



SPOKANE WORKFORCE COUNCIL

MINUTES

FULL COUNCIL MEETING

WEDNESDAY, JUNE 10, 2020 – 7:30 - 9:30 AM

Meeting held via Zoom

MEMBERS PRESENT:

Alisha Benson	Dr. Mary Cullinan	Robert Duron	Dan Evans	Staci Franz
Kelley Halverson	Alan Hart	Lori Hunley	Dr. Christine Johnson	Machelle Johnson
Commissioner Josh Kerns	Teresa Kutsch	Wade Larson	Vicki Leifer	Luis Licea
Tina Morrison	Nancy Nelson	Diane Quincy	Lowell Sather	Ben Small
Christina Vigil Gross	Jennie Weber	Joel White	Diana Wilhite	Laura Wood

MEMBERS ABSENT:

Mayor Nadine Woodward	Tim Sigler (designee for Mayor Woodward)
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OTHERS PRESENT:

Mandy Adamson – Talent Solutions	John Dickson – Spokane County	Andy Dwonch – Career Path Services	Cami Eakins – Career Path Services	Jen Morris – Career Path Services (SRC)
Jen Ranney – Next Generation Zone	Kristian Stewart – Next Generation Zone	Ron Valencia – Spokane County	Stacey 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 7:35 a.m. with a quorum of members present and conducted introductions of members and guests.

Review of Minutes

Review of February 12, 2020 meeting minutes.

Action: Motion and second to approve the February 12, 2020 meeting minutes. Approved unanimously.

Recognition of Success

Mark Mattke, CEO, SWC

Mark gave a sincere thanks to the staff of the workforce system and the Spokane Workforce Council for stepping up during this crisis. This is one of those moments during economic downturns and disruptions when the workforce system is called to the fore to deliver – and that is what is happening. Everyone has done an amazing job transitioning to remote services and learning how to use technology to serve their customers. The real recognition of success right now is that our local system was able to meet the need and challenge out there, which is ongoing and changing every day. Mark has been very impressed by our system leadership and staff that have become accustomed to performing their work in new ways in the midst of this pandemic and seeing a huge increase in the number of customers. Kudos to the system staff for all they have accomplished.

CEO Report

Mark Mattke, CEO, SWC

Mark provided an update on what has happened since the last board meeting in February as quite a bit has changed due to COVID. Services were transitioned to delivery via remote means in the middle of March at all five of our locations: WorkSource, Spokane Resource Center, Next Generation Zone, Talent Solutions and at Spokane Workforce Council. This was done to ensure the safety of staff and customers and in response to the Governor's order. It was a significant change and required that staff evaluate and adapt technology – software/hardware – to meet our needs and train staff in its use. Each of the leadership teams and their many staff were able to quickly identify what they needed to carry out their work, how to connect to their customers and then deploy it.

No one knew at the beginning of this the extent to which this would impact the economy or the tremendous numbers of workers that would be laid off and businesses that would be forced to close their doors or experience significant slowdowns. There are record numbers of unemployed workers in our community and the state's unemployment insurance system was overwhelmed with people filing claims. Businesses have been seeking help from our system to get answers about programs to assist them with layoffs, the Shared Work program, Paycheck Protection Program, Economic Injury Disaster Loan, etc. We have worked to make sure our Talent Solutions Team staff has the most updated information to help connect customers with the assistance that they have been seeking.

There has also been massive fraud perpetrated by an international crime organization that also contributed to people not getting their unemployment insurance benefits and clogging up the system. There have been many delays with individuals unable to obtain their benefits, having trouble connecting, and when they cannot get an answer on the phone or online, they come to the workforce system for answers. We have redeployed staff across our system to support the unemployment insurance system, so they have more capacity to help answer questions. While that takes away from our capacity to help other customers, it is a matter of helping where the need is the greatest. These issues have not been fully resolved yet, but the Employment Security Department is working to get through the backlog of individuals seeking benefits and services.

Other programs have been dialed up at the federal level from the Small Business Association, at the state level from the Department of Commerce and locally through GSI to the business organizations that deliver resources into the hands of businesses. At this time, all these systems are fully engaged and trying to help customers get what they need. During all of this we have worked to increase our communication to customers using different web-based tools, our social media platforms and using the telephone more effectively. The SWC is publishing a weekly newsletter containing current information

and resources available. Our goal is to keep the community informed with perspective on the economy and sectors being impacted and how the elements of our system are responding to meet those needs. This is being done in concert with many other partners in our community and the state level as well, to ensure everyone has access to the information they need to navigate during this time.

Staff are also engaged in leadership at the state level to work on developing policies that adapt to this new environment and have been successful in getting additional flexibility to support remote service delivery. Initially, we could not readily enroll people in our programs without in person contact, and we have worked to change this, with some help from U.S. Department of Labor as well. Staff are also working with our partners in education on how to expand training capacity and serve the many individuals that are being laid off whose jobs may not be coming back. We have been looking at how we can get more people into training programs either remotely or in person, contingent upon when that is available.

All of this is occurring at a time when state budgets are being hit hard, and our state partners are tightening their belts and anticipating about a 15% across the board as state revenue forecasts are sobering. The result is that more people than ever need our help and training to get skilled up for the new economy, but education budgets are being constrained, reducing capacity and hampering innovation. Staff are helping to create the workforce development component for the state's Economic Recovery Plan and our local leadership is working together to develop solutions for our community.

