



SPOKANE WORKFORCE COUNCIL

MINUTES
FULL COUNCIL MEETING
WEDNESDAY, AUGUST 12, 2020 – 7:30 - 9:30 AM
Zoom

MEMBERS PRESENT:

Alisha Benson	Robert Duron	Dan Evans	Staci Franz	Kelley Halverson
Lori Hunley	Dr. Christine Johnson	Machelle Johnson	Commissioner Josh Kerns	Teresa Kutsch
Wade Larson	Luis Licea	Vicki Leifer	Nancy Nelson	Diane Quincy
Christina Vigil Gross	Jennie Weber	Joel White	Laura Wood	Ron Valencia – (designee for Commissioner Kerns)

MEMBERS ABSENT:

Tina Morrison	Lowell Sather	Ben Small	Mayor Nadine Woodward	Diana Wilhite
Tim Sigler (designee for Mayor Woodward)				

OTHERS PRESENT:

Mandy Adamson – Talent Solutions	Michael Anderson – Next Generation Zone	John Dickson – Spokane County	Cami Eakins – Career Path Services	Kallie Khademi – Next Generation Zone
Terrance Nixon – Open Doors NGZ	Jen Morris – Career Path Services (SRC)	Jen Ranney – Next Generation Zone	Staci Wells – Next Generation Zone	Kevin Williams – WorkSource

STAFF PRESENT:

Shannon Brundle – Community Project Specialist	Jessica Clayton – Program & Development Director	Jeanette Facer – Finance Director	Andrea Hixson – Office Coordinator	Dawn Karber – Chief Operating Officer
Angela Maioriello – Office Assistant	Mark Mattke – Chief Executive Officer	Mike McBride – Business and Industry Analyst		

Chair Dan Evans called the meeting to order at 7:32 a.m. with a quorum of members present and conducted introductions of members and guests.

Recognition of Success

Mark Mattke, SWC Chief Executive Officer

Mark took a moment to extend appreciation to the board of the Spokane Workforce Council and our partners on the accomplishment of winning this year's National Association of Workforce Boards (NAWB) Trailblazer award. Over the last several years this board has been very engaged in guiding the development and transformation of our local workforce system and working with all our many amazing partners and really earned this recognition.

This award was presented at a virtual conference ceremony about a month ago and the video of the award ceremony was played for the board. Mayor Woodward and Board Chair Dan Evans accepted the award on behalf of the Spokane Workforce Council and board members.

Mark thanked everyone who worked so hard to earn this recognition through innovation and working on solutions for our community. It is great to have this support and be able to continue to trailblaze as we go forward.

Review of Minutes

Review of June 10, 2020 meeting minutes.

Action: Motion and second to approve the June 10, 2020 meeting minutes. Approved unanimously.

CEO Report

Mark Mattke, SWC Chief Executive Officer

Mark provided an update on what has occurred since the last meeting in June.

- All services continue to be delivered remotely from each of the five divisions across the campus.
 - This is being done to ensure the safety of our staff and customers.
 - Staff have been planning a transition back to in-person services as soon as the county moves into Phase Three.
 - This has been delayed by persistent, higher levels of infection of COVID-19 in our area.
 - In response, centers across our state have agreed to work together given the status of our counties, the month of August did not seem like a tenable time to reopen.
 - This decision will be re-visited again in September and consider whether in-person services will be reinstated.
 - In the meantime, staff are focusing on improving virtual service delivery by making sure they are developing and delivering the highest possible quality to meet the needs of large numbers of people that are seeking assistance during this time.
- The numbers of unemployed people have significantly dropped over the past few months compared to the peak.
 - Still experiencing historic numbers of individuals impacted by layoffs and businesses that are experiencing slowdowns or have closed.
- Staff have been extremely busy over the past few months retooling our services and conducting outreach to customers to make them aware of what is available via remote services.
 - Hopefully everyone on the board and on this call is receiving our newsletter to stay connected about the work being carried out.
 - All of the staff have been working very hard with different groups across the community and also at the state and federal levels to focus on creating programs and policies to meet our customers' needs and obtain the resources to fund these efforts.

