



SPOKANE WORKFORCE COUNCIL

MINUTES
FULL COUNCIL MEETING
WEDNESDAY, JUNE 9, 2021 – 7:32 - 9:33 AM
Zoom

MEMBERS PRESENT:

Alisha Benson	Kelley Charvet	Robert Duron	Dan Evans	Lori Hunley
Commissioner Josh Kerns	Wade Larson	Vicki Leifer	Luis Licea	Tina Morrison
Nancy Nelson	Diane Quincy	Ben Small	Staci Taylor	Ron Valencia – (designee for Commissioner Kerns)
Christina Vigil Gross	Jennie Weber	Joel White	Diana Wilhite	

MEMBERS ABSENT:

Rebecca Cook	Dr. Christine Johnson	Machelle Johnson	David Lewis – (designee for Mayor Woodward)	Dr. David May
Derek Tyree	Mayor Nadine Woodward			

OTHERS PRESENT:

Mark Baldwin – Eastern Washington University	Kevin Brockbank – Community Colleges of Spokane	Michaela Brown – Greater Spokane Progress	Aziz Chowdury – Premera Blue Cross	Mary Crago – DSHS
Devina Cunningham - Talent Solutions Team	John Dickson – Spokane County	Jennifer Easterly – Premera Blue Cross	Sarah Flambouras – WorkSource	Amanda Fisher – Labor & Industry
Kathy Hammonds – Spokane Resource Center	Josh Monroe – Talent Solutions Team	Jen Morris – Spokane Resource Center	Terrance Nixon – Next Generation Zone	Jamie Pierce – WorkSource
Jen Ranney – Next Generation Zone	Kurtis Robinson – Greater Spokane Progress	Lora Senf – WorkSource	valerie Senatore – Community Colleges of Spokane	Lori Veitenheimer - WorkSource
Stacey Wells – Next Generation Zone	Kevin Williams – WorkSource			

STAFF PRESENT:

Mandy Adamson – Program Manager	Kate Behrmann – Communications Assistant	Jessica Clayton – Program & Development Director	Jeanette Facer – Finance Director	Andrea Hixson – Program & Operations Manager
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Dawn Karber –
Chief Operations
Officer

Victor Rapez-Betty
– Communications
Manager

Angela Maioriello –
Office Assistant

Mark Mattke –
Chief Executive
Officer

Mike McBride –
Business & Industry
Analyst

Tim Robison –
Program &
Compliance Specialist

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.

Meeting the Mission

Mark Mattke, SWC Chief Executive Officer

Mark introduced Josh Monroe from the Talent Solutions Team who invited Jennifer Easterly, recruiting manager from Premera Blue Cross, to share their success story.

Josh shared that almost three months ago, Premera needed to hire a lot of people in eastern Washington, predominantly in the Spokane market. They put together a robust recruiting plan on top of what they already had in place to help them acquire the talent that they needed. Some of that included other WorkSource Centers around the region for help marketing the positions that they have that are 100% remote.

- Jennifer shared that her team is actually located in Mountlake Terrace, WA, and they faced a last-minute need for a class of 30 FTEs to hire and they were up against a quick turnaround. They wondered what they were going to do and how are they were going to make this a good experience for everyone.
- They reached out to Josh on the Talent Solutions Team on a Friday and had everything wrapped up in about three weeks.
- Process: They shared with Josh their concerns, where they were at, what they need help with.
 - They went in with a blank slate and asked, “What do you think we should do since you know that market better than we do?”
 - They started talking about the sneak peek approach which is to get people excited about the opportunity that is coming up.
 - They loved that idea and ran with it.
- Josh also introduced them to hot jobs, email blasts, and targeted search.
 - They found value in looking at people's job titles and what they have done in the past in order to target specific individuals.
 - They also needed help with messaging and how to share what is important to the folks in Eastern Washington and what would resonate with them.
 - They made sure that they were highlighting in their communication that they have 11 weeks of paid training and that medical benefits will start on the very first day.
 - That really hit home for a handful of people that they talked to.
 - Their pay is also pretty competitive for this market, so they highlighted that as well.
- This position is a good entry into a career at Premera.
 - After anywhere from six months to a year and a half most people in these roles will be promoted, and they will be promoted into other positions that pay even more.
 - These are all work from home positions.

- Josh also helped with other WorkSource locations to partner with, including Moses Lake.
- Their goal was to hire 30 and they hired 30.
 - “It happened so fast, and it was wonderful. “
- Then, just as Premera had the new staff starting, they learned that they needed to hire 75 more.
 - So, they went back to targeting and partnering and they looked at expanding their market a little bit because they had just tapped the Spokane market.
 - They did expand a little bit into Oregon, they successfully hired 75 people again with that partnership, and they start on Monday.
 - 56 of the people that are starting next week are all from the Spokane market.
 - They continue to have aggressive hiring goals for the rest of this year.
- They really value their relationship, and Premera is really excited to keep working with Josh, Talent Solutions Team, and WorkSource Spokane.
- Mark asked Jennifer if it has been harder to hire in other markets compared to Spokane and whether the assistance we provided made it easier?
 - Jennifer replied that they could not have done it without the WorkSource Spokane partnership.
 - They target the Spokane area because they have offices here and they want to make it convenient for people to be able to come into campus and get their equipment.
 - It can be challenging all the way around and it just depends on the different levels of the role.
 - Even the relationship they have with LinkedIn and other job boards has not been as valuable as the relationships with WorkSource Spokane.
- Aziz Chowdhury works with Jennifer and wanted to share the amazing value that WorkSource Spokane, as well as Josh, brought.
 - They had been struggling with recruiting in this market, but they could not understand why because they are paying above average wages, they have great benefits, and are a stable organization, yet every time they would struggle to hire.
 - They reached out to WorkSource and were connected with Josh.
 - They reached out in other states and had very limited interaction compared to the speed and the focus that Josh brought to this project.
 - WorkSource Spokane ended up being their fourth biggest source of candidates and their fourth biggest source of hires.
 - When they went through the second wave, they were not quite as aggressive and there was a noticeable drop, both in terms of candidates and in terms of hires.
 - With Josh’s involvement and engagement, it is clear the value that he brought to us. They are incredibly appreciative to have a resource like this, and obviously they are part of the Josh Monroe fan club.
 - He thinks it is important to point that out because when they looked at our hiring numbers and saw the difference between wave one and wave two, it was really clear where that value was being added and that other offices, in other states, are not engaging this way. They make it hard for us to go out there and employ folks while WorkSource Spokane absolutely operated in an opposite direction than that and he just wanted to throw in those words.
- Mark gave a big thank you to Josh, thanks for your amazing work to create this relationship and build value in this business and way to go.

