



BOARD MEETING AGENDA

February 23, 2023, | 9:00 a.m. – 4:00 p.m. | Meeting No. 261

RAAD Building 5th Floor

128 10th Avenue SW, Olympia, WA, WA 98501

Link to attend via zoom available by request

- 9:00 a.m. **Call to Order**
- Welcome and Introductions
 - Welcome Bianca Laxton
- 9:05 a.m. **Chairs Report** **1**
- Consent Agenda **(Action)**
- Minutes from November 9, 2022 Board Meeting
 - Extension of COVID-19 WorkSource Information Notices
 - WorkSource System Policy 1016, Revision 1
- 9:15 a.m. **Executive Director's Report** **2**
- 9:20 a.m. **Workforce System Policies (Potential Action)** **3**
- One-Stop Hours of Operation – Panel Discussion
- Ismaila Maidadi, Employment Security Department
 - Louisa Erickson, DSHS, Economic Services Administration
 - Amy Martinez, South Central Workforce Council
 - Lisa Romine, SkillSource
- WorkSource System Policy 1025, One-Stop System Dispute Resolution and Appeals
- Gary Kamimura, Employment Security Department
- 10:15 a.m. **An Orientation to Registered Apprenticeship, Part 1: Non-Building Trades Apprenticeship** **4**
- Peter Guzman, Department of Labor & Industries
 - Shana Peschek, Machinists Institute
 - Aldion Lamp, Apprentice, NW Automatics (*via recorded video*)
 - Laura Hopkins, SEIU 1199NW Training Fund & Health Care Apprenticeship Consortium
 - Laura Rustay, PeaceHealth
 - Lynda Best, Career Connect Washington, Employment Security Department
 - Marie Bruin, State Board for Community & Technical Colleges
 - Laura Kingston, Georgetown, South Seattle College
- 12:15 p.m. **Lunch**
- 1:00 p.m. **WIOA/TAP Goals Data Presentation** **5**
- Dave Wallace, Workforce Board

1:30 p.m.	WIOA Planning Presentation <ul style="list-style-type: none"> Jairus Rice, First Rule Group 	6
2:45 p.m.	Break	
3:00 p.m.	WAVE Scholarship Update <ul style="list-style-type: none"> Marina Parr, Workforce Board 	7
3:20 p.m.	2023 Legislative Session Update <ul style="list-style-type: none"> Nova Gattman, Workforce Board 	8
4:00 p.m.	Adjourn	

Tab 1

Consent Agenda

PRESENTED BY: Co-Chairs Brown and Chandler

CHECK ONE:

☒ Action Item

☐ Possible Action

☒ Discussion Only

SUMMARY:

At every Board meeting, at least a few items come to the agenda that do not need any discussion or debate either because they are routine procedures or are already unanimous consent. A consent agenda allows the Board to approve all these items together without discussion or individual motions. If any Board member believes an item does not belong on the consent agenda, you may, at any time request the item be removed and considered for an individual discussion and vote.

CONSENT AGENDA ITEMS AND BACKGROUND INFORMATION:

Minutes from November 9, 2022 Board Meeting

Minutes included behind Tab 1 of your Board meeting packet.

Extension of COVID-19 WorkSource Information Notices

The Board is being asked to extend the state WorkSource Information Notices (WINs) noted below. These WINs were created to improve service delivery during the COVID-19 pandemic. Due to a range of challenges, including staff turnover, staff is requesting that these four WINs be extended through Dec. 31, 2023 to allow time for onboarding Board staff and system partners to review the impacts of these policies on customers and consider permanent adoption.