Staff have been working with the 11 other local boards in the state and have submitted two grant applications to the U.S. Department of Labor to bring in more resources across the state to serve the many workers and businesses being impacted. Washington state was successful and awarded two Disaster National Dislocated Worker grants \$12 million each, more than any other state has received. From the first grant, Spokane will receive about \$626,000 to serve individuals impacted by the disaster and get them quickly into jobs or into a training program. The second grant is still in negotiations for the final amount, with an anticipated award of at least three quarters of a million dollars. These resources will begin to help meet our community needs and as the state spends them down, we can apply for more funds.

The SWC also received a grant of \$20,000 from Building Changes to serve young people experiencing homelessness as a result of COVID-19. We will also apply for other funds as they become available from Innovia and other entities in our community and nationally to help secure more resources and deploy those as quickly as we can.

At the February Full Council meeting it was announced that the SWC received the 2020 WIOA Trailblazer Award from the National Association of Workforce Boards. The award ceremony will occur at the end of this month at the virtual conference. This award is a nice recognition of all the work that has occurred in our system, led by our board, and with our staff and partners.

Dr. Christine Johnson commended the SWC staff for all their efforts, particularly the success in writing grants. The need for employment and skills is at an all-time high and it is going to be tough with cuts across the state, including higher education. As we have fewer resources to serve the greater need, she thinks these grants will make a huge difference. She also commended the team for the fantastic weekly newsletter, it has a lot of information and is a wonderful resource. She said we are doing an excellent job and they have never needed that level of communication more than they do now both in terms of what resources are available and how to obtain them. She appreciates Mark's efforts and that of the entire team.

Board Business

Dan Evans, Board Chair, SWC

- **Local Integrated Workforce Plan (LIWP)**

Mark shared that the LIWP is a requirement under the Workforce Innovation Opportunity Act as required by both federal and state governments. We develop this plan every four years and it contains a number of key elements that describe our regional economy, our service delivery infrastructure as well as what our goals and objectives are for the board to achieve over the course of time. It also describes how we partner with everyone across our region, including crossing over our jurisdictional boundaries into other workforce regions and partner around sector partnerships. It is a very comprehensive plan that describes the total workforce system. We have been working on this for the better part of a year since last year's board retreat in April 2019. We are on track to meet all of our deadlines that had been set by the state workforce board. We also surveyed stakeholders to bring information back from everyone from the education community, business community, all of our partners in the workforce system that serve different populations and we had community stakeholder meetings to share all that and obtain more feedback.

Staff prepared the draft LIWP and held stakeholder sessions the first week in March and put out for 30-day public comment. The plan is comprehensive and checks all of the boxes for what we need to do in terms of the compliance elements of this, but of course what it describes is a very different world. The environment has shifted so much in terms of the economic environment that many of the elements described have changed. The employment rate is very different that it was in February and where growth will occur in the future is still undetermined.

Staff requested that the plan be submitted to comply with state policy to remain certified as a local workforce development board and continuing to work as a local leadership team in our community to ensure the workforce system meets the needs of our customers in this new radically changing environment over the next months and years.

Dr. Christine Johnson agreed that it is essential that the plan be submitted on time but asked if a cover letter or some closing statements could state that the plan will be fluid and acknowledge that we are in new territory and nobody knows exactly what the future holds.

Mark thanked Dr. Johnson and replied that there is an introduction on this that speaks to the fact that labor markets are dynamic and change and with this crisis we will need to respond over the course of time, working together as a partnership.

Action: Motion and second to approve the final Local Integrated Workforce Plan for signature by Chief Elected Officials and submission to the State Workforce Board. Approved unanimously.

Memorandum of Understanding/Infrastructure Funding Agreement (MOU/IFA)

Dawn Karber reported out on the MOU and IFA. Every three years it is federally required under the Workforce Innovation and Opportunity Act that the SWC create and reach an agreement with partners on the MOU and IFA. The current MOU and IFA expires on June 30, 2020. In many areas this can be a contentious process but in Spokane it is been very collaborative. These documents provide an overview of our system including: The Spokane workforce system, consisting of the Spokane Workforce Council (SWC), one comprehensive American Job Center (WorkSource Spokane), one affiliate site (Next Generation Zone), 19 connection sites (WorkSource System), one specialized site (Fairchild Airforce Base) and a network of community partners, is committed to providing effective, accessible and high-quality career, talent pipeline development, and skills acquisition services for all individuals and businesses in the Spokane County region.

The document has three components:

- The first is a **Community Compact** that describes how all those who wish to partner for regional workforce development offerings will interact to create opportunities for job seekers and businesses in the region. The partners invite all those who are interested in supporting the mission, vision and goals of Spokane Workforce System to join the compact.
- The second component to this agreement is a federally-required **Memorandum of Understanding (MOU)**, which is a subset of the agreement and describes how the partners at the federally-required American Job Center (WorkSource Spokane) will provide services and share resources through the region's WorkSource System and how job seekers and business customers are to be served and referred among WorkSource partners. The MOU includes the WorkSource System budget and the required Infrastructure Sharing Agreement (IFA) that shows how the cost of operating the WorkSource System will be shared by the required partners.
- The WorkSource System operating budget, known as the **Infrastructure Funding Agreement (IFA)**, has been developed via consensus with the required and other partners in the Spokane Workforce Development Area. The purpose of the IFA is to establish the terms and conditions under which the partnership will share infrastructure resources in performance of workforce development services at each site. Through this agreement, the partners have identified those costs related to the infrastructure of the Spokane WorkSource System that are mutually beneficial and agreed upon as shared costs.