- The SWC applied for several different grants for the Department of Labor and brought in two grants for \$12 million each.
 - These are National Dislocated Worker, disaster-related grants.
 - The first grant is about \$626,000 and the second grant is about \$1.02 million.
 - These are in addition to the existing \$5.4 million in other funds we have.
 - The SWC has about \$7 million this year starting out to provide people and businesses with access to training and support services to get people back into employment as soon as they can.
 - We will continue to apply for funds from different sources including Department of Labor.
- Staff have been working to better understand the needs in our community.
 - The Spokane Resource Center (SRC) that the SWC in partnership with the city of Spokane and Spokane Housing Authority launched last year in April, has been a focal point for the delivery for many of these services and resources to help people stabilize their lives.
 - One of those needs has been to assist with housing costs for individuals and families.
 - We applied for funding from the City of Spokane and received \$500,000 in HUD funds for a Tenant-Based Rental Assistance Program.
 - This program is designed to help people pay back rent and get caught up during the pandemic, so they no longer have that debt hanging over their heads.
 - The SRC was able to quickly implement that program and have funds being dispersed out of the Spokane Resource Center in support of these individuals.
 - We also applied and were notified of an award for an additional \$822,000 in CARES Act funds from the city of Spokane to help with rental and mortgage assistance for individuals that are impacted.
 - This combined \$1.3 million will help local residents stay in their homes and apartments, face the future with a little less uncertainty and help them prepare for the economic recovery.
 - It is very challenging for our customers to be thinking about training to acquire new skills when they are unable to pay their bills right now or see beyond the top of next month's rent bill.
 - We are excited to offer this support and continue to bring these types of resources to help keep people stabilize so they can think about the future.
- There are still a lot of unknowns in this recovery: the pace of it, which industries will be coming back online and what kinds of jobs we are going to be seeing grow.
- We are also still trying to navigate through what is happening with local schools and classes being held in the fall.
 - The K-12 system, our community college and higher education partners are all deciding how to offer classes via distance learning and in person.
 - This impacts parents and whether they can return to work.
- We have a childcare crisis in Spokane and across the country due to the lack of capacity and cost.
 - We are working with partners to try and work through that and figure out solutions.
- The SWC is continuing to leverage our infrastructure, our campus and different sites along with expertise, and most importantly our partnerships with all the folks around this table and elsewhere in our community, in order to use the funds we have to bring in more resources, develop solutions and help the people in our community and businesses work through this crisis.

- Today's meeting will help by getting feedback from board members to obtain direct insight regarding their experiences.
- There is no playbook for this situation and value all the help from board members in our community to help navigate as we work through this together.

Board Business

Dan Evans, SWC Board Chair

Alan Hart has resigned from the board and was serving as an officer in the Vice Chair role. Kelley Halverson, Chief Administrative Officer for CHAS Health, has agreed to step into this role. Dan thanked her on behalf of the board and staff.

Action: Motion and second to approve Kelley Halverson as Vice Chair of the board. Approved unanimously.

Fiscal Report – Year End

Jeanette Facer, SWC Fiscal Director

Jeanette reported that we are required as a local workforce development board to reach an 80% obligation rate with our WIOA funds. The adult, dislocated worker and youth funds roll over from year to year with a two-year life. This year, that requirement was waived due to the impact of COVID-19.

- WIOA Formula Funds Expenditures & Obligations as of June 30, 2020:
 - Adult – 78% expended, **83% obligated**
 - Dislocated Worker – 70% expended, **86% obligated**
 - Youth – 73% expended, **88% obligated**
- Grants under management for PY19:
 - WIOA Formula Grants - \$5,876,320 (53%)
 - WIOA Competitive Grants - \$4,043,412 (36%)
 - Other Grants - \$1,206,663 (11%)
 - Total funds under management - \$11,126,395
- History of Active Grants Under Management:
 - 2016 - \$7,536,996
 - 2017 - \$8,128,956
 - 2018 - \$9,247,631
 - 2019 - \$9,057,451
 - 2020 - \$11,126,395

System Operations

Dawn Karber, SWC Chief Operations Officer

Dawn thanked Kevin Williams, Jen Morris, Jennifer Ranney and everyone on their teams for what they have accomplished over the past few months. She also thanked the board for their support and flexibility in helping to make this work by upgrading to an integrated service environment, which means anyone can help a customer who contacts our campus rather than having to try and apply for every single program separately. This is not the way most American Job Centers operate around the country. Thank you to the entire WorkSource campus staff and everyone who has made this possible.

