval of October 18 2024 Meeting Minutes (Att. 2, pgs. 2)

DISCUSSION ITEM:

3. Employer Training Event

4. Commerce Reinvestment Fund Grant Awardees

    a. Phase I and Phase II - 10 Awardees

    b. Phase III January 2025

5. AI in Workforce Development (Att. 5, pg. 3-7)

6. Good of the Order

7. OWDC 2025 Calendar (Att. 7, pg. 8-9)

8. Adjourn

Next Meeting: Hybrid February 21, 2024

Strategic Workforce Development Coalition

Meeting Minutes
December 20, 2024

ATTENDEES:

VIRTUAL: Gina Lindal, Jessica Barr, Frank Portello, Bill Martin, Alissa Durkin, Chuck Moe, Molly Propst, Jim Fetzer, Ed Looby, Bill Dowling, Marty Reep, Nicole Brickman, Lisa Wheeler, Mike Robinson, Mike Refuerzo, Martin Cavalluzzi, Cindy Brooks, Wendy Fox, Danessa Gray, Zeke Hill, and Luci Bench

ACTION ITEMS

1. Call to Order: 9:04am
2. Approval of October 18th meeting minutes.
   MOTION: Gina Lindal moved to approve October 18 meeting notes as presented. Mike Refuerzo seconded the motion. **Motion carried unanimously**.

DISCUSSION ITEMS:

3. Employer Training Event – Notes from December 10 planning meeting shared and discussed. Poll to planning member only received 4 responses, Luci asked all in attendance to select one of the four topics for the event and put their vote in chat, result below.
   - Hiring individuals with disabilities - 3
   - Hiring Justice Involved - 2
   - Hiring the new generation - 10
   - Hiring veterans and military spouses – 0

   Chuck noted that the current date range we're shooting for is in the middle of the legislative session and suggested moving it out. Attendees all agreed on moving date range to April 28th to May 9th.
   Lisa asked clarifying question about the topic Hiring the New Generation. Danessa

4. Commerce Reinvestment Fund Grant Awardees – Frank shared the wrap up of 10 small business grants. All 10 businesses have purchased their items, nearly $85,000 in employee training, dance equipment, inventory technology, downpayment on a van, enclosed trailer, landscaping equipment, and kitchen appliances! Shane Crowell with Puget Sound Sealcoating and Striping stopped by WorkSource Kitsap to show the team the new trailer he was able to purchase with the grant.
   Phase III – focused on Non-Profit 501(c) who serve Black, Tribal, and Latin communities. Application will be accepted January 10th through 31st. Looking for external evaluators; Gina and Jessica volunteered.

5. AI in Workforce Development – Luci shared November WWA Conference focus on using AI to simplify work. Using Chat GPT conducted a search on "Using AI in workforce planning for Clallam, Jefferson, and Kitsap Counties" the three pages of information Chat GPT produced contained a summary of the same data found during the OWDC months

long needs assessment and creation of our local 4-year plan. Demonstrated a search for "Can you create a visual workflow of how WIOA funds start at the federal level and finally get awarded to local workforce development boards?"
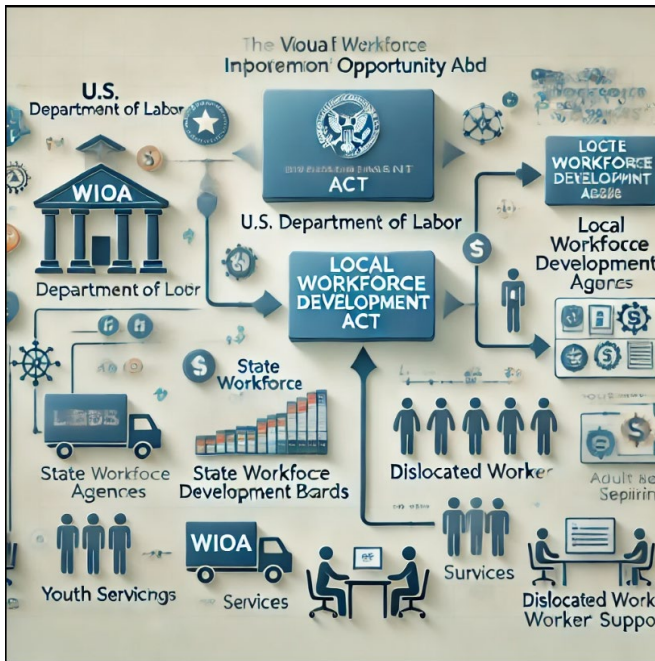
The same google search in images doesn't produce anything as detailed and visual. Discussion on best practices: Mike shared his take aways from the conferences keynote speaker Charlene Li.