Mark shared a brief video of how we are partnering with Second Harvest to place one of our customers there, who lost his job to COVID, and is now successfully employed there. Jason has been promoted since we filmed that video. It is a great success story of helping an important business in our community

obtain the help they need, ensure food continues to be distributed, and help somebody get back on their feet after the pandemic knocked them out of their job. Thanks to everyone for making this success story.

Review of Minutes

Review of April 14, 2021, meeting minutes.

Action: Motion and second to approve the April 14, 2021, meeting minutes. Approved unanimously.

CEO Report

Mark Mattke, SWC Chief Executive Officer

Mark provided a brief summary on the status of our local system, including the results of this year's audit by the State Auditor's Office and current efforts to reopen our campus facilities.

The results of this year's annual audits by the State Auditor's Office were included in the email for the meeting.

- Mark shared that the State Auditor's Office spent the better part of a month with us.
- We always enjoy hosting on site, and as they go through all of our books with a fine-tooth comb, they conducted both a financial statement audit and a federal grant compliance audit this year.
- He is very happy to report they issued an unmodified opinion on the Council's financial statements and that means we received what is called a clean opinion, which is the best opinion that we can receive for our financial statements.
- They also evaluate our internal controls that are in place to prepare the statements and they found no deficiencies to report and no instances of noncompliance or material misstatements.
- They also perform what is called a Single Audit for federal grants and did not find any incidents of noncompliance and they issued an unmodified opinion on the Council Single Audit, which is also a clean opinion, and the best that an organization can receive.
- Overall – great results this year and the SAO congratulated us on a job well done.
- Mark wanted to publicly thank Jeanette Facer, who is our Finance Director, for the great job she does and how she helps our team to do a great job to run a very tight fiscal ship with a wide range of very complex federal grants with myriad federal and state regulations.
 - It is quite the intense work, and she does an amazing job at it.
- It makes a big difference not having any findings and having clean opinions across the board so hats off to Jeanette for the great work this year and he wanted to let the board know that things are in good hands on the financial side of the house.

In addition, the SWC has received its PY21 WIOA program allocations as reflected in the table below:

Spokane Workforce Council WIOA Formula Allocations Comparison				
	PY21	PY20	Variance	Variance %
Youth	1,602,854	1,988,893	(386,039)	-19.4%
Adult	1,522,505	1,888,100	(365,595)	-19.4%
Dislocated Worker	1,138,745	1,411,240	(272,495)	-19.3%
Rapid Response	380,378	234,844	145,534	62.0%
Total DW	1,519,123	1,646,084	(126,961)	-7.7%
Total	\$4,644,482	\$5,523,077	(\$878,595)	-15.9%

Mark reported that our funding was reduced in comparison to last year's allocation by almost 20% in both the youth and adult programs, and not quite 8% in the Dislocated Worker Program.

- The reason for this is due to how the formula is calculated by the by the state.
- They base it upon the number of laid off workers and disadvantaged young people that are in each area of the state.
- This year when they ran the figures the number of these individuals that were negatively affected by the pandemic were much higher in King and Snohomish counties, since they have more population there was a greater number of laid off workers.
- So, the funding flowed in that direction to help fill that gap that they are experiencing.
- Some years we benefit when our local economy is performing differently than the rest of the state and we receive more funding as a result of the formula.
- This comes at a time when we are seeing massive impacts on our economy, we still have 17,000 plus people on unemployment insurance and a lot of volatility in our labor market.
- It was a concern for us, but we do retain a portion of our funds each year in reserve, and we also carry unspent monies from the prior year into the new year.
- By really managing our budget effectively we can level fund our system this year and retain that continuity of services because we are not really out of the woods yet when it comes to all the challenges that we are facing.
- He is very happy to report that despite the fact that we are taking a significant cut from our primary fiscal source, the federal appropriation, we are still able to maintain service and staffing levels and continue to provide that the high-quality services for our community.
- Every year we seek new grant funds from all the sources, discretionary and philanthropy, to both increase and enhance the services we offer, and we will continue to do that. We have been pretty effective in carrying out that work and bringing more revenue in over the course of the year.

Mark also shared a little bit about the reopening of our facilities for in person services.

- When the pandemic hit, we transitioned to 100% remote service delivery across the entire campus with staff work from home and we became very adept in using technology to work with our customers.
 - While we stretched our capabilities, we became very good at it and it has been effective for some of our customers, but we are also acutely aware that may our customers do not have access to technology at home and they do not have the digital literacy skills to take advantage of online resources, whether it is to access our website to help them look for work or to take training online.
 - Many people just fare better in a face to face, in-person environment working directly with our career coaches helping them with career guidance and job search efforts.
 - When it comes to career services, it is very effective to be able sit across the desk from somebody, whether you are an adult or young person.
- We have been planning the reopening of our facilities for in-person services for many months and been able to successfully have both the Spokane Resource Center and the Next Generation Zone offer in-person services again.
 - They are up and running, can see people face to face, and we have all the health and safety protocols worked out.
- Our WorkSource Center was next in line so Dawn Karber, Kevin Williams and Lori Veitenheimer have all been working on the reopening plan with Jenny Weber and Laura Senf to align our plans with the requirements from the State Office of Financial Management.