WorkSource Spokane

Kevin Williams, One-Stop Operator for the WorkSource Campus

Kevin thanked everyone and said he could not be prouder of the entire campus team with the pivot that had to happen. Back in March, they made the transition with the leadership of this board, help from the

Spokane Workforce Council staff, and had some foundational elements already in place that really assisted with the changes, but no one was quite ready for what was ahead with COVID-19. One of the highlights of this time frame is that Mandy Adamson came in as our Talent Solutions Manager just a couple weeks prior to COVID-19 hitting us. The team was already progressing from a transactional relationship with businesses to a transformational relationship and she could not have done a better job as a leader to make that happen even during a contingency like this. Mandy recognized that our statewide job search database could not keep up with the changes that were happening with businesses. There were jobs out there that were no longer hiring and jobs that went unposted that were hiring but employers were not putting them out there. Mandy worked with Mike McBride from the Spokane Workforce Council to create an immediate job openings page on our worksourcespokane.com website and that has been monumental for our staff to easily reference as we work with both job seekers and businesses. This list is updated on a weekly basis by connecting with employers to make sure they still have those job openings.

One thing that happened right before the pandemic that was requested by the board was to have all our staff on the Talent Solutions team become certified as Business Services consultants. Every single team member, including a couple others on the staff, received their CBSC.

The Talent Solutions team has done a great job helping assist businesses with layoff options and alternatives. The worksourcespokane.com webpage also offers several great videos about how to navigate re-openings and what the future of work may look like.

Kevin thanked Mandy for all the great work that she and her team have done for the community. The change of course that has happened due to that pandemic has made us stronger as a center and opened up opportunities to help more customers and improve our services.

Dawn and Kevin have had the opportunity to speak on a few different consulting calls and were asked how they are doing so well through this current crisis and it is truly because of the vision that the board, the Spokane Workforce Council staff, and Dawn and Mark specifically with their vision of integration and integrated service delivery. If it had not been for the functional team model, we would not have been able to shift as quickly and do as well as we did through all of this.

Kevin gave a shout out to the amazing staff on campus and he is proud of the entire team and happy to be a partner with individuals like Rob Crow, Sarah Flambouras, Jen Morris, Stacey Wells, Terrance Nixon, Kathy Hammonds and Mandy Adamson. They are amazing leaders and their outstanding performance has resulted in a successful transition over the last year.

Next Generation Zone

Jennifer Ranney, Next Generation Zone Director

Jennifer shared some of the great work going on at the Next Generation Zone.

- The Ambassador program includes Next Gen Zone youth: Christian, Tyson and Stacia.
- The Ambassadors are working with businesses and training providers to develop marketing that goes out to our young people to promote training for botany and the Medical Assistants Apprenticeship program through Providence.
- They are also creating campaigns and marketing promoting the Next Generation Zone for our community partners to share about the great opportunities waiting young people.
- Regarding performance, even during this pandemic they have been able to keep their young people engaged and their performance a priority.
 - Within the first week of the stay at home order, the team continued to help our young people with their goals.

- Our education team enrolled 426 students.
 - 128 graduated with their GED, with 24-26 of them earned during the pandemic.
 - They have the highest GED pass rate in the state with 86.5% and the average is 82%.
- They have had over 2,500 walk-ins this year.
 - The Next Generation Zone has served 407 youth, provided 78 work experiences, 28 training opportunities leading to an industry recognized credential and 126 adults enter post-secondary education while also working.
 - They have a 79.25% placement rate which is also leading the state.
- Even though the requirement to spend 20% of our award on Workplace Learning was waived due to COVID-19, our team finished the year at 21% spent.
- They are also proud at the Next Generation Zone to lead the way on updating policies to ensure that the lens of equity was put on all of our services and policies so we are providing the needed support to help our young people be successful.
 - Some examples include: the support service policy was updated to include up to \$250 towards a laptop if required for training or career.
 - This increase equity in access to services as more classes and employers are going online for the foreseeable future.
 - Updated the WEX wage policy to offer higher wages based on LNI and employer feedback for the skills needed for the positions.
 - This will provide better wage equity and will be more appealing not just to youth going into positions that require more of a skill set but for adults as well.
 - Our support service policy for hair was updated to ensure we are providing appropriate amounts for services to people with textured hair and braiding is now allowable.