- WIN 0107 (Rev7)—Temporary suspension of WorkSource System Policy 1101 (CASAS for Basic Skills Assessment) to allow alternative documentation of basic skills deficiency in WIOA Title I-B programs. (Exp 3-31-23)
- WIN 0108 (Rev7)—WIN: Temporary suspension of the 30 percent limit on transfers of formula grant funds between the WIOA Title I-B adult and dislocated worker programs to allow up to 100 percent transferability. (Exp 3-31-23)
- WIN 0109 (Rev7)—WIN: WIOA Title I-B verbal self-attestation and remote eligibility documentation and registration requirements during the COVID-19 emergency. (Exp 3-31-23)
- WIN 0111 (Rev5)—WIN: Temporary suspension of prohibition on food as a supportive service for WIOA Title I-B youth program participants. (Exp 3-31-23)

WorkSource System Policy 1016, Revision 1

The following coversheet, provided by Employment Security Department and Board staff, provides an overview of this policy as developed by a team of subject matter experts and local workforce leadership.

STAFF GUIDANCE & RECOMMENDATION:

If you are in agreement that none of the items included on this Consent Agenda warrant any additional discussion at today's meeting, you may entertain a motion to approve the consent agenda as presented.

If you feel an item does not belong on the consent agenda, please ask to have that item moved to the regular agenda for discussion and individual action.

Consent Agenda - WorkSource System Policy 1016, Revision 1 **One-Stop Assessment and Certification**

PRESENTED BY: Liz Casey – Employment Security Department System Policy

CHECK ONE:

☒ Action Item

☐ Possible Action

☒ Discussion Only

SUMMARY:

In July 2022, staff gave a presentation to the Board regarding deficiencies in Policy 5612-One-Stop Certification-and the need to update it. The Board directed staff to convene a task team of local board and state agency subject matter experts to review, reach consensus where possible, and draft a revision to this State Workforce Board policy. Staff have completed this task and ask the Board to take action on items 1 and 2 under Staff Guidance & Recommendations as part of the Consent Agenda.

BACKGROUND:

WIOA Section 121(e)(2), 20 CFR Part 678, and TEGL 16-16 describe one-stop certification requirements, including review and evaluation of criteria by the State Workforce Development Board every two years to establish a minimum level of quality and consistency of services across the state.

The State issued WIOA Title I Policy 5612 in July 2015 before the WIOA Final Rule (October 2016) and TEGL 16-16 (January 2017) were available.

It was determined that certain aspects of the policy were deficient and lacked clarity. Additionally, it was determined that the policy should have been a system-wide rather than specific to Title I-B, which is why it is being brought forward as a WorkSource System policy.

An 11-member state-local team consisting of Local Workforce Development Board (LWDB) directors and subject matter experts, Workforce Board staff, and ESD policy, monitoring, Equal Opportunity and operations staff has worked over the last several months to review available WIOA law, rule, and guidance and consult our USDOL Region 6 Federal Project Officer to identify and close gaps, add clarity, and reach consensus on policy revisions, including recommendations on SWDB decision points.

STAFF GUIDANCE & RECOMMENDATION:

Motion: Endorse WorkSource System Policy 1016, Revision 1, actions 1 & 2, for 30-day public comment and issuance.

Board Action #1:

Staff recommend the Board approve the below Timeline Expectations, as consensus was reached within the task team and now provide reasonable and allowable expectations within law, rule, and guidance.

- Sec. 3.a.ii. - For any new comprehensive, affiliate, specialized, or connection site, certification must be completed within **60 calendar days** of the site being opened.
- Sec. 3.a.iv. - One-stop certification teams (or the SWDB certification team, in instances where the LWDB is the one-stop operator) will render written determinations to the LWDB, local one-stop leadership, and the one-stop operator **within 30 days** after conducting one-stop site evaluations. (*Same as in previous policy*)
- Sec. 3.a.iv.B. - A provisional certification is to be in effect for **no more than 180 days**.
- Sec. 3.a.iv.B. - A corrective action plan with a timeline **not to exceed 90 days** must be developed...**within 30 days** of issuance of provisional certification and is presented to the LWDB and certification team.
- Sec. 3.a.iv.B. - One-stop operator or leadership...shall give progress reports **every 30 days** to the certification team.
- Sec. 3.a.iv.C. - If a comprehensive one-stop in the local workforce area (LWA) is not certified or loses its certification, immediate steps must be taken to assure an affiliate or specialized one-stop in the local area will assume the services and responsibilities of a comprehensive one-stop in the LWA (and be certified as such **within 90 calendar days**).
- Sec. 3.a.iv.C.1. - If the LWDB changes the status of a one-stop or the services to be delivered at the one-stop, a new certification must be completed within **90 calendar days** of change.