- We need to make sure that we are in accord with what the Governor's directives are and because we have state employees in the building, it has to align with our FMS requirements.
- It has been kind of a complex task with checklists to run through to make sure that everything is in alignment before we can let folks back in the building.
- He is very happy to report that as of Monday this week, we have brought in the first wave of staff back to the building and we are starting to see customers again.
- This is great news, and literally in the nick of time as we anticipate we are going to be seeing more customers soon as the rules around what is required for individuals to remain on unemployment are changing starting next month.
- Our WorkSource is going to be open for business and we believe we are the first in the state to formally open, if not among the very first, when people are going to be required to look for work again.
- Our professional staff will be on site, answer questions, help with résumés and cover letters and connect people to available opportunities throughout the area.
- Mark cannot thank staff enough and everyone working on this to make this happen.

- On the demand side working with businesses, we are going to hear from Kevin Williams and Manny Adamson a little later how we are responding to business needs. We have all been hearing about the difficulty businesses are having finding workers right now for a variety of different reasons and they will offer us some detail on how we are helping businesses navigate this current labor market.
- It was great to hear from Premera how Josh and his team have been helping them to figure this out on the ground, and message and attract workers to the jobs they have open.
- That is what we continue to do through the Talent Solutions Team.
- Mark also wanted to take a moment to introduce Lori Veitenheimer to the board.
 - Lori is our newly minted One Stop Operator and responsible for WorkSource Spokane.
 - Kevin Williams has been in that role for the last several years and he has transitioned to a new role.
 - Lori has come in behind him and she has been in her role for a little over a month.
 - She has jumped right in and has been leading our reopening efforts and we are really thrilled with the work she is doing to keep the health and safety of our staff and customers in the forefront while we transition back to in-person services and apply all the lessons we have learned in the past 15 months with a hybrid between in person and technology and managing customer flow.
 - It is a very complex operation to manage, and she is the right person to have in this important role for us right now – Welcome Lori, we are glad to have you on board.

Mark wanted to talk a little bit about the conversation occurring right now about the reauthorization of the Workforce Innovation Opportunity Act, that is our guiding legislation.

- For those of you who have been on the board for a while, you may recall the reauthorization of WIA a few years ago, and the result was WIOA in 2014. Now, WIOA is expiring as authorizing legislation tends to do.
- Now it is time to reauthorize it, and this gives us an opportunity to weigh in on how we think that the new law should look and elements that can be changed, and both the House and the Senate have been holding hearings in Washington, D.C. and our State Workforce Board has been convening work sessions to discuss what we would like to see in the reauthorized bill.
- Our local teams were very active in providing input into this process to work towards codifying, many of the elements of our successful service delivery design, and our business practices into the new law.

- As you know we really take to heart the innovation and opportunity parts of the Act and we are constantly pushing the envelope to build a better system to deliver improved services with an eye towards being more effective in how we serve our customers.
- We would like for the new law to take some of those practices and put them into the actual legislation itself.
- It remains to be seen if Congress will be able to move on this in the midst of many other pieces of legislation that it is considering but some are more contentious than others and workforce has always been a very bipartisan effort.
- Each time it is passed in the last few decades it has been almost unanimous in both houses of Congress, with very little opposition. Our hope is this time it will also follow suit so we can move this across the finish line, and everyone can come back to their district and talk about how they helped to pass critical workforce legislation.
- It is very important for all of us, especially now given the pandemic and how Workforce Development has really come into the forefront as the critical issue for our country.
- A few of us are heading to Washington DC, a little bit later this month for our annual conference, and we plan to meet on the Hill with our congressional delegation and their staff.
 - We will be speaking with them about WIOA reauthorization, and we will inform the members about the work we are doing in Spokane.
- We are looking forward to this visit, it will be the first business trip for many of us in over a year, so it is exciting to safely get together with colleagues and catch up on our shared work.
 - A lot is occurring across the workforce system – including on the ground operations, changes in the unemployment rules that are affecting us, and then on the federal front for legislation.
- We continue to pay attention to all the important elements of our work, and we look forward to updating the board as we make progress on these efforts.

Board Business

Dan Evans - Chair

Nomination of New Member

- The SWC has a current vacancy for the vocational rehabilitation representative and Mary Crago, Deputy Regional Administrator for the Washington State Department of Social and Health Services, Division of Vocational Rehabilitation, has been nominated by her home agency and submitted her candidacy to join our board. Her application materials are attached to the agenda packet email sent to the board.

Action: Motion and second to approve Mary Crago to the board in the position of vocational rehabilitation representative. Approved unanimously.

Nomination to Reappoint Members - The following members' terms are expiring on June 30, 2021, and they have agreed to be nominated for reappointment to the Council:

- **Christina Vigil Gross**, Market Manager, Manpower Spokane/Inland Northwest – Business
- **Dr. Christine Johnson**, Chancellor, Community Colleges of Spokane – Postsecondary Education
- **Vicki Leifer**, Assistant Superintendent, West Valley School District – Secondary Education
- **Diana Wilhite**, Owner, Wilhite Enterprises – Business

Action: Motion and second to reappoint Christina Vigil Gross, Dr. Christine Johnson, Vicki Leifer and Diana Wilhite to the Council for a three-year term. Approved unanimously.