This has been a wild year and Jennifer could not be prouder of their team and the young adults at the Next Generation Zone.

Spokane Resource Center

Jen Morris, Spokane Resource Center Director

Jen thanked the board members and the Spokane Workforce Council for all the hard work that has been put into the Spokane Resource Center this past year. They have grown significantly. She remembers when they started, and they talked about how they were going to see **300** people in the first year. Since then they have seen **4,877** including phone calls they have received through June 30, 2020. The team and the partners they have at the Spokane Resource Center have done an amazing job of making sure that we are collaborating to make sure that any customer that walks in the door is receiving some services, whether it be clothing, food or entry into a program.

One of the biggest grants we are working with right now is \$500,000 from the city of Spokane for the Tenant-Based Rental Assistance program. The phone call demand for this program was becoming too much for the four staff so they moved to an automated phone system where customers can push a number in order to access specific information they are seeking. Once they select a number, they are connected with a live person so they are still receiving the same service but there is a little bit less pressure on the staff answering the phones. Last week, they paid out \$33,000 for 10 people/households. They are excited and pleased to help folks get caught up and not have the pressure of unpaid rent.

The Spokane Resource Center was also recognized with an award from SNAP for the exemplary value to community within their first year. They are getting ready to continue the funding with rental assistance by receiving an additional \$122,000 for rental and mortgage support from the city of Spokane. The Economic Security for All funding is also going smoothly, and they are helping hundreds of people with that program.

Occupations in Demand Report

Mike McBride, SWC Business & Industry Analyst

Mike reported out on the most recent labor market data before teeing up this year's occupations and demand list discussion.

- The latest unemployment numbers for June 2020 put the total civilian labor force at 248,397
 - Spokane's labor force numbers went down about 1,000 individuals from the month prior.
- Total Employment: 223,869
- Total Unemployed: 24,528
- Unemployment Rate: 9.9%
 - Spokane County unemployment rate is down from 15.1% in May and the all-time high, 16.7%, in April 2020.
 - By contrast, the unemployment rate in June 2019 was only 5.2%.
- On May 16th, we had about 36,000 individuals in Spokane County on a continued unemployment insurance claim, which do not include any of the expanded benefits that apply to gig and part-time workers.
 - The most recent numbers came out last Thursday and were approximately half of the peak at 17,649.
 - This is a significant drop in the number of continued claims, but it is still going slower than we hoped for.
 - With the safe start status indefinitely paused, there's no reason to think we'll see a dramatic drop.
 - We are consistently seeing anywhere from 1,600 to 2,000 initial claims week over week for the last couple months.
 - Compared to any time before COVID-19 that would be a record number of claims.
 - We are currently at a the low of the pandemic situation in terms of initial claims.
 - We are currently tracking if the end of the \$600 additional weekly funds causes people to make the decision to go back to work.
- Highest Continued Claims by Industry include:
 - Accommodation and Food Service – 3,676
 - This industry has been most impacted by the safe start order.
 - Health Care and Social Assistance – 1,982
 - Elective surgeries are still slow to restart, and smaller doctor's offices are still closed.
 - Retail Trade – 1,931
 - Manufacturing – 1,387
 - Some of the Boeing issues are currently affecting us as we have many suppliers to them in the Spokane area.
 - Administration and waste services – 1,284
 - This includes many staffing companies.
 - Construction – 1,172
- The current level of continued claims is approximately 3,000+ claimants higher than the high point of the great recession a decade ago.
- Unemployment is skewed towards younger workers and lower wage workers, typically those who will be most negatively impacted by the end of the Federal Pandemic Unemployment Assistance.
- New Weekly Job Postings in Spokane:
 - Prior to the pandemic we were seeing roughly 1,200 new online job postings per week.