Board Action #2:

Staff recommend the Board approve the below expectations on Connection Site Certifications (unaddressed in WIOA Title I Policy 5612):

- (Sec.3.a.v.) - If using the One-Stop Assessment Tool (Attachment A), cover page, Section III, IV, and V (only) must be completed and evaluation **can be completed by LWDB staff or by certification team**.

Note: Staff will bring this policy back before the Board if public comment reveals significant concerns with the policy direction.



Employment Security Department

WASHINGTON STATE

WorkSource System Policy Employment System Administration and Policy

Washington envisions a nationally recognized fully integrated One-Stop system with enhanced customer access to program services, improved long-term employment outcomes for job seekers and consistent, high-quality services to business customers. In order to achieve this vision, Employment System Administration and Policy sets a common direction and standards for Washington's WorkSource system through the development of WorkSource system policies, information memoranda, and technical assistance.

Policy Number: 5642-1016, Revision 1

To: Washington WorkSource System

Effective Date: TBD

Subject: One-Stop Assessment and Certification

1. Purpose:

To communicate Washington's process and procedures for assessing and certifying one-stop sites under the Workforce Innovation and Opportunity Act (WIOA).

2. Background:

Title I of WIOA requires the State Workforce Development Board (SWDB), in consultation with local Chief Elected Officials (CEOs) and Local Workforce Development Boards (LWDBs), to establish objective criteria and procedures for the LWDBs to use to evaluate and certify one-stop sites for effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement per the criteria in WIOA 121(e)(2), 20 CFR 678.800, and TEGL 16-16. The SWDB must review these criteria and procedures every two years as part of the review and modification of State Plans. The certification process establishes a minimum level of quality and consistency of services in one-stop centers across the state.

Per 20 CFR 680.100(a) and (b)(1), WIOA Title I-B may not operate outside the One-Stop system, and the sites operated within that system must be certified. Per 20 CFR 652.202, Wagner-Peyser Employment Services offices may not exist outside of the one-stop service delivery system and states must co-locate employment services as reflected in 20 CFR 678.310 through 315. LWDBs must certify all one-stop sites in order to receive one-stop WIOA Title I infrastructure funds (WIOA sec. 121(g)(4) and (h)). In Washington, LWDBs certify all types of one-stops: comprehensive,

affiliate, and specialized sites. In addition, Washington has also identified WorkSource connection sites as a service delivery option. Connection sites need to follow certification expectations detailed in section 3.a.v. below.

3. Policy:

a. Local One-Stop Evaluation and Certification Criteria

- i. LWDBs must evaluate one-stop sites and the one-stop delivery system for effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement. (In instances where the LWDB is the one-stop operator, the SWDB must certify those one-stop sites (refer to Section iii.2. below.)
1. LWDBs must use a certification tool with an objective scoring method to determine whether to certify a one-stop site. The certification tool must be completed (for each site to be certified) by a locally determined cross-program committee or team with experience working and delivering services in said site and may include the one-stop manager/operator. The completed tool is then forwarded to the LWDB for next steps, including scheduling of a site visit by the certification team (see iii. below) no less than **60 days** from certification expiration. LWDBs can establish additional criteria and set higher standards for service coordination than those set by the State. If they do, they must also review and update those additional criteria and standards every two years as part of the WIOA Local Plan update process. To that end, Attachment A is available for local use, if desired. LWDBs may create an alternative tool which includes all of the requisite elements below. Additional local criteria must be clearly identified in an addendum to either the Application for WorkSource Certification or the designated local tool.