Election of Officers for PY21

- The Board Chair presented candidates for nominations to serve as Council officers for the upcoming year and opened the floor for nominations.
 - Kelley Charvet, Chief Administrative Officer for CHAS Health, has served as Vice Chair in the past year and is nominated to become Chair in the new Program Year.
 - Christina Vigil Gross, Market Manager for Manpower Spokane/Inland Northwest, has served on the Services and Oversight Committee since 2018 and the Membership Committee and she is nominated for the Vice Chair role starting July 1, 2021.

Action: Motion and second to appoint Kelley Charvet as chair to the board and Christina Vigil Gross as vice chair to the board. Approved unanimously.

Services and Oversight Committee – New Member

- Derek Tyree, business member from STCU, has volunteered to join the Services and Oversight Committee.

Action: Motion and second to approve Derek Tyree to the board in the position of Services and Oversight Committee. Approved unanimously.

Board Calendar – PY21

- Mark mentioned that our intent is to move back to in-person meetings.
- We are following guidance from the Governor and hopefully by August 11 for our next Full Council meeting, we will remain in the new status of Phase 4 as of June 30 and be able to meet in person at the Ruby River hotel.
- We are also intending on meeting together for the other committees as well.
- One of the challenges we have with technology is trying to hybridize it to accommodate both in person and online members.
- We have a large board of 20 plus members, and we meet in a very large room but have yet to find technology that is able to adequately provide audio and visual so that the experience of both those in the room and those online is of the same quality and can facilitate discussions among everyone as well as convene smaller breakout sessions.
- If we move to in-person, it will likely be all in-person and no telephonic or Zoom connection.
- We want to be very sensitive to everyone's individual tolerance for risk while keeping with the protocols that are from the CDC and Department of Health.
- Please do let Mark know if you have concerns about meeting face to face and if you are aware of technology solutions so we can accommodate everyone's needs.

Action: Motion and second to approve to the PY21 board calendar. Approved unanimously.

Talent Solutions Team – Responding to Businesses' Needs

Mandy Adamson, SWC Program Assistant

Kevin Williams, Director, WorkSource Systems Advancement & Development

Mark mentioned that a lot of people are still on the sidelines, employers are challenged to find qualified workers to fill a variety of jobs and it is constraining business growth. We are hearing a lot about that from every sector of the economy, so our own Talent Solutions Team has been very engaged in efforts to help to get people back into the workplace, to fulfill the business needs and support the ongoing recovery.

Dawn updated the board that since we last met, Mandy has transitioned from her role as Talent Solutions Manager to Program Assistant for the SWC. Mandy decided to go back to school but we did

not want to lose all her knowledge so we have been lucky enough to have Mandy join our team, and Kevin will introduce you to our new Talent Solutions Manager. Welcome Mandy and thank you.

Mandy shared the different opportunities that they have had to support businesses locally.

- The first one is wrapped up last night and she is excited to share that we were able to partner with a couple of different organizations in the community, but specifically with the Spokane Hospitality Coalition, to help put together this *Hiring for Hospitality* event.
- As we know, a lot of the hospitality businesses were very heavily impacted by COVID and have not been able to come back as easily.
- They have really been challenged to finding adequate employees to work for their businesses and to help remedy we have partnered with the Spokane Hospitality Coalition.
- NEWESD 101 and Shadle Prevention and Wellness Coalition are also working with us on this event.
- We hoped to host a two-day hiring event, and they were very creative about how they wanted to roll this out and they wanted it to a little bit different to help attract people.
- As a result, it was set up and advertised as a “speed dating mixer.”
- They had fun slogans like “burn the résumé,” just really trying to make it super easy for jobseekers to come in to meet with employers and to find these great opportunities.
- We had over 15 employers involved with this, and we had 132 people register for it.
- Monday afternoon and then Tuesday evening people came in and they went through in a speed dating style to meet with different employers where they learned about the positions and what a career pathway would look like.
- One of the things we really focused on with the employers was making sure that people are understanding this is not just a job to take right now but that there are career pathways or places you can go.
- It wrapped up last night and it was very successful, they had employers come and join the second day who had simply heard about it from word of mouth and said they really want to be involved with it.
- Then they had enough job seekers showing up that they had to expand the second day to make more room for everyone.
- They definitely want to host another one, because it was so successful, and there are multiple businesses who are volunteering to host it because it was just such a good event.
- We were able to help market this for them by crafting the marketing message and then we really worked to get it out to our career coaches, to the organizations that we partner with, to those job seekers who are on unemployment actively looking forward, and then we posted on social media as well.
- We were able to get onto Facebook and we even had a Snapchat ad that went out since they really wanted to focus on high school students, college students and some younger demographics as well.
- These were very successful events, and we will hopefully be seeing a part two version of this coming out here this summer as well.

Mandy mentioned another issue that they have been able to work on is understanding and meeting the childcare needs in the Spokane community.

- This is an issue everywhere and we have been affected locally, as well.
- This was a joint effort and there were two separate organizations working on it, so we partnered with both The Zone Childcare partnership and with the city of Airway Heights, both funded by grants from the Washington State Department of Commerce.

TAB 1

- The first step was trying to understand what exactly the needs are, from the childcare program perspective, from the family's perspective, and then from the businesses as well, because this is obviously something that is affecting everyone from the business level to the programs to the families.
- We participated by helping to send surveys out, talked to employers and businesses, to understand how they are impacted by the lack of childcare, and what are some of the challenges that they face with childcare, even in normal situations.
- We do know that some of the problems are just the lack of childcare, the ability to access transportation to childcare, the scheduling of childcare, and then just the affordability.
- Both groups are working on a needs assessment, which has been completed, and then seeing what a shared services program looks like, how could we help support the community needs who needs to be involved and how can make that sustainable.
- We went through and did a lot of the business outreach with them, we were able to gain a lot of insight, and even early on we have seen some good outcomes from it and just understanding where even in normal circumstances, there are some of those gaps between what the businesses need but then what the family's needs as well.
- When somebody is trying to become employed, they need a schedule before they can line up childcare, but an employer usually wants to know that childcare is lined up before offering employment so even just starting some of those conversations between childcare agencies and families is having a positive impact before we even get to implementing anything.
- Right now, the needs assessments are done, and they are presenting that, getting ready to move into what implementation of a new program would look like, and how we would make that sustainable.