Dawn thanked everyone that helped submit information, made some concessions and came to an agreement. She offered to answer any questions or walk through the different components.

Diana Wilhite said how much she appreciates all of us working together to discuss money and resources and pitch in for the greater good of everyone combined and how everyone worked together to accomplish this goal.

Mark mentioned both the LIWP and the MOU have been signed by our chief elected officials. He appreciates that they are taking part in this dialogue. They have been great partners in all these efforts to make sure that we are aligned throughout our service delivery area. Mark thanked the chief elected officials that were present and also asked Ron Valencia to express his thanks to Commissioner Kerns.

Action: Motion and second to approve the MOU and IFA. Approved unanimously.

Nomination of New Member

The SWC has a current vacancy for an economic development representative and Alisha Benson, Chief Executive Officer for Greater Spokane Incorporated, has submitted her candidacy to join our board.

Action: Motion and second to approve Alisha Benson to the board for a three-year term in the position of economic development and forward her nomination to our Chief Elected Officials for appointment. Approved unanimously.

Nomination to Reappoint Members

Dan Evans reported that the following members' terms are expiring on June 30, 2020, and they have agreed to be nominated for reappointment to the Council:

- **Staci Franz**, Human Resources Director, Inland Northwest Health Services - Business

- **Machelle Johnson**, Human Resource Director, Pearson Packaging Systems - Business
- **Dr. Wade Larson**, Chief Human Resources Officer, Wagstaff, Inc. – Business
- **Luis Licea**, Site Coordinator / Apprenticeship Coordinator, Northwest Laborers Employers Training Trust - Labor
- **Nancy Nelson**, President, Humanix Staffing Services – Business
- **Joel White**, Executive Officer, Spokane Home Builders Association – Community-Based Organization

Action: Motion and second to nominate Staci Franz, Machelle Johnson, Dr. Wade Larson, Luis Licea, Nancy Nelson, and Joel White for reappointment to the Council for a three-year term and forward to Chief Elected Officials. Approved unanimously.

Election of Officers for PY20

Dan Evans reported that even though Alan and he have signed on for two-year terms as both Vice Chair and Chair, the bylaws require they be re-elected each year. He opened the floor for nominations. Hearing none, he presented the candidates for nominations to serve as Council officers for the upcoming year and open the floor for nominations:

- Dan Evans, Senior Vice President/Senior Client Manager of Global Commercial Banking Bank of America Merrill Lynch, has served as Chair for the past year and is nominated to for another term as Chair.
- Alan Hart, Broker with Windermere Airway Heights, has served as Vice Chair for the past year and is nominated for another term in this role.

Action: Motion and second for reappointment of Dan Evans as Chair and Alan Hart as Vice Chair for another year. Approved unanimously.

Mark thanked Dan, Alan and the board members for their service. No one knew when they signed up for this board there would be a major crisis to manage through. He appreciates everyone's time, talents, contributions to this work, helping us to figure out our workforce development plans for our area and how to best serve the community. It will be an interesting 2020 and 2021 – so thank you all for being on board with this.

Dan thanked Mark for his remarkable job of keeping them updated.

Board Calendar

The board voted to approve the PY20 Meeting Calendar.

Action: Motion and second to approve the PY20 Meeting Calendar. Unanimously approved.

Regional Economic Outlook

Mark Mattke, CEO, SWC and Mike McBride, Business & Industry Analyst, SWC

Mike McBride reported out on the unemployment numbers for Washington and Spokane County.

- Unemployment for Spokane County is at 16.9%, the highest it has ever been in Spokane.
 - 40,000 people are officially unemployed between mid-March to mid-April.
 - The next time period for unemployment rates will be from mid-April to mid-May.
- During the Great Recession we topped out at 12.1% and it took many months to slowly reach that percentage.