LWDBs must include in their one-stop certification tool all elements in the following to determine certification outcomes:

- [WIOA Law](#) Section 121(e)(2) and Section 188,
 - [20 CFR 678.800](#),
 - [29 CFR Part 38](#), and
 - [TEGL 16-16](#) parts 4 (American Job Center Network), 5 (Partner Roles and Responsibilities in the American Job Center Network), and 9 (American Job Center Certification)
2. The certification team must complete a site visit as part of their evaluation.
 3. Identification of the one-stop definition must match with the services delivered from that one-stop site.

ii. Certification Frequency

1. LWDBs must conduct one-stop evaluation and certification not less than once every three years.
2. LWDBs may direct “for-cause” site evaluation and certification as determined appropriate and warranted.

3. The certification process must be completed prior to July 1, 2023, for each one-stop site:
 - that has not been previously certified, or
 - whose certification is over 3 years old.
4. For any new comprehensive, affiliate, specialized, or connection site, certification must be completed within **60 calendar days** of the site being opened.
5. Annual Progress report - In support of the pursuit of growth, continuous quality improvement, and performance excellence goals of the one-stop delivery system, on at least an annual basis, the LWDB (or the SWDB, if the LWDB is the one-stop operator) will ensure that a report is provided for each certified site and reported in LWDB meeting minutes, detailing the site's current status and progress toward reaching higher quality standards of:
 - Functional and programmatic integration
 - Performance and accountability
 - Service provision, including services provided, equitable service delivery, and affirmative outreach to populations with barriers
 - Customer satisfaction
 - Staff competence and staff training participation
 - Partnership
 - Employer engagement
 - Physical and programmatic accessibility

This report should include examples of best practices and identify areas for possible improvement for future reference. Annual progress reports may be shared with the larger workforce development system including the SWDB to assist in its evaluation process.

iii. Certification Teams

1. One-stop certification teams will be established by LWDBs and are responsible for conducting independent and objective evaluations of one-stop sites and making certification recommendations to LWDBs.

One-stop certification teams are comprised of LWDB members, staff, and individuals who represent local partners with specific expertise serving populations with barriers. Certification team members should be free of conflicts of interest. Certification teams may utilize experts from the state level or outside of the local area to ensure evaluations are objective. They may also utilize local experts who represent targeted populations but have no financial ties to the one-stop site. Certification teams may also consult the SWDB for technical assistance, if necessary.

2. Per 20 CFR 678.800(a)(3), the SWDB, rather than the local one-stop certification team, must certify one-stop site(s) where the LWDB is the one-stop operator. In this case, the one-stop site staff and leadership, which may include the one-stop operator, shall complete either Attachment A, Application of One-Stop Certification, or the local area

certification tool encompassing, at a minimum, the elements in Section 3.a.i.1., then forward to workforce@wtb.wa.gov for final evaluation and certification determination.

iv. Certification Determinations

One-stop certification teams (or the SWDB certification team, in instances where the LWDB is the one-stop operator) will render written determinations to the LWDB, local one-stop leadership, and the one-stop operator **within 30 days** after conducting one-stop site evaluations. There are three possible determinations: (1) certification, (2) provisional certification with a requirement that one-stop operators or one-stop leadership provide action plans and timelines for meeting certification standards, and (3) non-certification.

All certification determinations, regardless of the decision, must be reported in official LWDB meeting minutes (or SWDB meeting minutes, if the SWDB is the certifying unit).

A. Certification

The certification team (or the SWDB certification team, in instances where the LWDB is the one-stop operator), using results of its site visit and responses from the local certification tool (or Attachment A, One-Stop Site Assessment and Certification Tool) determines, in writing, that the site meets all the criteria to become certified or re-certified. This approval is communicated to the LWDB, the one-stop operator, if applicable, and one-stop leadership.

B. Provisional Certification

A provisional certification is rendered when the certification team (or the SWDB certification team, in instances where the LWDB is the one-stop operator) determines that the one-stop meets (all or most of) the elements listed in 3.a., but further improvement/correction is necessary prior to granting full certification. A provisional certification is to be in effect for no more than **180 days** and must be accompanied by a detailed description of the issues/concerns identified so one-stop operator or one-stop leadership, in coordination with one-stop system partners, have sufficient information around which to develop a required action plan and timeline.