Mandy shared that we have purchased and are using the Premier Virtual Events platform.

- This allows us to host virtual hiring events that are interactive and give a much richer engagement level to job seekers beyond Zoom, which is what we were needing to use for our hiring events before.
- She provided an overview of the job seeker dashboard.
- One of the great benefits is this allows a job seeker to register for as many events as they want, that we're hosting.
- They can have their complete profile and resume already in the system.
- They can pick any event that they want to go in to and it is going to allow them to have a virtual lobby where they can go in and view the businesses that are there and look at their booths.
- Each one of these businesses is allowed to have whatever information they want to have in here, so if they want to have videos about their organization if they want to have their social media leads, their bio, and their job vacancies, that is all right here so job seekers can go through, engage, and get the information.
- If they are curious to learn more, they can open this chat feature and start having a live chat with the recruiters.
- It can stay text based or it can become a video based one if they want to, but it is much more engaging than Zoom and some of the other platforms out there.
- We have been able to use this with a lot of success already.
- We were able to connect some college students with local agencies that were getting ready to hire and bring them together.
- We had great feedback from both parties that it was just very useful, engaging, they were able to make job offers and really connect with those job seekers.

Kevin shared that as we heard from Premera, that is a great example of the work that the Talent Solutions Team has been doing.

- He would like to applaud Mandy once again publicly for her leadership and guidance with the Talent Solutions Team over the last 15 months, especially through very trying times, and being able to pivot that team, effectively, to continue to do the great transformational work that they are doing with businesses, and to be able to meet those business needs.
 - He is extraordinarily happy that Mandy transitioning to her role that she has with SWC and is going to be able to spend some time and do an effective handoff with the Talent Solutions Team.
- He introduced our new Talent Solutions Team Manager, Davina Cunningham, who joined us from Tacoma while doing her Air Force Reserve duty and thanked her for her service.
 - Devina has been the Talent Solutions Team Manager for one week, although she has been in WorkSource Spokane before as our first assessment coordinator, and then moved over to the Next Generation Zone where she worked to help to find employment for youth and young adults.
- He highlighted a few things that we are doing that tied into what we talked about with the work that we are doing with Premera.
 - This is the transformational work that we have done over the last 15 months of being able to talk to businesses and figure out what those needs are in our community.
 - We have always had the luxury of having the brilliant Mike McBride who is able to bring us the data that we need so we can synthesize that data and we can work from that.
 - However, we recognized that we really had to conduct outreach and talk directly to businesses, especially during this recent period, to obtain real-time information that was going to help us so that we could continue to provide the services and be relevant to the businesses that are out there.
- Part of what has happened from that is we have created this Let's Talk series, which we have been doing for the past six months.
 - The Let's Talk series is completely based on topics that we have went out and talked to employers, and they have said they want to meet in a forum and chat about these different things.
 - We have heard a lot about ghosting of individuals right now in this current market, where there is a labor shortage of individuals not showing up.
 - We will continue to have the Let's Talk series on a twice a month basis where we are talking about how we can have better strategies for effectively recruiting, and how we can retain employment as well.
- Just yesterday we had a labor shortage strategy session, and we are having a lot of employers continuously contact us and say they are having difficulties hiring or having individuals that ties into the ghosting piece a little bit, but the fact that they have so many openings and they just do not have individuals who are applying for those openings.
 - Whereas 24 months ago, they had 20 people applying for one position now they have 20 positions and one person applying.
 - We had a great session yesterday, thank you Josh Monroe who helped lead that as well.
 - At the labor shortage strategy session, we heard from 25 different employers throughout different industries talking about the recruitment and retention strategies, what was working, what was not working, and were able to share that amongst the group.
 - We recorded that session and are sending it out through our social media and continuing to have these sessions where we can assist individuals.
 - What is important with those conversations is the fact that we were able to talk about what they can control.

TAB 1

- There are a lot of things that employers have talked about such as the UI benefits and childcare issues, but ultimately it comes down to what we can control when we are talking about different things that we can do that can entice individuals to want to be a part of our organizations.
- The great part about it is the sharing that is going on between employers out there through the various industries and bringing that together.
- They also talked about how to recruit in a different environment and what is it that individuals are looking for, so we can bring data to the table.
- Thank you, Mike McBride, for providing a great portion of bringing the data to employers to show them job seekers are saying they are looking for in an employer so businesses can adapt their recruitment and retention strategies around that.
- Also, we have a life sciences career fair coming up on June 11 and the biggest thing about this one is the fact that we have partnered with Seeking and with Workforce Snohomish.
 - This is a statewide initiative where we can partner across the entire state and look at different ways that we can recruit for some of these very impactful jobs that we have for entry level and mid-career professional positions.
 - If you look at the data, the west side of the state has a lot more of the life sciences industry than is over here.
 - We certainly had some businesses here and so we invited some of those businesses with life sciences careers, to be a part of this.
 - We are really looking forward to this coming up here in a couple days and see if this is something that we are going to continue to partner with our other Local Workforce Development Boards here in the state and be impactful on hiring across the board.
- Our Meet the Employers just recently started up again.
 - We had a pause on it as we were doing more targeted type of events.
 - Meet the Employers is almost a reverse job fair where the employer is selling themselves, which in this current economy and how the labor market is, selling themselves to job seekers is exactly what employers should be doing.
 - We recognized that and had a lot of businesses ask us if we could start this back up.
 - We have moved to our virtual platform, and we are excited about it.
 - In July we are going to have our first in-person Meet the Employers event at our WorkSource Center.
- Lastly, he wants to make sure everyone knows that we have our Hot Jobs email list on our website.
 - We have WorkSource Washington, which is where employers should go to put their job postings.
 - The Hot Jobs is from the individuals who contact us and week by week by week, we will go ahead and post and date that these are jobs are out there right now.
 - We continue to update this on a weekly basis so the job seekers can see what is going on right now in our community.