TAB 1

- The Puget Sound region experienced the health crisis a bit before the rest of the states and unemployment numbers were climbing a little quicker there.
 - King County was actually down under 3% unemployment rate before the crisis, at historic low levels.
- In April, all across the state, counties are at their all-time high for unemployment.
 - Snohomish County is the highest in the state at 20.2%.
 - With the Boeing situation, their rate may even go higher.
- These are extremely high numbers across the board with Spokane at 15.9% and a statewide total at about 15.8%.
- There is a significant amount of unemployment concentrated in the more urban counties where a majority of the affected jobs are located.
- Spokane is currently in phase two of Washington's approach for reopening the economy.
 - Manufacturing and construction are allowed to return to work.
 - Service based industries are still significantly limited in terms of capacity.
- Initial claims for unemployment insurance are tracked on a weekly basis.
- From mid-March until the end of May initial unemployment claims skyrocketed higher than have ever been seen, overwhelming the ability of the Washington State Employment Security Department to respond.
- In mid-April the federal CARES Act was implemented to expand unemployment benefits through the Pandemic Unemployment Assistance program.
 - IRS 1099 filers and gig economy workers gained access to the unemployment system, which is traditionally not allowed as their work does not pay into the system.
 - Once those provisions went into effect, there was a spike of 7,800 claims in mid-April.
 - Unemployment fraud began to occur, and the numbers went up to 8,700, reflecting the high incidence of fraudulent claims.
 - ESD is unsure of how many fraudulent claims affected Spokane County numbers, but the state has already recaptured hundreds of millions of dollars from fraudulent claims.
 - In the last two weeks of initial claims, the numbers have lowered but are still at record numbers.
 - Another reason for trending down is the reopening of some sectors of the economy in phase two of Safe Start.
- It is hoped that most employers have completed all the layoffs that they are going to do for now.
 - There is a little duplication with the number of claims so one of the better ways to look at the current situation is how many people are continuing to claim unemployment insurance.
 - Two weeks ago, there were 36,000 continued claims and we have dropped about 7,000 to approximately 28,977.
 - We are seeing a trend of continued claims decreasing but 30,000 people are still continuing to collect unemployment in Spokane County.
 - As we have seen continued claims drop for the last couple weeks, almost all industries have dropped except accommodation and food services, which only dropped a couple of hundred
 - Retail trade is at almost 4,000 continued claims.
 - In the most recent week health care and social assistance had about 3,600 claims.
 - Healthcare and social assistance had a lot of claims throughout this time period as elective surgeries were paused during the stay at home order.
 - Healthcare is the largest sector in Spokane so there is a large volume of people impacted.
 - Construction had 2,000 continued claims in the week ending May 30th.

- Even with construction now being open and new construction allowed, we are tracking to see how quickly those numbers come down.
- Question from the chat: Do we know how many workers have been furloughed?
 - We have been asking for and trying to get access to this type of granular information, but we do not have a good handle on how many are furloughed, how many are expecting to go back to work, and how many employers have a kind of guaranteed back to work plan.
 - There is also currently work by the state labor market economic analysis shop to provide us with percentages by industry, but we do not have that information yet.

Mark Mattke asked the board members from the healthcare and construction industry to share what they are seeing with regards to the bounce back in their sector.

Kelley Halverson, VP of Administrative Service at Community Health Association of Spokane (CHAS) reported that dental services significantly changed going into the pandemic and now they are slowing increasing services on a weekly basis.

- They are using extra precautions now that they have the PPE in place.
- Some practices are back to full service, but they are being mindful about only bringing in people who have more emergent or urgent needs, but this will change over time.
- They are at about 50% staffing capacity and hoping to progress to 75% capacity by August.
- They have been utilizing a lot of tele-dentistry and telehealth on the medical side.
 - About 50% of their services are being offered via telehealth.
 - They have about 15% of staff that are on-call.
 - They anticipate being able to bring everyone back to work their regular schedules within the next couple weeks.
 - They are also mindful that we could potentially be back in a similar situation again depending on how things progress in the fall.

Staci Franz reported a similar situation for Inland Northwest Health Services and Providence.

- The employment is at about 50% right now compared to pre-COVID.
- About 15% of their employees are on active furlough.
- They are providing urgent and emergent services for the most part, including pediatric patients.
- Elective surgeries are just starting up at a very limited capacity.
- They hope to be back to pre-COVID volumes by late August to September.

Mark asked if Staci anticipates similar shortages in key positions as was experienced pre-COVID such as RN's, medical assistants and CNAs, or if the pandemic will have reduced the need for additional staffing. Staci replied that they are anticipating a greater need because right now the testing facilities are on pause for nursing assistants, in particular, so the RNs end up function as nurse techs. They are expecting a greater need come this fall when our volume goes back up again.

Kelley agrees that they will have similar needs with testing sites in tents and greeters at every location and will most likely increase the need for nursing assistants.

Mark asked if CHAS and Providence are doing their own contact tracing. Kelley replied that Spokane Regional Health District is taking the lead on contact tracing so if they have patients that test positive for COVID-19 it gets reported to SRHD and then they work with them as needed.

Joel White spoke regarding residential construction which in phase two is fully back to work for new and existing projects.

- One of the challenges they are having is many workers are choosing to not go back to work because they are technically making more money with the additional federal unemployment benefits and stimulus check by not working.
 - Once the federal benefits expire or run out people may return to work.
- Residential permitting is way down as far as new construction goes.
- Now that they are allowed to start working again the permitting is not moving as fast as they hoped but there is still a lot of workers needed in the industry with existing work.

Mike continued to share the latest data on claims by occupation group.

- Food prep and the serving industry is the highest with servers most heavily impacted due to limited capacity even as a lot of restaurants transition to take-out.
- Management saw a significant amount of claims at about 3,600 for the week ending May 30th.
 - This seems to be one of the occupations that is most heavily impacted by the fraud going on.
- Office and administration support, personal care and services, sales and related occupations are all in the top five which is to be expected.
- During traditional times we see that more of the continued claims are heavily concentrated on the younger population as compared with their totality within the actual labor market.
 - Ages 18-24 are 15% of continued claims but they are only 23% of the working population.
 - Most of the service-based industries are typically held by younger workers in the workforce.
 - The impact on youth is different this time compared to prior recessions.
- Spokane County is seeing those with lower levels of education being impacted more with the high school diploma group being the highest at 32%.
 - Some college, no degree is at 28%
 - Associates at 13% and bachelor's is at 14%.
- The occupations most impacted are the ones that do not necessarily require a degree.