TAB 1

- Once the pandemic hit job postings dropped to the 700-800 range for a couple months and then started to creep up as things began to look better.
- We have seen another significant drop as cases increased but it is now increasing and we are actively watching this to determine who is reopening, what type of jobs are being offered, and in what industries.
- Everything is evolving and changing rapidly, and this is one of the leading indicators to determine where things are moving rather than most of the data, we look at that is backwards looking.
- Occupations in Demand List:
 - Annually produced list to determine occupations that are eligible for worker re-training funds.
 - The methodology is based on occupational projections and current supply-demand data.
 - Specific levels of job growth and total job openings are used to designate an occupation as “in demand,” “not in demand” or “balanced.”
 - Final list is reviewed by SWC board and partners to make final determinations.
 - This year’s short-term projections are heavily disrupted by COVID, so employer feedback is more important than ever.
 - Mark and Mike are going to meet with multiple economists locally to get their projections in line with what everyone is seeing on a macro level.
 - The changes that our board submits are not final, it is a revolving list over the next year and changes can be made as needed.
 - It is important to obtain feedback from employers over the next three months as we might have a significantly different situation compared now.

Board Discussion

What have been the most significant impacts to your business or organization and what have been the most significant challenges you have faced in this new environment?

- Banking/Finance
 - Needed to increase marketing and outreach to connect with customer base.
 - Challenging to work remotely when accustomed to face-to-face .
 - Impact to balance sheet.
 - Long-term impacts of recession.
 - Reduction in revenue.
 - Challenging to provide typical customer-facing service remotely when in-person is best option.
 - Recruiting virtually is proving difficult.
 - Assessing risk of working in-person vs. potential to contract virus.
- Staffing Services
 - Mixed bag, huge decrease from some clients (e.g., convention centers, food service), but other industries like manufacturing have had large increases and demand.
 - A challenge is finding low skilled workers. Lots of openings, but people are not applying.
- Residential Construction
 - Initial shut-down, but the industry picked up again quickly after it was allowed to re-open.
 - The \$600 stimulus has incentivized people to stay home, especially for the lower-wage, entry-level jobs.
 - There is also concern about retribution against workers who refused to work and when they try to come back the feeling that they betrayed their “team.”

- County Government
 - Initially it appeared that could end up \$14 million short on adopted budget for 2020 but now it is looking like the impact will be lower than that, but the uncertainty is definitely there.
 - One of the biggest challenges is that of the 2,000 employees, 700 are telecommuting.
 - It is difficult to acquire technology and resources needed for work-from-home workforce.
 - There was an issue early on when guidelines came out from the federal government regarding mandatory sick leave for individuals, and a lot of people exercised those benefits.
 - To date, county employees testing positive for COVID has been very low, but many people took time off due to being at high risk or caring for family members, etc., some divisions had to reduce service hours to account for how many people were taking leave.
- Utilities
 - The challenge has been as an essential service how to ensure that electricity and gas services are not interrupted for customers – they have moved everyone who can work remotely to work from home, and that will last through the end of the year.
 - They are also putting into place safety protocols for those who have to be in the field.
 - Hiring slowed to a halt early on due to not knowing how to onboard in this environment, but some openings are critical, so hiring is starting up again.
 - A major challenge is how do you onboard people and integrate them into a team when you are working remotely or social distancing on teams in the field?
 - A lot of jobs need in-person training, which has been suspended for quite some time.
 - There are 11 or 12 apprentice-able crafts, and they are trying to figure out how to ramp those up again and limit exposures.
 - How to lead and work remotely and keep the atmosphere of the team together when they are not together?
 - People with school-age children are also in a state of overwhelm, and every home has a different situation.
 - Examining how many employees face that situation and trying to figure out how to support them.
- State Agency
 - As an employer they are trying to look at the silver linings
 - Were able to shift to telework and online services and that will likely change how they do business forever.
- Question for Construction industry: There is a segment of our population that has had difficulty finding employment in the past, and if they jump on opportunities now while many others are reluctant to apply, would your industry be willing to take a chance on people, either in partnership with our system providing training for skills they are lacking, or offering on-the-job training for lacking skills? In other words, are your employers more willing to take a risk on someone who might not have the skills for the job yet in order to tap into the current labor market?
- Response:
 - It is a skilled trades industry, but most contractors are willing to train new hires.
 - One challenge is that they are so busy with jobs right now that it is hard to train someone new when you are really busy.