Mark thanked Mandy and Kevin. There is a ton of great work going on out there to respond right now, in real time, by leveraging technology. Many of the lessons learned from the pandemic include the use of technology and online platforms are going to persist to increase our reach and increase access for people. There is a lot of great, forward thinking work going on around that to help meet the needs out there.

Mark also thanked Dan, for his two years as chair of this board. Dan did not know coming into his role that we would have a global pandemic, that he would have to navigate us through it, and lead the board during that time. Thank you for his support, leadership, and moving through all this as we made our way

through the pandemic and for his continued engagement at our leadership table, because now as immediate past chair, he is still going to be there for two more years. Once you sign up for this responsibility, we hang on to you for a while. We really appreciate Dan and all you have done for us.

Standing Committee Reports

Executive Committee – Dan Evans, Chair

Dan reported that they only met once since our last Full Council meeting, but we did have several significant action items that are outlined in your packet under tab five.

- Several new grants were approved including the \$977,000 grant from the State Department of Commerce for staffing at food distribution sites in our area, and \$276,000 from Spokane County for housing and utility assistance to be delivered via the Spokane Resource Center.
- Thank you to the whole team for all the work that you are doing to respond to the community's needs during a very extraordinary time.
- We also approved a revision to last year's budget and approved this new program year's operating budget.

Review of Action Items

At its May 27 meeting, the Executive Committee acted on the following items:

Managed IT Services Contract for Next Generation Zone

- The SWC issued a Requests for Bids for Managed IT Services at Next Generation Zone in April and received bids from two companies.
- After a review process by SWC and Next Generation Zone staff, Executech was selected as the new IT provider.

Action: Motion and Second to approve the contract with Executech for Managed IT Services at the Next Generation Zone for five years, May 2021 – May 2026. Approved Unanimously.

Commerce/CDBG-CV2 Grant

- The Washington State Department of Commerce has received CDBG-CV2 Coronavirus Pandemic funding from the U.S. Department of Housing and Urban Development (HUD), and is utilizing a portion of the funding to support staffing needs at food distribution sites across the state that are either losing National Guard presence or did not have National Guard deployed at their sites to respond to the increased food need caused by the pandemic.
- This funding has fewer eligibility requirements, and we will be able to leverage with the WIOA Adult and EcSA programs to serve additional customers at both WorkSource and the SRC.
- Our area is receiving \$977,500 for this effort for a program that will last through March of 2023.

Action: Motion and Second to receive \$977,500 in CDBG-CV2 funds from WA Dept of Commerce and subcontract \$957,500 to the Spokane WorkSource Consortium. Approved Unanimously.

Basic Food Employment & Training (BFET) 100% Funds Contract

- Over the past two years, we have been working to establish the BFET program at the Spokane Resource Center. BFET is a program operated by DSHS in Washington State intended to help increase the employment outcomes and self-sufficiency of individuals receiving food benefits.
- The SWC has deployed the BFET 50% program at the SRC, which allows us to be reimbursed for 50% of certain costs associated with serving BFET customers.
- We have now been offered BFET 100% funds, which will reimburse us for 100% of certain costs for serving BFET customers.

- We plan to deploy this 100% funding at the Next Generation Zone as an added offering for customers participating in the 21st Century Skills Academy.
- This program is revenue-generating – after we provide services paid for by other funding streams, DSHS will reimburse us the cost of providing those services. After we receive that payment, those dollars can be re-invested back into the system to serve additional customers.
- We are being offered \$93,785.00 of 100% funds to serve 48 customers at the Next Generation Zone through September 30, 2021, and we will be subcontracting with Career Path Services for the work associated with serving BFET customers at the Next Generation Zone.

Action: Motion and Second to accept \$93,785.00 from DSHS in BFET 100% funding and subcontract up to \$90,000 to Career Path Services. Approved Unanimously.

Spokane County HHAA (Homeless Housing Assistance Act)

- In January 2020, the SWC was awarded \$200,000 from Spokane County to provide housing and utility assistance for county residents, deployed out of the Spokane Resource Center.
- This program created the foundation for us to be able to ramp up additional housing assistance projects during COVID, and as of March 31, we have served 140 beneficiaries out of HHAA, more than double our goal of 63.
- The County decided to extend the project for an additional six months, through December 2021, and provide \$276,322 to serve 175 additional beneficiaries, bringing the contract total to \$476,322.
- Staff are asking for a vote to approve the contract extension and additional funding to support this critical resource for our community, which also serves as a pipeline for us to be able to offer co-enrollment into other services and grants provided at the SRC, including Economic Security for All and Basic Food Employment & Training.
- The majority of funding will be subcontracted to Career Path Services to support navigator staff at the SRC and provide direct payments to customers.

Action: Motion and Second to receive \$276,322 in Homeless Housing Assistance Act funds from Spokane County and subcontract \$251,322 to Career Path Services. Approved Unanimously.

WIOA Formula Funds—Increase Spokane Workforce Consortium Award

- Federal WIOA rules require that we obligate 80% of each of our WIOA program funds each year or risk recapture of the funds by the state.
- Due to the increase in other funding offsetting the need to spend federal funds, we have utilized less WIOA monies to-date.
- At this time, we need to obligate the following amounts and modify subcontracts to our subrecipients accordingly by year-end to bring our obligation levels into compliance:
 - WIOA Dislocated Worker program: \$150,000
 - WIOA Youth program: \$150,000

Action: Motion and Second to approve increasing Career Path Services' PY20 WIOA contracts for Dislocated Worker and Youth by \$150,000.00 each. Approved Unanimously.