Mark mentioned that in the last recession we went through we did see a lot of young people unemployed, but they were not claimants, they were younger workers that were pushed out of the labor market. The last recession was referred to as a “menscession” because it affected men when construction, manufacturing and production positions were heavily impacted. We are seeing a different demographic profile this time. They educational attainment level has stayed consistent in that the more education you have the more likely you are to be in a job that is not subject to these types of layoffs that occur in a recession. The educational attainment component and the end work that we are doing in our community to increase education levels across the board is an important effort to help people better weather things going forward.

Mike replied that the occupations that are more apt to move to a virtual environment and work from home are those that require a higher level of education. Unlike the last recession, we are seeing more females than males with current claims.

- Females (14,779) are experiencing slightly higher unemployment than males (14,138).
- By race, continued unemployment claims are largely following the workforce racial demographics of Spokane County.
- By total initial claims filed, ZIP codes in NW Spokane have largest totals followed by Spokane Valley and Spokane County.
 - 8,455 claims in 99208
 - 7,732 claims in 99205
 - 6,183 claims in 99206 (Spokane Valley)

- 5,694 claims in 99207
 - 4,778 claims in 99223
- Projections are very wide for anticipated peak unemployment levels and GDP declines.
- Q1 GDP came in lower than predicted, at -5.0%.
- Q2 and Q3 expected to be significant GDP declines.
- BLS reported a surprise 2,509,000 jobs gain for May (consensus estimate was -7.5m).
- National unemployment 13.3% (however BLS stated rate is likely 16.3% due to people who are misclassifying whether they are temporarily unemployed or furloughed.).
- Spokane's weekly job postings prior to COVID impacts were about 1200 job postings per week.
 - Then we began to see a 30-35% decline in new online job postings per week.
 - After the Stay-at-Home order went into effect it stayed fairly low in the 750-800 range for several weeks.
 - We are now seeing an uptick in postings that we will continue to track.
 - As we move from Phase 2 to Phase 3, we anticipate more job openings to occur.
- Over the past 60 days employers with the most new online job postings:
 - Providence Health and Services (206 postings)
 - MultiCare (113)
 - Washington State university (68)
 - Touchmark (67)
 - Home Depot (66)
 - Lowe's (51)
 - Washington Department of Health (41)
 - Department of Veteran Affairs (41)
 - Brookdale Senior Living (41)
 - ABM Industries (40)
- We have developed a tool on the WorkSource website under the COVID-19 tab.
 - The Talent Solutions Team is in constant communication with businesses in Spokane trying to determine who's hiring and with that information we have an Immediate Employment Opportunities Tableau visualization.
 - It lists all the employers that Talent Solutions has verified are actively hiring.
 - Individuals that want to go back to work right now can go in and sort through all the different postings and get a direct link to the website to apply for each company.
 - This list gets updated weekly, often several times a week as changes occur to keep it as fresh as possible to help serve customers.
- Much of the economic activity for the next few months will be determined by what phase of reopening we are in, and how comfortable the consumer is to return to normal.
- Guidelines for office work may keep businesses working from home.
 - Personal protection equipment requirements within offices will determine how many people can come back into an office.
- This brings up many long-term questions that will drive what we can do as a workforce system and how we can help people get into jobs that are coming back in.
 - What industries can rebound, and what industries will permanently be altered?
 - There are many reports that small businesses are going to be the most adversely affected while large businesses with huge cash flows or reserves might be able to gobble up more of the market share.
 - Will people be hesitant to return to normal, or anxious to get out?
 - There are huge implications for travel industry as flights are significantly down and international flights are more or less halted.
 - How quickly will flights return and with what capacity?

- Will this cause prolonged supply chain disruptions?
 - Many discussions are going on around repatriating the supply chain.
 - Does this mean bringing manufacturing to North America and Mexico?
- Will telework become more widely accepted?
 - Many businesses are deciding to make telework a permanent norm and not have staff return at all this year.
 - Some IT companies have stated their staff can work at home indefinitely.
- Will that have an effect on the demand for office space?
 - Will companies continue to want to pay for large offices if a significant number of employees are working from home?
 - Will shared office spaces continue to be as popular as they once were?
- If telework is the new norm will employees that work at companies in big cities move to smaller cities like Spokane?
- What will education look like in the fall?
 - What impacts will this have if K-12 level students are still required to learn at home.
 - What does that mean for parents that are being asked to return to work while their young kids homeschool?
 - Will current childcare options meet the demand?
 - How much of the college and university curriculum is being transferred to virtual learning?
- We are trying to figure out how workforce development can help people adapt and retrain for skillsets that are either continuing to stay in demand or newly in demand as things change.

Dr. Christine Johnson thanked Mike for an amazing presentation that was very strategically focused. She particularly appreciated the long-term questions that are real questions for all of the board and the data on unemployment by zip code. She asked if Mike would be available to present this information at the Greater Spokane Incorporated (GSI) board meeting or the Business Leaders Group because it contains valuable data and our analysis is outstanding. The Eastern Washington economy is different from the Western Washington economy. This data suggests that we cannot have a single strategy and there are multiple strategies to address the different realities within certain communities. She thanked Mark and gave kudos and congratulations for the work of the Council.