TAB 1

- Another challenge is turnover from new hires who turn out not to be able/willing to do hard work.
- It is also a difficult time to train new workers because of all of the safety and operating regulations due to COVID.
- They will give anyone a chance, but will they stick?
 - Need to show up on time and be willing to work hard.
 - Some basic skill training (basic math, safety, etc.) from WorkSource would be valuable, similar to a pre-apprenticeship training.
- Manufacturing
 - Who comes to work and who does not?
 - Staffing backfill, do not have opportunities for employees to work from home.
 - Healthy people in the building and the impact of quarantined employees.
 - Individuals voluntarily terminated.
 - No drop off in sales for packaging systems.
- Robert shared that his business has still been operating (since pet care has been an essential business), and they have switched to offer in-store shopping and curbside pickup.
 - At the beginning of the crisis when people were stocking up, he saw an uptick in business because that applied to pet food as well.
 - It has leveled off since, and since people generally always need pet food and supplies, he has not seen any major negative business impacts.
- Jennie shared that transitioning frontline relationship-based staff to behind the scenes UI work has been challenging.
 - People are adjusting to the very transactional and legalistic UI world.
 - Also transitioning a very large agency to virtual work has many challenges.
- Andy shared his concerns that we (CPS across the state) are not reaching everyone who needs us, and the group discussed the challenges of reaching everyone who needs our services during this time.
- All agreed that their agencies/businesses are committed to investing in their staff and allowing as much flexibility as possible.
- Chamber/EDC
 - Overnight pivoting and impact to employers.
 - The accelerated pace of it all.
 - Difficult to go through that at an organizational level while supporting businesses through it and serving more customers in general.
 - They have had to evaluate everything internally and externally.
 - Have now been able to stabilize themselves but evaluating the changing need continues.
 - Still do not know what is around the corner.
- Healthcare
 - Standing up ambulatory patient care.
 - It took a long while to set up and experienced big reductions in staff.
 - Now back to 75% of where they were prior to start of pandemic.
 - Having to transition the workforce to virtual services and train leaders to engage with their staff virtually has been challenging.
 - Had to move out of certain sites to provide space for COVID patients.
 - Beginning to get back to pre-COVID financials.
- Nonprofit Agency
 - Similar to other two, dealing with the challenges of transitioning 100 people to remote services.
 - The piece of their business that is connected to SWC is thriving, but it is challenging working across the state and adapting to different stages in different areas.

- Their fee-for-service part of the business has more challenges because TANF customers are currently not required to participate in program requirements so have done layoffs and are considering furloughs through the bridge period.
- Also have standalone offices that are sitting empty but have to continue to pay rent on.
- Overall, healthy and figuring out how to navigate this.
- It is exhausting and hard to stay mentally engaged looking at people on screens all day.
- Talent Solutions Team
 - Facing many of the same challenges.
 - Learning how to work remotely and onboard remotely.
 - The influx of numbers with employer contacts is twice as many as they had the entire previous year.
 - Trying to keep up with everything changing so quickly.

How have you adapted or changed your approach to doing business, e.g., business processes, workplace locations, hiring practices, etc.?

- Banking/Finance
 - All virtual/ teleworking, some staff/situation proving to be more productive from home.
 - Opportunity to innovate.
 - Adapting marketing approach.
 - Only supporting existing clients to protect potential future losses.
 - Hiring freeze.
 - Staff stretched.
 - Adding additional flexibility to staff.
 - Offering voluntary early retirement option.
 - Reduced number of individuals who can interact in-person.
- Staffing Agency
 - Moved all recruiters to working from home.
 - Moved everything for interviewing clients and candidates to virtual meetings/interviews.
- Utilities
 - Changing landscape of where people live will impact future recruiting, and the childcare challenges are a huge factor going forward.
- Manufacturing
 - Careful of who comes in the facility.
 - Fit for duty tests with Concentra.
 - Anti-body testing – optional for employees.
 - Kiosks take temperature and require face recognition.
 - Utilize a daily symptom tracker app.
 - Eliminated sick leave limits.
- Postsecondary Institution
 - Compliance officer enforcing DOH protocols and HR handling employee tracking.
 - Some departments doing temperature testing, but not required campus wide.
 - Eliminated student gathering areas.
 - Offer robust online programs.
- State Agency
 - Moved 84 individuals to telework mostly based on self-identified high risk.
 - Limit of 8 staff in the office at a time.
 - Clients can come in by appointment only.

- Healthcare
 - Virtual health has grown significantly.
 - This is working well for customers, but training doctors is difficult.

What are the persistent challenges you are still working to solve?