A corrective action plan with a timeline not to exceed **90 days** must be developed by the one-stop operator or one-stop leadership in partnership with local one-stop partners within **30 days** of the provisional certification and is presented to certification team and LWDB.

The one-stop operator or one-stop leadership, in partnership with local one-stop partners, shall give progress reports every **30 days** to the certification team. Upon completion of the corrective action plan, the certification team (or the SWDB certification team, in instances where the LWDB is the one-stop operator), shall meet again to determine whether or not to grant certification.

C. Non-Certification

A determination **not** to certify a one-stop site must be accompanied by a detailed description of the deficiencies, including an explanation as to why the certification team (or the SWDB certification team, in instances where the LWDB is the one-stop operator) believed the deficiencies could not be addressed or resolved provisionally. The non-certification or rescinded certification determination must be reported in official meeting minutes of the LWDB (or SWDB, if the LWDB is the one-stop operator).

If an existing comprehensive one-stop site is ultimately not certified following a standard or “for-cause” evaluation, the LWDB, one-stop site staff and leadership, which may include the one-stop operator, must have a plan to ensure continuity of service in the local area. This plan must also include a timeline to shutter or revise services and re-designate the comprehensive one-stop.

If a comprehensive one-stop in the local workforce area (LWA) is not certified or loses its certification, immediate steps must be taken to assure an affiliate or specialized one-stop in the local area will assume the services and responsibilities of a comprehensive one-stop in the LWA (and be certified as such **within 90 calendar days**).

Upon the determination to not certify or rescind certification of a one-stop, the LWDB must notify the SWDB of the result accompanied by a detailed description of deficiencies, local plan to ensure continuity of service, and next steps. This ensures the SWDB can offer appropriate technical assistance. If the LWDB is the one-stop operator, the SWDB certification team makes the determination to not certify.

1. Change in certification status

If the LWDB changes the status of a one-stop or the services to be delivered at the one-stop, a new certification must be completed within **90 calendar days** of change.

Identification of the one-stop definition must match with the services delivered from that one-stop.

v. Connection Sites

Connection sites are self-service only entry points designed to enhance and supplement customer access to information. This can be publicly available computer(s) with Internet access, ability to connect to job search services, unemployment, online learning, skills development, etc.

- Must be accessible to the general public during regularly scheduled, posted days and hours
- Must be physically and programmatically accessible to individuals with disabilities per WIOA Sec. 188 and 29 CFR Part 38.13(a)
- Must follow branding expectations consistent with WorkSource Standards and include the AJC tagline
- Must be formally recognized by the LWDB
- Staff may not be permanently home-based at a connection site
- Any services, except self-services, delivered at a connection site must be provided by staff who are permanently assigned to a comprehensive, affiliate, or specialized site

Connection sites must be evaluated no less than once every 3 years by the above standards. If using the One-Stop Assessment and Certification Tool (Attachment A), only cover page, Section III, IV, and V must be completed. **In the instance of connection sites only, evaluations are to be completed by site-staff but can be certified by either staff of the LWDB or by a certification team.*

vi. Appeals

Operators of comprehensive, affiliate, or specialized one-stop sites that are not certified may choose to appeal those determinations, in writing, to the LWDB (or the SWDB in those cases where LWDBs are the one-stop operator). Those appeals will be subject to the processes and procedures outlined in locally required dispute resolution and appeal policies (or WIOA Title I Policy 5410 in those cases where the SWDB is the certifying body). In addition, a copy of the appeal must be forwarded to the SWDB.

b. State Workforce Development Board evaluation requirements and criteria

- i. Establish objective criteria and procedures for LWDB to use when certifying one-stop centers including:
 1. Determination of minimum hours of operation per 678.305(c) “hours of access to services” of one-stop comprehensive sites as part of its evaluation of effectiveness described in 20 CFR 678.800(b).
 2. Utilize data from monitoring each LWDB on equal opportunity and nondiscrimination, accessibility, and complaints, to inform evaluation requirements and criteria as part of review process.
- ii. Must review and update criteria (above) every 2 years as part of the review and modification of the WIOA State Plan.