Alisha Benson agreed with Christine about having Mike present for GSI and thanked him for the excellent information provided in this presentation. The data is valuable but so are the questions that were proposed at the end of the presentation. All those pieces are extremely important as we chart our path forward as region. She will loop back with Mike after the meeting regarding scheduling.

Dan took a moment to thank everyone attending for their hard work and the staff overall for the hard work we do in the face of what's been an unprecedented challenge.

System Operations

Dawn Karber, COO, SWC

Dawn thanked Dan and Mark and said that the pandemic is one of those times when you really see someone's true colors, and she could not be more impressed with the staff that she works with, colleagues and the leadership of the WorkSource campus.

- Behind the scenes, Tim Robison, Program and Compliance Specialist for SWC, was the first in the state to update policies to ensure that we could serve customers remotely.

- Mike has been helping provide economic data.
- Angela has been actively trying to secure PPE for the return of staff and customers to campus.
- Mark has been advocating for changes to the unemployment insurance system and changes across the system.
- We also conducted the first virtual job fair in the state.
- The Spokane Resource Center (SRC) had to quickly pivot for in person services for the population that it serves.
 - When that was no longer an option, staff provided information about Wi-Fi services and food locations.
 - Boxes of food were secured from Second Harvest and made available on the campus to hand out to those in need.
- The Next Generation Zone transitioned to online GED services.
- WorkSource staff transitioned to helping with unemployment insurance claims.

Our campus of 115 staff have really stepped up and have pushed the boundaries of workforce development. A sincere thank you; she would not have wanted to spend the last 90 days working with any other team.

WorkSource Spokane

Kevin Williams, One Stop Operator for the WorkSource Campus, recognized Jen Ranney from the Next Generation Zone, Jen Morris from the SRC and Mandy Adamson from the Talent Solutions Center for the work that they have carried out and their ability to help their staff pivot as quickly as possible to provide remote services without any degradation in the amount of services for our community relating to employment and training opportunities, in addition to services we had not been providing in the past. Campus leadership recognized new ways to offer meaningful assistance to our community. The highlight throughout all of this unfortunate incident is the fact that we have really been able to continue to adapt through innovative ways to provide needed services.

The year began last July with excitement to implement the terms of the new RFP and meet a new set of responsibilities. For the first time, leadership shared the RFP with staff so every single member across the campus was able to see their role within the service delivery model. We were able to review and discuss what each staff needed to do and how we could continuously improve using our professional development sessions and during team meetings.

In early March, COVID occurred and we quickly had to pivot and look at how we could provide our services in a new way while continuing to meet the goals of the RFP.

- We have served 36,000 job seeker customers since July 1, 2019.
 - 10,000 since March 17 remotely
- Served 1,400 businesses since July 1, 2019.
 - 700 since March 17 remotely
- Mandy's Talent Solutions Team transitioned from helping businesses find talent to assist them in ways to keep their businesses open and what options they had outside of just laying off individuals.
 - Our team has been a big part of our community's support for businesses.
- With little notice, staff made a seamless transition to remote services.
 - First WorkSource Center to offer online and live workshops statewide (KHQ)
 - There are seven workshops on the WorkSource website
 - Spokane was highlighted as being far beyond the other centers in our state
 - Utilization of the Career Quest online career coaching tool
 - Maintained in-person presence to respond to community needs

- Dawn and Kevin were onsite at WorkSource
- Jen Morrison was onsite for the SRC
- They helped serve individuals in the parking lot that came to the center confused about unemployment insurance by providing information, food and resources.
- Sara Flambouras and Rob Crow, who help lead the WorkSource campus, were a huge part of helping their staff from Career Path Services and Employment Security Department transition to remote services.
 - The Tables Ready scheduling tool ensured that we were able to connect customers with a career coach or business team member.
- Return to Work Plan.
 - Working with our partners for a planned return to work in Phase 2 and 3
 - The Tables Ready tool will continue help with scheduling and to gauge customer flow
 - Getting the word out that we can provide excellent services without needing to come into the center
 - Maintaining our growing online and virtual presence
 - Limited appointment-based in-person services will be offered to customers that do not have access to computers or would rather have a face to face appointment

Kevin thanked the staff and the team managers again for adapting to the changes and looking to the future regarding the ways we will continue to serve our customers while ensuring the safety and security of all.

Next Generation Zone

Jessica Clayton, SWC Program and Development Manager, shared an update on the COVID-19 service changes at the Next Generation Zone. There were some delays in being able to serve youth when staff had to transition to remote work. We have been given flexible policies by the state and locally. A huge shout out to Tim for all his hard work re-writing some of our policies and Mark for advocating for policy flexibility. This flexibility has been critical as we increased our virtual and online services. The creativity and positivity of the staff and leaders is impressive. A shout out to Jen Ranney and her team, Stacey and Terrence, for their positivity and innovation throughout this time.