- Residential Construction
 - Online application for construction apprenticeship for the first time – still exploring – selection staff less comfortable with virtual selection process
 - Fear – need to communicate more.
 - Enhanced sanitation practices.
 - Keeping updated on changing landscape (federal, state, local guidance).
- Manufacturing
 - Fill jobs and onboard employees.
 - Compliance with strict guidelines on wearing the mask.
 - Some employees wore their mask in the plant but went to lunch together in one car and out of five employees, three tested positive and two were asymptomatic.
- Postsecondary Institution
 - Onboarding employees.
 - Difficulty enforcing social distancing in head-start programs.
 - Mandatory furloughs.
- State Agency
 - Services are being missed for mental health, homeless, and individuals with disabilities.
 - Mandatory furloughs.
- Nonprofit Agency
 - Technology issues and employees that have children that are school age.
 - How to create capacity for them to have flexibility in their schedules?
 - How will they provide a classroom experience for their kids and do their jobs?
- Healthcare
 - Echoes that, caregivers cannot work from home.
 - Experiencing an RN and NAC shortage.
 - The programs are not turning them out right now.
- Talent Solutions Team
 - It is challenging to do one of main goals which is connect employees to employers.
 - Has brought on 4 new team members and welcoming them virtually.
 - Training them and connecting them to the bigger company culture is challenging.
 - Culture building is difficult.
- A few other questions that were raised and discussed:
 - Technology access
 - Childcare—if the economy re-opens, since many children are at home, will parents that want/need to work even be able to go back to work?
 - What does work/jobs look like during the recovery. What industries will bounce back and what will look different?
 - Where will we need to focus re-training efforts/funds?

What successes have you experienced?

- Manufacturing
 - Two positive cases resulting from travel.
 - One positive case from someone working from home.

- Postsecondary Institution
 - Most students and 34 essential programs open on campus, e.g., RN, respiratory therapist.
 - Very rigorous safety protocols in place.
 - Only two employees tested positive.
- Nonprofit Agency
 - The Commerce team has figured out how to engage customers when they are not required to engage by creating excellent content.
 - Created activities like cooking with kids in an effort to keep people in these programs.
 - Got technology out to those who need it as well.
- Healthcare
 - Rapid redeployment of services.
 - Going into a virtual space and having to do that very quickly.
- TST
 - The team has been successful creating online services.

What do the next 3-6-12 months look like for your business?

- Manufacturing
 - Work from home for a year. This situation will likely persist until next summer.
- State Agency
 - Expect to telework until December for predictability, and then reevaluate.
- Nonprofit Agency
 - Focus on balancing current needs and forecasting the future.
 - Cannot just take our strategic initiatives and leave them on a shelf.
 - How do we keep the best of what we have learned in this virtual environment going forward?
- Healthcare
 - After speaking with epidemiologist and the Regional Health Director at Merck, those pharmaceutical companies are telling their employees they will be working from home for a year and they will not be sending people back to work until there is a vaccine that is available to the public.
 - There are concerns with the upcoming flu season and how to distinguish between those symptoms and COVID-19 symptoms while following all the quarantine guidelines and keep businesses going.
 - Working to staff up and increase pool of workers to meet flexibility and capacity needs.

Standing Committee Reports

Executive Committee – Dan Evans, Chair

Review of Action Items

At its February 13, March 18, April 16, and May 20, 2020 meetings, the Executive Committee took action on the following items:

Basic Food Employment and Training (BFET) Contract with DSHS

Spokane Workforce Council has been awarded up to \$173,483 from the Department of Social and Health Services (DSHS) to support customers at the Spokane Resource Center.

- The funding is a 50% match on non-federal funding.

- The SWC will be leveraging multiple private and county grants that qualify for the source of the match funding.
- The BFET program will operate out of the SRC and serve current SNAP recipients with job search, training, education and job readiness activities to improve BFET participants' employment prospects and wage-earning potential.
- The grant will run through September with additional funding potential for subsequent years.

Action: Motion and Second to approve contract for up to \$173,483 from DSHS. Approved Unanimously.

FINANCIAL IMPACT

Addition of \$1,337,430.00 to the operating budget.

Youth Career Readiness Network – Staci Franz, Chair

- We had a unanimous vote to approve an application to receive additional funding to expand outreach and service from the Next Generation Zone into Spokane Valley.

Services and Oversight Committee – Robert Duron, Chair

- No updates

Other Business

No other business

Meeting adjourned at 9:37 AM.