



**SPOKANE
WORKFORCE
COUNCIL**

MINUTES
FULL COUNCIL MEETING
WEDNESDAY, FEBRUARY 9, 2022 – 7:30- 9:30 AM
Zoom

MEMBERS PRESENT:

Kelley Charvet	Alisha Benson	Rebecca Cook	Mary Crago
Robert Duron	Dan Evans	Lori Hunley	Christine Johnson
Commissioner Josh Kerns	Wade Larson	Luis Licea	Tina Morrison
Kimberly Myles	Diane Quincy	Ben Small	Staci Taylor
Derek Tyree	Joel White		

MEMBERS ABSENT:

Machelle Johnson	Christina Vigil-Gross	Diana Wilhite	Mayor Nadine Woodward
------------------	-----------------------	---------------	--------------------------

OTHERS PRESENT:

Cami Eakins Career Path Services	Kayci Loftus Career Path Services	Braden Fish Goodwill Industries
Amanda Fisher— L&I	Kate Martin Next Generation Zone	Terrance Nixon Next Generation Zone
Marissa York Next Generation Zone	Jen Morris Resource Center of Spokane County	Kevin Brockbank Spokane Community College
Sarah Flambouras WorkSource	Lori Veitenheimer WorkSource	Mark Baldwin Eastern Washington University

STAFF PRESENT:

Mark Mattke Chief Executive Officer	Dawn Karber Chief Operations Officer	Mandy Adamson Program Manager
Victor Rapez-Betty Communications Manager	Jessica Clayton Program & Development Director	Jeanette Facer Finance Director
Laurel Henderson Program Coordinator	Andrea Hixson Program & Operations Associate	Mike McBride Business & Industry Analyst
Kevin Williams VP System Advancement		

Chair Kelley Charvet called the meeting to order at 7:31 a.m. with a quorum of members present and conducted introductions of members and guests.

MEETING THE MISSION

Mark Mattke, SWC Chief Executive Officer

Guest Kate Martin—Lead Youth Career Specialist from Next Generation Zone

The SWC Board reviewed a video of Liam—a young adult customer initially seeking rental assistance, but when Kate learned that he also had just quit his job in corrections and was seeking an opportunity to work in security she was able to help him get assistance with his uniform, and rental assistance. He is now employed and will be completing additional training to become and armed security guard with the help of the Next Generation Zone.

REVIEW OF DECEMBER 8, 2021, MINUTES

Review of December 8, 2021, meeting minutes.

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

CEO REPORT

Mark Mattke—Chief Executive Officer, Spokane Workforce Council

Kevin Williams has been promoted to Vice President of System Advancement at Spokane Workforce Council. He is providing leadership at Next Generation Zone and Talent Solutions Team.

SWC staff, led by Dawn Karber, have been working closely with the Services and Oversight Committee on creating four RFPs to be released at the end of February. SWC will be evaluating proposals from bidders and the final awards will be brought before the board at the June 8th meeting for final approval. Robert Duron, chair of the Services and Oversight committee, will have more information later in the meeting about how Board Members can be involved in this process.

The Spokane Workforce Council has been working to increase the level and diversify the sources of funding for the workforce system. The goal is to reduce reliance on federal funding, as the amount of these funds tend to fluctuate and there are efforts being put forth to obtain more private funding. The challenge is that private grants come and go, and we are looking for predictable fund sources to serve unmet needs in our community. Mark Mattke has been working to obtain more funding from the Washington State Legislature to provide a pool of money for workforce development.

Multiple members of the board support this effort to obtain additional funds from a variety of sources and offered to collaborate. As we craft our messaging on new funding requests, staff will provide a concise summary of what we are seeking for board members to use when talking with legislators and other stakeholders about these efforts.

FOCUS ON RACIAL EQUITY

Jessica Clayton, Spokane Workforce Council Program & Development Director

Jessica shared information about how the SWC is operationalizing the Equity Statement that was recently completed by the SWC Board. The SWC website has created equity metrics and data about who we are serving in the system. As we have more information, this will be updated on the SWC website throughout the year.

The subrecipient monitoring tools and our RFPs have also been updated to include language about equity and inclusion. The SWC is continuing to work with Kurtis Robinson of Greater Spokane Progress

to educate WorkSource System staff and grow in the area of equity, diversity, and inclusion and how to operationalize this important work.