Highlights from the Education team:

- Creation of Virtual Classroom at opendoorsspokane.com by Terrance and his team
 - Virtual GED completion
 - Access to tutoring connections with weekly Academic Life Coach content on social media
 - Over 20 kids have graduated since the shift to all virtual services, 128 total.
 - Weekly virtual orientations on Zoom
- Started a Student Art Blog to highlight artwork created by our students

Highlights from the Career Team:

- Moved to an electronic signature process to streamline enrollments
- Focused on youth engagement for currently enrolled youth
- Help youth start new work experiences
- Trainings to help youth meet business needs during this time

Even though enrollment numbers have been lower in the last few months, they have completed 10 new work experiences in the past month. Manufacturing and healthcare have started back up and a few in animal care as well. Youth are getting jobs which is really exciting even during this difficult time.

Jen Ranney reported out on a few operator updates. A new Youth Ambassador internship program started right before the campus closed and staff are pleased to have been able to continue this internship remotely. The challenge has been how to create an authentic youth voice in our services, and we decided to take a slightly different approach and create a marketing internship so our new Ambassadors could learn about our services and then market them through a few months from their point of view. Being social media influencers is a coveted position for many young adults. This opportunity helps them discover and create their own personal brand, learn about the Next Generation Zone branding and blend the skill sets together to create engaging marketing pieces on a variety of platforms.

The Ambassadors have:

- Created blogs about their experiences
- Created marketing pieces for the Next Generation Zone and Talent Solutions.
- Led a youth focus group to create and test Snapchat ads
- Ran a Snapchat campaign that is had over 74K impressions and 900 swipe-ups in five days

Jen and her team are working with the SWC and campus leadership to secure PPE, create the needed procedures and policies to ensure staff and youth are safe. Even once staff return to the center, they will continue to hold virtual GED classes and offer as many online appointments as possible. Staff will also be moving to an appointment only model for youth who need more in-person assistance while adhering to social distancing guidelines. The team has been and will continue to be exceptional and provide the needed services and support to our young adults even as we work remotely.

Jessica encouraged the board members to check out the video from our Youth Ambassador, Christian, that talks about his experience at the Next Generation Zone. You can find the video on YouTube:

https://www.youtube.com/watch?v=j1Kg2F1jGMY&feature=emb_logo

Our year-to-date performance is very strong. There has been some difficulty over the past few months enrolling kids. We have realized the power of relationships is even more important to our work in this virtual environment. A few highlights:

- Over 400 WIOA youth served
 - 71 paid work experiences
 - 7 on-the-job trainings
 - 25 classroom trainings leading to industry recognized credentials
- Over 2500 young adult walk-ins before COVID started
- 800+ youth served throughout Next Generation Zone
- 116 youth completed the 21st Century Skills Academy requirements
- 78.7% job placement rate
 - 102 entered employment
 - 20 entered postsecondary education

We could not hold our Embark graduation ceremony this year so we assembled a small army of volunteers to go out and distribute yard signs to as many of our graduates who would let us. Thank you to the board members and staff that stepped up during this time.

Spokane Resource Center

Jen Morris, SRC Director, shared some numbers from before COVID and what they have seen since.

- 4,374 customers came to our doors prior to COVID
- Since COVID we have seen 4,877 customers
 - From July 1, 2019 to March 25, 2020 we have served 3,921 individuals

- Barriers to service include
 - No walk-ins
 - Lack of phones
 - Assurance, the phone provider stopped distributing cell phones
 - Challenges accessing virtual services
 - Some people do not have access to a computer
- 503 Total Phone calls (avg. 50 calls per week)
 - 203 – Housing
 - 101 – Employment
 - 85 – Unemployment Questions
 - 77 – Requests for phones, bus passes and food
 - 19 – Reentry/Justice services
 - 9 – Mental health resources
 - 9 – Other

Of the 500 individuals that have connected with us, we have provided coordination and collaborated with partner agencies to obtain the services they are needing just as would have occurred in person.

Staying Connected

- Weekly Zoom meeting with upwards of 25 people including 15 of our staff at the SRC
 - Folks from partner agencies have also joined us
- Management meetings and updates to determine what can do to help
- Frequent partner referrals

Considerations for Reopening

- Currently having discussions about bringing staff back full time
 - Allowing staff the opportunity to decide to work from home or the center
 - Stocking up on PPE
 - Provide virtual services from our devices for folks that do not have computers
 - Telehealth is also an option for our partners who may not be on-site
 - Physical distancing and symptom monitoring on-site
 - Weekly COVID-19 safety trainings with the staff

During COVID, the SRC had their one-year anniversary on April 16, 2020. We were also given an Appreciation Award from SNAP for our value to the community. This could not have happened without the support of the 18 agencies that have partnered with us. This award is for more than the SRC, this is for our partners and all of the staff that provide services both on and off site to all of our customers, thank you.

Shannon Brundle, SWC Program Manager, reported out on the new grants that have been launched since the closure.

- The BEFET grant will help support customers in their job search
- The County grant will provide rental and utility assistance
 - If you know anyone that needs our assistance, please direct them to the SRC

Project Update:

- The SRC Apprenticeship Center is ready to roll out once we open back up. Construction has finished and we have a beautiful, new classroom.
 - The Apprenticeship Coordinator has been networking and building new relationships that will benefit the center.