How Generative AI Creates Value In Organizations

Department	Analyze	Automate	Optimize
Finance	Financial forecasting, fraud detection	Bookkeeping, financial reporting	Cash flow management, investments, budgets
HR	Predict workforce needs	Candidate scheduling, interviewing, onboarding, personalized training	Employee engagement, work schedules
IT	Detect cybersecurity threats, identify phishing and fraud	Update security, write secure code	Generate scenarios of future attacks, data anonymization
Legal and Compliance	Monitor regulatory changes, review contracts	Compliance reporting, document review	Mitigate risks, optimize policies for compliance
Manufacturing / Supply Chain	Demand forecasting, identify process and quality gaps, supplier performance	Order fulfillment, reduce errors, maintenance scheduling, reorder inventory	Resources, work schedules, inventory levels, energy consumption, route optimization
Marketing	Identify segments, scan market trends, customer journey mapping / segmentation	Generate 1:1 personalized marketing content and offers	Dynamic campaign adjustments, dynamic pricing
Operations / Support	Identify issues from customer or employee feedback, churn prediction	Self-service support, update knowledge bases, Answer internal requests	Allocate resources, people, time
Sales	Generate leads, sales forecasting	CRM entry, social content, proactive customer outreach	Customer lifetime value, sales funnel
Strategy	Forecast future trends, risk assessment	Generate strategic and project plans, risk management	Product/service portfolio, scenario planning
Sustainability / CSR	Compare the impact of CSR initiatives	Monitor sustainability metrics, tracking and reporting	Reduce waste, improve energy efficiency, optimize initiatives

 Lisa noted that DSB is currently working on policy on ethical standards of using AI to assist customers. She's also attended several conferences this year that focused on using

AI. Mike suggested being an early adopter of AI. Bill noted that staff should be using AI to assist customers but customers with digital literacy may be out of scope at this time. Molly asked if AI were a topic members would like in 2025, attendees agreed.

6. Good of the Order – Luci thanked the coalition for their support and engagement in 2024, it's been incredibly rewarding to work with all the coalition members this past year.

7. Calendar – reviewed, no discussion.

Adjourn: 9:56am

Next meeting: Hybrid February 21, 2025

2025

January

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

February

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	5	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

March

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23/30	24/31	25	26	27	28	29

April

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

May

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

June

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

July

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

August

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24/31	25	26	27	28	29	30

September

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

October

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

November

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23/30	24	25	26	27	28	29

December

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Legend

Color	Meeting	Schedule	Time
(Light Blue)	**Olympic Consortium Board Meetings**	3rd Friday Bi-Monthly	10am-12pm
(Green)	**Olympic Workforce Development Council**	2nd Thursday Bi-Monthly	10am-12pm
(Yellow)	**OCB - OWDC Joint Meetings**	Spring & Fall	9am-12pm
(Dark Blue)	**Executive Meeting**	Last Tuesday Bi-Monthly	10am-12pm
(Green)	**Youth Committee**	Follows OWDC Meetings	9am-10am
(Orange)	**SWD Coalition Meetings**	3rd Friday Bi-Monthly	9-10:30am