



SPOKANE WORKFORCE COUNCIL

MINUTES

FULL COUNCIL MEETING

WEDNESDAY, DECEMBER 8, 2021 – 7:30- 9:30 AM

Zoom

MEMBERS PRESENT:

Dan Evans
Tina Morrison
Nancy Nelson
Lori Hunley
Diane Quincy

Rebecca Cook
Wade Larson
Derek Tyree
Robert Duron
Luis Licea

Christina Vigil-Gross
Staci Taylor
Jennie Weber
Joel White

MEMBERS ABSENT:

Kelley Charvet
Mary Crago
Mayor Nadine Woodward

Commissioner Josh Kerns
Machelle Johnson
Diana Wilhite

Dr. David May
Ron Valencia (designee for
Commissioner Kerns)

OTHERS PRESENT:

Michaela Brown – Greater Spokane Progress
Sarah Flambouras – WorkSource
Lora Senf – WorkSource
Devina Cunningham – Talent Solutions Team
Jen Morris – Resource Center of Spokane County
Lori Veitenheimer – WorkSource
Terrance Nixon – Next Generation Zone

Cami Eakins – Career Path Services
Kevin Williams – WorkSource
Amanda Fisher – Labor & Industries
Kurtis Robinson – Greater Spokane Progress
Kimberly Myles – CDA Windows/McVay Brothers
Braden Fish – Goodwill Industries

STAFF PRESENT:

Mandy Adamson – Program Manager
Dawn Karber – Chief Operations Officer
Laurel Henderson – Office Assistant
Mark Mattke – Chief Executive Officer
Jessica Clayton – Program & Development
Director

Jeanette Facer – Finance Director
Andrea Hixson – Program & Operations
Manager
Kate Behrmann – Communications Assistant

Vice Chair Christina Vigil Gross 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

Devina Cunningham, Manager of the Talent Solutions Team, presented a video and information regarding the recent November 3, 2021, hiring event and job fair at the Next Generation Zone, which was a collaboration with Providence. The event was primarily targeted for youth, although all job seekers were welcome. This was the first in-person event since the COVID-19 pandemic began. Interviews were held on site. The event was a success with 100 people registered, approximately 50 people attended, 14 job offers were made at the event, with six additional offers made following the event, for a total of 18 new hires.

Staci Taylor from Providence thanked the Next Generation Zone and the entire WorkSource campus. She expressed gratitude for their ongoing partnership and is looking forward to the next event.

Christine Johnson of Community Colleges of Spokane congratulated and commended all parties involved for a successful event. She was impressed with the innovative approaches used for a new economy.

REVIEW OF MINUTES

Review of August 8, 2021, meeting minutes.

Action: Motion and second to approve the August 8, 2021, meeting minutes. Approved unanimously.

CEO REPORT

Mark Mattke—Chief Executive Officer, Spokane Workforce Council

2022 “To Do List” for the Spokane Workforce Council.

Update to Integrated Workforce Plan

The SWC will be responding to upcoming guidance from the State Workforce Board to update the local integrated workforce strategic plan which is part of the federal Workforce Innovation & Opportunity Act (WIOA) framework. The plan also serves as a guidepost for the work that is being done across the workforce system. The last plan was created in March 2020, just prior to the COVID-19 pandemic-- for the four-year period of 2020-2024. It is now half-way through that time period and the Department of Labor requires that states update and modify the plan with any changes that may have occurred since the initial plan was created. The state workforce board will provide guidance on how to proceed within the next month (approximately). After that time, the board and stakeholders will be convened to work together on updating this plan to meet the needs that the Spokane community is experiencing now. The updated plan will be due by approximately June 2022.

Procurement Process for Workforce System Services

This is part of our three-year cycle where the board reviews what has been learned over the previous grant cycle and the investments that were made and how the workforce system delivers services across all the agencies on the campus – including the Resource Center of Spokane County, WorkSource, Talent Solutions Team, and the Next Generation Zone – with the goal of improving outcomes for the community. Many things are going well already, therefore a radical shift is not anticipated. A redesign will occur where needed. Mark Mattke tasked the Board with thinking about what is desired in the next three-year period and contributing through the Services & Oversight Committee and Youth Career Readiness Network.

Review SWC Board Governance Structure

The SWC Board will be updating its governance structure based on feedback from the U.S. Department of Labor (DOL). They are requiring local boards to review their decision-making processes and ensure that they are meeting the requirements. The SWC Board will be examining our processing and making any necessary changes to ensure compliance with those regulations.

Aid recently displaced workers in re-joining the workforce

Less than 1% of the 9,400 people in the region who lost their Federal Unemployment Benefits in early September went back to work within the first month. The SWC is focused on figuring out who these workers are and figuring how to bring them back into the workforce. This includes designing new ways to engage and support them as they re-enter the labor market.

The SWC is on point to figure out how to get people back into the workforce that want to be – in jobs that are in-demand, meaningful and provide a family-sustaining wage. All SWC Board Members are encouraged to be engaged with the activities of the board and serve on a committee for 2022 to help us chart this course for our workforce system and our economic recovery.