- The Financial Stability Center moved much of their programming online
 - Programs will be available at the center once it reopens.
- The Equity and Inclusion Center supports our commitment to equity and inclusion on our campus.
 - The SWC and SRC have been fortunate to partner with the City of Spokane and invest in training for all of our staff on Implicit Bias and Why Race Matters prior to COVID
 - There will be more training once staff are back on campus
 - We wanted to be creative and make a space for leaders in the community to utilize for education and outreach.
- Marketing for the SRC
 - Investing in print and digital ads
 - Ramped up website in response to COVID-19
 - Rolled out a strong Facebook presence.

Mandy Adamson, Talent Solutions Manager, shared a couple highlights from the last year.

- One of the most important moves they made was having each team member focus on one specific industry.
 - This allows for deeper engagements within the industries
 - Staff has become subject matter experts
 - They are able to provide a deeper level of support
 - It has created stronger relationships with employers and the community
 - This has been a very successful move resulting in better service and reengaging customers and businesses that had prior relationships to our system.
- The team moved into the new building with the SWC on the WorkSource campus
- Talent Solutions rebranded with a new logo that has helped us become more recognized in our community when we are out supporting local businesses.
- With WorkSource, conducted the first virtual job fair in the state and it was a huge success.
 - Surpassed the number of job seekers that were anticipated and had to increase capacity.
 - This was a big win with over 75% participation during a time when job seekers were not being very responsive to employers that were hiring.
- Transitioned to virtual services which includes more virtual hiring events.
- Initially helped businesses get up to date with financial options, including various loans and grants that were available.
- Now doing more marketing campaigns to help support employers, get information, do frequent outreach and create targeted marketing to job seekers that helps connect them with employers.
- Currently helping businesses transition to recruiting, hiring and training in a virtual setting
- Facilitated a sector strategy briefing before COVID with the WorkSource campus and partners to help them become more familiar with what is occurring in the different targeted industries within Spokane.

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 Supplemental Nutrition Assistance (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.

Deferred Compensation Program

The Deferred Compensation Program is offered by the state to public employers at no cost as a benefit for our employees, sponsored and managed by the state, that reduces taxable income and creates another mechanism to save for retirement. It is an optional program and employees can choose to participate and the amount they contribute.

Action: Motion and Second to authorize SWC participation in the Deferred Compensation Program. Approved Unanimously.

Basic Food Employment and Training (BFET) Subcontract to Career Path Services

- SWC will subcontract to Career Path Services for up to \$52,000, which would be 30% of the 50% that the SWC will receive for the match.
 - Career Path Services will operate the BFET program out of the SRC and will serve current SNAP recipients with job search, training, education and job readiness activities to improve BFET participant's employment prospects and wage earning potential.
 - The grant will run through September with additional funding potential for subsequent years.

Action: Motion and Second to authorize SWC to award \$52,000 to Career Path Services. Approved Unanimously.

WIOA Formula Funds—Increase Spokane Workforce Consortium Award

Federal WIOA rules require that local boards obligate 80% of each of the WIOA program funds every year or risk recapture of the funds by the state. Due to the increase in other funding offsetting the need to spend federal funds, the SWC has utilized less WIOA monies to-date. At this time, additional obligation and modification of subcontracts by year-end is necessary to bring obligation levels into compliance:

- WIOA Dislocated Worker program: \$75,000
- WIOA Youth program: \$50,000

Building Changes Student and Youth Homelessness COVID-19 Response Fund

The SWC has been awarded \$20,000 from Building Changes, a Seattle-based nonprofit dedicated to impacting family and youth homelessness in Washington state. These funds will provide additional support to young adults experiencing homelessness during the COVID-19 crisis. These funds will primarily support housing stability (rent and utility assistance, homelessness prevention), hygiene items, and technology needs for students in a virtual learning environment.

Action: Motion and Second to authorize SWC to increase Career Path Services' PY19 WIOA contracts for Dislocated Worker by \$75,000.00 and Youth by \$50,000.00; award \$52,000 to Career Path Services for BFET contract; and accept \$20,000.00 grant award from Building Changes. Approved Unanimously.

WIOA Formula Contracts Extension.

Per federal law, local boards are required to put our WIOA formula funding out to bid at least every three years. The last time the SWC completed this process was in spring of 2019. The board is authorized to extend these contracts up to two times. In April and May, the Services and Oversight Committee discussed extending the contracts and voted to recommend to the Executive Committee an extension for the following contracts: Talent Solutions, Next Generation Zone, Site Operator, Service Delivery, Spokane Resource Center operator, WorkSource Operator and Direct Services.

Action: Motion and Second to approve extending contracts for one year. Approved Unanimously.

Annual (PY19) Budget - Review/Revise.

Over the course of each program year, the SWC receives new funds from a variety of sources and approves their receipt and disbursement on an ongoing basis without formally adopting a new budget each time. As we cannot anticipate all the new grants that we will receive, or the expenses associated with them, the State Auditor's Office recommends that we true up the budget at this time each year.

Action: Motion and Second to approve PY19 Operating Budget Revision. Approved Unanimously.

FINANCIAL IMPACT

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

Youth Career Readiness Network – Staci Franz, Chair

- A huge thanks to everyone who is helping honor all the Next Generation Zone graduates.

Services and Oversight Committee – Robert Duron, Chair

- No updates

Other Business

No other business

Meeting adjourned at 9:37 AM.