The SWC is also seeking to add metrics to measure the efforts to make our services more equitable, diverse, and inclusive. The ongoing pandemic has impacted different segments of our population in different ways, including black and indigenous community members. The Spokane Workforce Council is tracking this data, and one of the goals in seeking flexible funding is to add tools to better understand the needs of these and other underserved populations more effectively at a more local (as opposed to national) and therefore granular level.

FISCAL REPORT

Jeanette Facer--Finance Director, Spokane Workforce Council

Jeanette provided an update from halfway through the fiscal year (PY21). State Monitoring was also completed recently, and we had a clean monitoring report with no findings. We had one minor issue of questioned costs for \$9.98 for an online employee greeting card that was incorrectly charged to the wrong fund source.

History of Active Grants Under Management

- PY18 \$9.5M
- PY19 11.1M
- PY20\$15.2M
- PY21 \$14.2M

SWC PY21 Active Grants under Management: 14.2M

- 48% WIOA Formula
- 30% WIOA Competitive
- 22% Other Grants

WIOA Formula Funds Expenditures & Obligations as of December 31, 2021

	Adult	Dislocated Worker	Youth	Goal 6/30/2022
Expenditure	49%	31%	31%	70%
Obligated	88%	56%	56%	80%

Subcontracted Services—July 2021-December 2021

- \$1.5M (44%) Salaries & Benefits
- \$651K (21%) Client Services
- \$422K (13%) Rental Assistance
- \$383K (12%) Overhead
- \$211K (7%) Other Direct Expenses

REGIONAL ECONOMIC OUTLOOK

Mike McBride- Business & Industry Analyst, Spokane Workforce Council

Spokane County 's Labor Market (December 2021)

- 265,191 Civilian Labor Force (approx. +3K from pre-pandemic numbers)
- 255,222 Total Employment (+ 5K pre-pandemic)
- 9,969 Total Unemployed (- \$3K pre-pandemic)
- 3.8% Unemployment Rate (-1% pre-pandemic)

Additional Insights

Spokane unemployment rate is near an all-time low. (3312 on January 1, 2022). One third of those claims were from the construction industry, which is expected due to seasonality. Urban areas, which typically have much higher unemployment rates in winter, are also experiencing low unemployment rates now.

Most people who wish to work full-time are doing so.

The number of businesses in Spokane increased sharply just prior to the pandemic. Professional services, legal services, real estate, and health care were industries where we observed the most growth.

Most businesses in Spokane are in the small to medium size range, whereas the largest number of employees are employed by larger businesses.

The number of job postings has doubled from 2021 to 2022. The median wage is back to where it was 2 years ago and is roughly \$20 per hour now. This represents only jobs that actively post their wages (which tend to be lower paying jobs).

We had about 90,000 unique job postings in 2021.

The top posted occupations were, as always, registered nurse, and laborers and freight, stock material movers (Amazon).

The number of monthly job postings explicitly indicating remote work has gone way up to 500-800 per month remote jobs compared to less than 10 in 2017-2018. 35% of remote jobs require a bachelor's degree, and 39% require no education. Jobs that are projected to grow, at a rate greater than the regular economy, almost all require a higher level of education, ranging from an AA degree, bachelor's, or post-graduate. This requirement for higher education has increased in the last few years.

Spokane County has an average annual salary of \$54,000. The cost of living has gone up, whereas Spokane used to have a lower cost of living than many other places in the U.S. As of now, the cost of living is now on average 7.5% higher than other places in the U.S.—this is mostly due to housing costs increasing.

Food Insecurity—the trend for participants receiving basic food assistance has gone down significantly since the height of the pandemic. As of November 2021, there were 80K families in Spokane County receiving food assistance down from a high of 94K (approx. 20% of the population) in January 2021.

Population characteristics—we have a slighter higher than the national average number of millennials, we are about on par with the national average of people retiring soon and the violent crime rate, and we are well below the national average in terms in racial diversity. Spokane has significantly more veterans and more property crime than the national average.

Labor Shed—Spokane has about 4,300 net commuters from Kootenai County, and we lose about 1,500 to Whitman County (likely from WSU). In general, Spokane is the local economic driver, and more people commute to work here than leave here to commute elsewhere.

Population Growth--Spokane County grew by 40,000 people in the last 4 years. The largest number of people migrated from King County, whereas Maricopa County was the county where the largest number of people migrated to.