RACIAL EQUITY STATEMENT – FINALIZE

Kurtis Robinson, Greater Spokane Progress

Michaela Brown, Greater Spokane Progress

Kurtis and Michaela recapped the racial equity work that has been done over the last year+, including by the Board at our retreat in October where we worked to draft the Racial Equity Statement. Today the Board reviewed the drafted Racial Equity Statement and voted to approve it.

Equity Statement

The Spokane Workforce Council and its governing board are committed to closing wage, employment, and education equity gaps. We acknowledge and accept that we have been a part of the ecosystem that has created racial inequities, and we commit to being a larger force to evolve the system and serve as a catalyst for positive change. The SWC has embraced the need to take on the difficult conversations about diversity, equity, inclusion, and justice within the context of workforce development. By engaging with our customer base and business community, we acknowledge our past missteps and are taking action to be more inclusive to our diverse customers. The board has agreed that racism and privilege are systemic issues that must be addressed at a cultural and organization level. It has become increasingly clear that this work is not only a moral imperative, but there is individual, societal, and economic good that flows from closing equity gaps.

We acknowledge that this work is never done. In order to reach our goals, we will normalize conversations about systemic racism and all inequities, foster equitable workplace culture for our business and system partners, and support our partners with education and resources. We will continue to use assessments and other tools to embed the work in our system. Success will be measured through a variety of community-based metrics that demonstrate progress and achievement of outcomes.

Equitable practices will create a more diverse set of customers whose feedback will inform our service delivery and lead to better community outcomes. Our community will be strengthened when all members have a meaningful voice and increased access and will be elevated by creating a culture of hope and prosperity for all people.

Action: Motion and second to approve the Racial Equity Statement
Tina Morrison Moved, Staci Taylor seconded. All in favor. No one opposed. Approved.

WORKFORCE SYSTEM OPERATIONS—6-MONTH YTD UPDATE JULY 2021-DECEMBER 2022 UPDATE

Dawn Karber – Chief Operations Officer, Spokane Workforce Council

Kevin Williams – Director, WorkSource Systems Advancement & Development

Lori Veitenheimer—WorkSource One-Stop Operator

July-December Lookback—goals are to survive through the pandemic and thrive as the economic recovery continues.

Offered job seekers appointments in person, via phone, and via WebEx. WorkSource also focused on creating and maintaining a safe and healthy work environment for customers and staff.

Staff has been working on a hybrid work model, 60% of work in the office and 40% remote in order to balance the number of individuals in the office at any given time.

Thanks to leadership at SWC and Employment Security Department and Career Path Services for support in this endeavor.

WorkSource has also had several staffing changes due to the vaccine mandate, and she commends ESD for trying to be proactive with regards to the shift in staff and recruiting to fill open positions. Some staff members were offered full time telework employment to continue working and WorkSource continues to recruit, hire, and train individuals for remaining open positions.

Projects at WorkSource Spokane

- Created a customer success story reporting tool.
- Customers can schedule their own appointments via the WorkSource website with Qtrac, and online platform.
- Procured free LinkedIn Learning licenses to share with customers.
- Re-implementation of in-person workshops in addition to virtual.
- Military Spouse Economic Empowerment Zone engagement.
- Community outreach—outbound marketing campaign to expand reach in the community. 500 email and text messages are going out weekly. Relationships have been established with House of Charity, Glover Middle School and Spokane Latino Center.
- Applying Lean improvement review to specific customer interactions.
- July 2021-December 2021 Stats:
 - 2698 unique customers
 - 8728 staff-assisted services delivered
 - 699 Veterans and veteran spouse services

Appointment No-Show Rate Analysis

There has been an increase in no-show appointments, WS is trying to determine the cause, and implement strategies (reminder messages) to mitigate resource and funding loss due to no-show appointment. Lean review process is attempting to address this and trying to create more value for customers with fewer resources and costs.

In person vs. Virtual

Recent data show that customers greatly prefer virtual appointments during the past six months. WS has been utilizing this data for staffing targets to ensure that WS consistently has an appropriate level of in-person and virtual staff members to meet customer preference.

Kevin Williams thanked Lori Veitenheimer for her service as the One Stop Operator and continuing to stay the course to offer services according to our delivery model for customers and being adaptable to customer and staff needs as the pandemic has required both flexibility and innovation. Thanks also to Lora Senf and Sarah Flambouras who are also key leaders at WorkSource of Spokane.

Devina Cunningham--Manager—Talent Solutions Team (TST) by WorkSource Spokane

Talent Solutions has returned to the office on a hybrid schedule with TST staff members returning to the office in person Tuesday-Thursday and working remotely on Monday and Friday.

The TST team has provided 1045 Business Services to 474 unique employers since July 2021. Their goal is to continue providing relevant services with a customer-first response. For example, the Providence Job Fair was in direct response to Providence requesting an in-person event.