Annual (PY20) Budget Review/Revise

- Over the course of the 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.
- Since 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 use this process to true up the budget at this time each year and bring it into alignment with new grant revenues and

expenditures that have been updated since the budget was approved at the beginning of the last program year.

Action: Motion and Second to approve an Increase of \$3,120,922 to the PY20 operating budget. Approved Unanimously.

PY20 Operating Budget

- Our office has received WIOA Adult, Dislocated Worker, and Youth program and administrative awards from the state for PY21 (July 1, 2021-June 30, 2022).
- All three programs will experience a decrease over last year's allocations. Based upon these figures, staff developed PY21 Operating Budget for consideration and approval.
- This comprehensive budget contains both WIOA Formula and other grants and revenue sources that fund the operations of the SAWDC and the local workforce system.

Action: Motion and Second to approve PY21 Budget for WIOA program and local workforce system services and operations and forward to Spokane Area Consortium for concurrence. Approved Unanimously.

PY21 Performance Targets

- The State Workforce Board is responsible for negotiating WIOA program performance targets with the U.S. Department of Labor for the state level targets and with the 12 local workforce development boards to set each area's targets for the Adult, Dislocated Worker, and Youth programs. The results of this year's negotiations are reflected in the table below.

PY21 Local Area Performance Negotiations - Final Negotiated Targets - Spokane				Updated	5/21/2021
	Local Targets Set for PY20 (DOL Adjusted)	WTB / SWC Negotiated Targets (Updated 2021)	SWC Performance Year Ending 12/31/2019 (PY19 Q2)	SWC Performance Year Ending 12/31/2020 (PY20 Q2)	DOL Adjusted State Targets
Adult					
Q2 Employment	65.1%	65.1%	65.0%	63.3%	66.6%
Q4 Employment	60.3%	60.3%	60.1%	61.2%	66.8%
Median Earnings	\$6,660	\$6,660	\$6,747	**	\$8,212
Credential	66.4%	56.3%	50.0%	55.9%	66.4%
Measurable Skill Gains*	50.0%	43.4%	20.9%	19.5%	50.0%
Dislocated Worker					
Q2 Employment	65.6%	65.6%	64.2%	69.0%	72.2%
Q4 Employment	69.7%	69.7%	69.6%	65.1%	72.8%
Median Earnings	\$8,043	\$8,043	\$8,528	**	\$9,579
Credential	71.3%	71.3%	65.1%	78.5%	71.3%
Measurable Skill Gains*	50.0%	46.1%	24.4%	18.1%	50.0%
Youth					
Q2 Employment	58.8%	58.8%	59.8%	58.5%	60.7%
Q4 Employment	61.4%	61.4%	64.7%	62.7%	60.0%
Median Earnings	\$3,608	\$3,608	\$3,748	**	\$3,480
Credential	66.3%	66.3%	76.9%	73.2%	66.3%
Measurable Skill Gains*	50.0%	40.7%	20.9%	5.4%	50.0%

*MSG performance is being affected by a defect in the state MIS reporting.

Actual MSG performance is closer to Credential Rate performance.

**PY20 Q2 Median Earnings are not yet available

Action: Motion and Second to approve PY21 WIOA program performance targets. Approved Unanimously.

Office Space

- We have identified available space on our floor in the Gateway 5 building that can be leased and repurposed for a dedicated staff room. The space would be added to our current lease that expires June 30, 2023, as a cost per month rate of \$11.00/square foot and total of \$442.75.

Action: Motion and Second to Approve addition of new space to current lease. Approved Unanimously.

Racial Equity – Improving our Workforce System.

Kurtis Robinson, Greater Spokane Progress

Michaela Brown, Greater Spokane Progress

Mark shared that we started this work back in April, with our amazing facilitators Kurtis Robinson and Michaela Brown from Greater Spokane Progress. We will take some time today to continue this work and our understanding and learning around these subjects, and then we will do this again in August, and it will culminate in our October retreat by delving into this and really making some decisions that affect our policy and investment service strategies to improve outcomes for everyone in our community. We are so excited to welcome you both back.

Michaela offered the following land acknowledgement. They try to switch them up and given current events, she wanted to really hold space for acknowledging not only the land but the people.

Michaela shared that we will be going into breakout rooms in groups of three to create space for those that want to share a little bit about their experience as well as share any reflections about session number one and what we are hoping to get out of the continuing sessions, and then Kurtis will do a deeper dive into some implicit bias pieces, do a refresher on what we heard, and then we are going to end our time together with an exercise called early experience with race that will connect to the next session that we will have.

She reviewed the community agreements and Mark confirmed that there will not be any attribution to anyone's remarks. The community agreements are:

- Establish brave space.
- Take space, make space.
- Honor confidentiality.
- Be present.
- Speak your truth and let others speak their truth.
- Together we know a lot.
- No fixing, no saving.
- Turn judgement into wonder.
- Embrace imperfection.
- Expect and accept non-closure.

We went into breakout rooms in groups of three to either share about our experience with the Implicit Association Test, our experience in watching the video “Race the Power of an Illusion”, and the inclusive self-inventory assessment that Kurtis put together.

- If we were able to do any of those things, they asked that we share a little bit about our experience, general reflections or what stood out.
- Was there anything surprising or any questions that we are sitting with?

- If we were not able to do any of the in-between work, they encouraged us to share any reflections from the first session or what we are looking forward to in the continued learning.

Kurtis shared that implicit bias is the “Attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner, activated without awareness/ intentional control.”