TALENT ACQUISITION AND RETENTION

As we have been discussing, businesses are facing many challenges in attracting and keeping their workforce. At today's breakout sessions, we will ask our members to share their experiences to help inform our understanding and guide the use of workforce system resources to support recruitment and retention efforts for our businesses.

Please use the following questions as a starting point for discussion in your groups:

1. What approaches have been successful in sourcing talent?
2. What resources or services would be helpful and improve the number of qualified job candidates for your positions?
3. Have you made changes to your jobs to improve attraction/retention, including offering remote/hybrid options, or changes to benefits, etc.?

Some of the responses included:

What approaches have been successful in sourcing talent?

One organization recently opened a new location in Arizona and are managing hiring in different locations. They used online ads, job fairs, incentives, word of mouth, and benefits package changes. Hiring in Arizona seems to be easier than Spokane, even though wages are lower there. They focus their hiring efforts on the quality of fit, which yields significantly better results than looking for bodies to fill roles.

Some organizations have offered more part-time and remote positions, and increased salaries.

Have you made changes to your jobs to improve attraction/retention, including offering remote/hybrid options, or changes to benefits, etc.?

Increased pay, good onboarding, flexible workplace, strong culture, clear pathways for advancement are all components that were identified as important to attracting and retaining talent.

Retaining talent has been the major issue, while double-digit wage inflation is hitting. Bringing people into the door, sometimes requires 20-30% pay over existing employees. Remote jobs are typically in the lower tier wage levels. Lateral movements based on compensation have been the major driver of worker losses.

Employees tend to stay in jobs when they have a great culture and great managers.

What resources or services would be helpful and improve the number of qualified job candidates for your positions?

Being a second chance employer, but finding the work readiness is an issue, specifically with finding work documents and basics for pre-employment.

An idea that was shared was to think about long term solutions such as reaching out to high schools and apprenticeships to look to the future to continue to source new talent. Mentorship is another component that could also help improve the number of qualified candidates.

There is also a shortage of recruiters. Some employers expressed that it would be helpful if the workforce development entities could help source recruiters.

STANDING COMMITTEE REPORTS

EXECUTIVE COMMITTEE

Kelly Charvet--Chair

Review of Action Items

At its December 16 meeting, the Executive Committee acted on the following items:

WIOA Dislocated Worker Contract Modification

The State notified local workforce development boards that there is \$1,478,107 in unspent and unobligated Rapid Response (RR) funds that are available for distribution to all 12 areas. Spokane's total allocation is \$128,968, with \$116,071 in program funds and \$12,987 in administrative.

Purchasing & Procurement, Signature Authority Policies

The SWC Purchasing and Procurement and Signature Authority policies were written in 2013 with the establishment of the nonprofit corporation and updated in 2018. Current Federal regulations allow for different purchasing authorization thresholds than existing SWC policies. To align SWC policies and procedures with federal regulations and continue to ensure strict internal controls remain in place, staff recommended updates to policies G101 R2 Purchasing and Procurement Policy and G102 R1 Signature Authority Policy.

Financial Impact

Addition of \$128,968 to the operating budget.

SERVICES AND OVERSIGHT COMMITTEE

Robert Duron, Chair

WorkSource System Recertification

Every three years, the Spokane Workforce Council is required to recertify each WorkSource site for continued use of the WorkSource brand and inclusion within the local WorkSource system. In December 2021, in-person and virtual site visits were conducted, with Services and Oversight Committee members and board staff present for each visit. All sites were recommended for recertification by the Services and Oversight Committee. The next step is approval by the Full Council. See attachment for full summary of all 23 sites with 21 sites applying for recertification during this cycle (two not required to be certified at this time).

Participating SWC Board/SOC/YCRN Committee Members

- Robert Duron
- Christina Gross
- Rebecca Cook
- Derek Tyree
- Andrew Arganbright
- Diane Quincy
- Dan Evans

Committee Recommendation

Recertify each site through December 2024.

Action: Motion and Second to recertify each site to use the WorkSource brand through December 2024. Approved Unanimously.

YOUTH CAREER READINESS NETWORK

Jessica Clayton/ Staci Taylor

Next Generation Zone has been working hard to consolidate services and streamline offerings on one floor by having an integrated service approach. The goal is to have this plan implemented by March 1, 2022.

OTHER BUSINESS

Kelly Charvet--Chair

The next SWC Board meeting is scheduled for April 20, 2022. 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.