Hiring Events

- In Q2, TST held two successful job fairs, one in person for Providence Health Care, with 50 attendees and 14 on-site job offers and one virtual job for Access Spokane, with 56 job seekers and an average of 2-3 job offers per attendee.
- TST also held four Meet the Employer events with 37 Job Seeker attendees and 103 on-site job offers.
- Four Employer Showcases were held with four business attendees and 16 job seeker attendees.
- The KHQ/ WorkSource Job Fair had 124 Business Attendees and 389 Job Seeker Attendees. TST will continue to have monthly Job Fairs.

Andrea Hixson – SWC Program & Operations Associate Director

Resource Center of Spokane County (RCSC)

Funding has been finalized for the lease of the RCSC by a three-way split with Spokane County, City of Spokane and the SWC. Funding is secure through 2023.

Additional Funding is as follows over the next 2+ years:

- \$977,500—WA Dept of Commerce for COVID response project
- \$199,296 —BFET Contract Matching Funds
- \$310,974— HHAA program Spokane County
- \$25,000 —Unrestricted funds Columbia Bank

The Spokane Resource Center was recently rebranded to the *Resource Center of Spokane County* to reflect the commitment to serving the entire county.

RSCS Rental Assistance

\$299,240 in rental and utility assistance deployed.

147 Spokane County households served.

Closed out CARES 2 Grant

\$670,180 in rental and utility assistance to 170 households.

Jen Morris—Resource Center of Spokane County (RCSC) Update

- New database to track all services provided by all partner agencies, an upgrade from using spreadsheets.

Upcoming New Services

- New Apprenticeship & Skilled Trades Center beginning Winter 2021/2022 (AJAC)
- Equity & Community Inclusion Center
- Financial Stability Center (partner with Numerica & STCU)

Victor Rapez-Betty – SWC Marketing & Communications

The marketing and communications team at SWC has recently been working on the RCSC brand update, including website & social media updates, and an email marketing campaign. They are also doing an outreach promotion via print ads in partnership with the City of Spokane.

Jessica Clayton – Interim Director Next Generation Zone

Youth are coming back in person to the Next Generation Zone.

PY21 Q1

- 95 New Youth Enrollments
- 215 total served
- 41 job placements

Open Doors Program Update

Terrance Nixon – Open Doors Program Manager

- 38 GEDs earned in PY21
- OSSI grant will provide for an onsite mental health personnel (80% youth deal with some type of mental health issues)
- More support for justice-involved youth

Youth Eviction Rent Assistance Program

October 2020-October 2021

\$311K Paid out in direct rental payments to 135 total households. 38% BIPOC households served including 18% that identify as Hispanic/Latinx.

FISCAL REPORT

Jeanette Facer--Finance Director, Spokane Workforce Council

PY20 and PY21—SWC had a large increase in grant funding due to COVID response.

The SWC is managing about \$14M this year with more to come.

- WIOA Formula Grants 6.7M or 48%
- WIO Competitive Grants \$4.2M 30%
- Other Grants (City, State, Private, etc.) \$3.1M 22%

Federal WIOA funding to the SWC decreased from PY20 to PY21 but career and business services continued to be offered at consistent levels by leveraging carry-in funds from the prior year and other grant sources.

NEW MEMBER NOMINATION

Christina Vigil Gross SWC Board Vice Chair

The Spokane Workforce Council Board currently has a vacancy on the board for a business representative.

Kimberly Myles, Human Resources Manager for Coeur d'Alene Windows and McVay Brothers has submitted her application. Her application and credentials were reviewed by the SWC board members.

Action: Derek Tyree moved to nominate Kimberly Myles as a Board Member. Nancy Nelson seconded the motion. Nomination was approved unanimously.

NANCY NELSON LEAVING THE SWC BOARD

Thank you to Nancy Nelson, who has been a member for 21 years since May 30, 2020. She was thanked for her years of leadership and many contributions as Board Chair, Youth Council Chair, and service on many committees and projects. She will be leaving the board as of today. The SWC will be making a \$100 donation in her honor to the charity of her choice, Spokane Valley Partners.

STANDING COMMITTEE REPORTS

Executive Committee – Christina Vigil Gross, SWC Vice Chair

- >\$1M in new grant funds were approved from various sources.
- Leases for Next Gen Zone and RSCS were finalized. Details are available on request.

Services and Oversight Committee – Robert Duron, Chair

- SOC Committee are recertifying the 19 sites that fall within our WorkSource Spokane system.
- SOC and Youth Committee are designing RFPs for service providers (Next Gen Zone, Talent Solutions etc.).
- Helping the SWC with staff development, technical assistance, and strategic operations initiatives.

Youth Career Readiness Network – Staci Taylor, Chair

- Discussed 1st floor construction at the Next Generation Zone.
- Developing and delivering comprehensive professional development for Next Gen Zone staff.
- There is an opportunity to join this committee as it is currently a small group. Please contact Staci Taylor if you are interested in joining.

OTHER BUSINESS

Christina Vigil Gross, SWC Vice Chair

The next SWC Board meeting is scheduled for February 9, 2021. A determination about whether this meeting will be in-person or via Zoom will be made closer to the date.

Meeting adjourned at 9:29 AM.