- System 1 is unconscious, automatic, fast, and effortless.
- System 2 is conscious, deliberate, slow, and effortful.
- As human beings we process information at the rate of 11 million bits per second unconsciously.
 - We are only consciously aware of maybe 40 of these bits of information, at best.
- We are saturated with principles like racism, gender binaries, Eurocentric superiority, class dynamics, and when we look at American history, there has been some intentional miseducation that has occurred.
- Along with that as we have been moving through our human experience from our developmental stages through maturation, we again see that saturation of dominance, dehumanization, racism, and it has saturated us mentally, emotionally, spiritually, and physically.
- The next thing you know, maybe we have some bias that we are just naturally walking in that we are not necessarily consciously aware of.
- Once biases are formed, we have experiences now based on the formation of those biases, and then as we are having actions and reactions, they are in alignment with what we are viewing because we are naturally positioned to view information and experiences that way.
- This tends to reinforce and justify the bias that is already preexisting.
- Just because bias is a natural tendency does not mean that we are helpless to combat it.
- Indeed, unwanted implicit biases can be mitigated.
- Researchers have demonstrated the efficacy of various intervention strategies, such as intergroup contact, perspective-taking, and exposure to counter-stereotypical exemplars.
- By taking the time to understand our personal biases, we can begin to mitigate their effects.

Key findings of the Implicit Association Test

- Implicit biases are pervasive.
- People are often unaware of their implicit biases.
- Implicit biases predict behavior.
- People differ in levels of implicit bias.

Kurtis shared a video regarding the *Doctrine of Discovery* by Mark Carlson

- *Doctrine of Discovery* is essentially the church in Europe saying to the nations of Europe that wherever you go, whatever lands you find not ruled by white European Christian rulers, those people are subhuman, and their lands are yours for the taking.
- This is literally the doctrine that European nations use to go into Africa, colonized the continent and enslave the people because they did not believe them to be human.
- This is the same doctrine that let Columbus, who was lost at sea, land in this “new world” which was already inhabited by millions and claimed to have discovered it.
- If you think about it, you cannot discover lands already inhabited. Clearly this is not discovery, this is stealing, this is conquering, this is colonizing.
- The fact that to this day we have a national holiday, honoring Christopher Columbus as the discoverer of America reveals the implicit racial bias of the nation, which is that indigenous peoples, people of color are not fully human.
- This makes the Doctrine of Discovery a systemically, white supremacist doctrine that assumes the dehumanization of indigenous peoples.

- The challenge is what our founding fathers have done with this doctrine, throughout our nation's history.
- In 1763 King George drew a line down the Appalachian Mountains, and he said to the colonies that were here that they no longer had the right of discovery of the empty Indian lands west of Appalachian to subset the colonies they wanted access to those lands.
- A few years later they wrote a letter of protest and in their letter, they accused the King of raising the conditions of new appropriations of land.
 - In their letter they state that he is inciting domestic insurrections amongst and has endeavored to bring on the inhabitants of our frontiers, the merciless Indian savages.
 - They signed their letter on July 4, 1776.
 - Literally 30 lines below is the statement, all men are created equal.
 - The Declaration of Independence refers to natives as merciless Indian savages, making it very clear, the only reason our founding fathers used this inclusive term “all men” is because they had a very narrow definition of who was actually human.

Continuing the Conversation

- As we are having this discussion, it is very important to understand how our biology is responding, and our consciousness is reacting to our biology responding, and the interplay between those two.
 - What kind of core embodied coping strategies that are being activated?
 - What was your response to doing your own personal equity inventory?
 - What was your response when you came here today?

Core Embodied Coping Strategies

- Fight
- Flight
- Freeze
- Appease
- Dissociate

It is OK if any of those things are at play. The important piece to emphasize is that there is a natural reaction to an uncomfortable situation, but we have the ability to be very intentional and mindful about shifting that by bringing awareness to it and doing something about it. For generations we have been educated, trained, and lived under a socio-economic structure that was built up concepts like racism. Racism, dehumanization, slavery, entitlement, and domination, just to name a few.

Clearing Up Some of the Confusion

- Extensive research has documented the real-world effects of implicit biases in the realms of health care, criminal justice, education, employment, and housing, among others.
- For example, implicit biases can affect the quality of care a patient receives, the level of encouragement students receive from their teachers, whether an individual receives an interview or promotion, and more.
- Implicit biases have huge implications; thus, it is important to identify our own biases and then actively engage in debiasing techniques to address them.

Reacting Before We Even Realize It

- Subconscious mind uses three major processes to make sense of millions of bits of information that we perceive.
 - Sort into categories
 - Create associations between things

- Fill in gaps when only receiving partial information
- By distancing ourselves from different communities and cultures it is easy to “otherize”.
- When we otherize, we de-humanize.
- While dehumanizing others, we dehumanize ourselves.

Michaela mentioned that they will provide all the links and a copy of the slide deck for review. We took another opportunity to go into breakout rooms, in pairs, and process a series of questions called “Early Experience with Race”. The next video talks about how our structures and systems are super racialized and how race is baked into our policy decisions.

Early Experiences with Race Questions

- How racially diverse was your neighborhood growing up?
 - What message(s) did you get about race from living there?
- When was the first time you had a teacher of a different race?
 - How often did this occur?
- When/how did you first realize that different races were treated differently in society?
 - Who helped you make sense of that difference in treatment, and how?
- When did you first work in a community that was racially different from the one you grew up in?

What's next?

- Continued Learning before next time:
- Watch [Race the Power of an Illusion Video 3](#)
 - If you have not watched the prior video, they strongly request that you watch both of them.
- Reflect and Answer the following Questions:
 - How does implicit racial bias show up in:
 - the operation of your organization?
 - interpersonal dynamics within your organization?
 - Personal life?
 - How do you think these examples conflict with the stated core values of yourself and/or your organization?
- Extra Credit: Amend series Netflix <https://www.netflix.com/title/80219054>

Meeting adjourned at 9:33 AM.