



# SPOKANE WORKFORCE COUNCIL

## MEETING MINUTES

**February 07, 2024 – 7:30-9:30am**

***Meeting held in-person at the  
Ruby River Hotel, 700 N Division St – Shoreline A Ballroom and via Zoom***

### **MEMBERS PRESENT:**

Derek Tyree  
Braden Fish (Virtual)  
Doug Edmonson  
Dr. Shari McMahan  
Christina Vigil Gross  
Gary Ballew

Toby Broemmeling  
John Dickson  
Dr. Wade Larson  
Tina Morrison  
Joel White  
Mary Crago

Kelley Charvet  
Robert Duron  
Julie Orchard  
Diane Quincy  
Diana Wilhite  
Lori Hunley (Virtual)

### **Chief Elected Officials Present:**

Commissioner Josh Kerns (Virtual)  
Steve MacDonald  
Ron Valencia (designee)

### **MEMBERS ABSENT:**

Jeff Bosma  
Rebecca Cook

Luis Licea  
Mayor Lisa Brown

Dr. Kevin Brockbank  
Kimberly Watkins

### **OTHERS PRESENT:**

Scott Simmons (Virtual)  
Kathy Hammonds  
Terrance Nixon  
Jen Morris

Lori Veitenheimer  
Andy Dwonch  
Jason Miller  
Beckie Sommerville

Sondra Barrington  
Cami Eakins  
Leslie Stickle

### **STAFF PRESENT:**

Mark Mattke  
Bianka DeSure  
Tim Robison  
Floyd Kimbrelle

Mustafa Baigzad  
Jeanette Facer  
Mike McBride

Jessica Clayton  
Liz Laubscher  
Kevin Williams

*Chair Christina Vigil Gross called the meeting to order at 7:32 a.m. with a quorum of members present in person and via zoom.*

### **MEETING THE MISSION**

*Jessica Clayton, Division Executive of Programs & Development*

*Marrisa Turner, Career Path Services*

Marrisa provided information regarding the State Food Assistance Program (FAP) Employment & Training (E&T) Program. We are serving refugee and immigrant customers with pre-employment and financial assistance as they prepare for employment, including customers with and without work authorization. Marissa shared two customer success stories – one of an individual who enrolled in September of 2023 and received career counseling, job search assistance, and help with household expenses and within 3 weeks was employed and has celebrated his 90 day work anniversary. The other

story was about a married couple that recently emigrated and with financial and job search assistance were able to both become employed within three months.

### **ITEM #1 – REVIEW OF December 13<sup>th</sup> MEETING MINUTES**

*Christina Vigil Gross, Board Chair*

A review was done of the meeting minutes from the December 13, 2023, board meeting.

***ACTION: Motion and second to approve the December 13, 2023, meeting minutes. Approved unanimously.***

### **ITEM #2 – Maximizing Impact – Program Data and CQI**

*Jessica Clayton, Division Executive of Programs & Development*

*Liz Laubscher, Program Coordinator*

Liz presented how we are using program data for continuous quality improvement and the different types of data that are being collected.

- Total customers enrolled/served.
- Demographics (e.g., gender, race, ethnicity)
- Services received/ Customer activity (including type and length of service, funds spent, training provider)
- Outcomes (Employment details, wage, entry into post-secondary education, earning GED)

Most of the data is collected is by the following means: WorkSource programs are tracked in our state system, ETO (Efforts to Outcomes), which is linked to the customer-facing site WorkSourceWA.com. Partner organizations sometimes have their own systems that staff use alongside ETO to meet specific contractual/ programmatic obligations. We also build simple systems (e.g., using JotForm) to gather information we don't have access to otherwise. Liz has been pulling data from multiple sources and connecting them together to make meaningful reporting. Liz shared information about Workforce Innovation & Opportunity Act outcomes, how we use this data to guide our efforts and workforce development strategies, and understand the customers we serve.

WIOA Performance indicators

- Employment rate – 2<sup>nd</sup> and 4<sup>th</sup> quarters after exit
- Median earnings – 2<sup>nd</sup> quarter after exit
- Measurable skills Gains
- Credential Attainment Rate
- Effectiveness in Serving Employers

Beyond the numbers: The Human Side of Success

As part of the larger workforce system, we have shared goals of poverty reduction and building strong communities, and we can't fully assess our success without considering the customer experience. In addition to quantitative data, we actively seek and value qualitative information from various sources, including:

- Success stories: Capturing the personal triumphs of those we've served.
- Customer Feedback Surveys: Gaining insights into the participant's experience and areas for improvement.
- Business customer Feedback: Understanding the needs and perspectives of our employer partners.
- Youth Customer Voice: Actively incorporating the perspectives of our youth participants into program design.
- Human-Centered Design: Embracing a people-first approach to program development and improvement.

### **ITEM #3 – Local Policy Process**

*Tim Robison, SWC Policy and Data Security Analyst*

The Employment Security Department (ESD) requires that Spokane Workforce Council board members be involved in developing a specific set of local policies. This includes any new required policies issued by ESD and revisions or updates to existing policies, whether considered substantive, meaningful, or seemingly inconsequential.

Tim presented several options for board involvement in this process:

1. Policies are developed by board staff and approved through policy-adoption votes of the Full Council or a committee, e.g., Services & Oversight Committee.
2. Policies are developed by board staff with Full Council or committee discussions where at least one board member is present.
3. Policies are developed by board staff with periodic convening of a committee of the board which reviews the impact policies may be having on population served and/or outcomes against board's goals and directs changes needed to be consistent with the Local Plan.
4. Board members and/ or the board chair direct board staff through email communication regarding development of policies.

There will be a vote on how to proceed with a method of involvement at the April 10<sup>th</sup> Full Council meeting.

### **ITEM #4 – Looking Forward: SWC Strategic Plan – Focus on Workforce Investments**

*Mike McBride, Business & Industry Analyst*

Local Workforce Development Boards must create a four-year workforce plan that offers a vision for their local workforce development system. Current plans were created in the spring of 2020.

The Plans are intended to:

- Boost the skills levels of the local workforce.
- Increase employment and earnings.
- Raise customer satisfaction for both jobseekers and businesses that rely on a skilled workforce.
- Offer a good return on investment for both taxpayers and workforce program participants.

Key elements of the plan are identifying and analyzing existing and emergent in-demand industries and occupations, and current and future employment needs as well as assessing regional demographic characteristics and the impacts of changes upon different populations. Mike McBride, SWC business & industry analyst, provided data on the industries and people who drive our regional economy that helps to inform our plan development.

The number of jobs in Spokane County are anticipated to grow about 5% or 13,325 jobs over the next five years. Our current target industries that drive growth and offer significant opportunities for family-sustaining wages and career advancement include:

- Finance and insurance
- Healthcare and Social Assistance
- Manufacturing
- Professional, Scientific, and Technical Services
- Transportation and Warehousing

The SWC also considers Construction and Education industries on our “watch” list as they are projected to grow from 2%-8% over the next five years and offer career opportunities and competitive wages and benefits.

### **NEXT MEETING:**

The next Full Board Spokane Workforce Council Meeting will be April 10<sup>th</sup>, 2024.

Meeting adjourned at 9:30 AM.