4. Definitions: (quotes from TEGL 16-16 and 20 CFR 678.300-325)

- **Access** - Access to each partner program and its services means:
 - (1) Having a program staff member physically present at the one-stop center;
 - (2) Having a staff member from a different partner program physically present at the one-stop center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or
 - (3) Making available a direct linkage through technology to program staff who can provide meaningful information or services.
 - (i) A ‘direct linkage’ means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer.
 - (ii) A ‘direct linkage’ cannot exclusively be providing a phone number or computer web site or providing information, pamphlets, or materials.
- **Comprehensive One-Stop** - (20 CFR 678.305 and 34 CFR 361.305) a physical location where job seeker and employer customers can access the programs, services, and activities of ALL required one-stop partners in (WIOA Sec. 121(b)(1)(B), along with any additional partners

as determined by the LWDB. Each LWDB must have at least one certified comprehensive one-stop in the local area.

- Must have at least one WIOA Title I-B staff person physically present during all hours of operation.
- Must provide:
 - Career services described in 20 CFR § 678.430 and TEGL 16-16;
 - Access to training services described in 20 CFR § 680.200;
 - Access to any employment and training activities carried out under WIOA Sec. 134(d);
 - Access to programs and activities carried out by one-stop partners listed in [§§ 678.400](#) through 410, including the Employment Service programs authorized under the Wagner-Peyser Act, as amended by WIOA Title III; and
 - Workforce and Labor Market information.
- Customers must have access to these programs, services, and activities during regular business days; LWDB may establish other service hours at other times to accommodate the schedules of individuals (customers) who work on regular business days.
- Must be physically and programmatically accessible to individuals with disabilities, per 29 CFR 38 and WIOA Sec. 188

*Per TEGL 16-16 'providing' career services does not mean that EACH required partner must provide these services directly on-site in the comprehensive one-stop. However, it does mean that some career services must be provided directly on-site. Career services may be provided through access to one-stop partner programs and activities which, per 20 CFR 678.305(d), may be delivered in one of three ways:

- Having a program staff member physically present at the comprehensive one-stop site;
- Having a staff member from a different partner program physically present at the comprehensive one-stop site and *appropriately trained* to provide information to customers about the programs, services, and activities available through all partner programs; or
- Making available a direct linkage through technology to a program staff member who can provide meaningful information or services. (See the definition of Access above).

NOTE: LWDBs, in conjunction with partners and one-stop operators, must establish the means or methods of providing access to partner programs and document such means or methods in their Memoranda of Understanding (MOU).

- **Affiliate One-Stop** - (*per TEGL 16-16, 20 CFR 678.310-320 and 34 CFR 681.310*) Affiliate one-stop sites are access points in addition to (not a substitute for) the comprehensive one-stop site. If part of the local service delivery strategy, affiliate sites must be implemented in a manner that supplements and enhances customer access to services and must be described and documented in the WIOA Local Plan and MOU. Affiliate sites must:
 - Make available to job seekers and employer customers one or more of the one-stop partners' programs, services, and activities.
 - Does not need to provide access to every required partner program.
 - The frequency of program staff's physical presence in the affiliated site will be determined at the local level within the parameters of 20 CFR 678.310 through the local MOU process.
 - Per 20 CFR 678.315, Wagner-Peyser Act employment services cannot be a stand-alone affiliate site and an additional partner or partners must be physically present more than a combined 50 percent of the time the site is open.
 - Must be physically and programmatically accessible to individuals with disabilities, per WIOA Sec. 188, 29 CFR 38, and TEGL 16-16 Sec. 9.

- States, in conjunction with the LWDBs, must examine lease agreements and property holdings throughout the one-stop delivery system in order to use property in an efficient and effective way. Where necessary and appropriate, States and LWDBs must take expeditious steps to align lease expiration dates with efforts to consolidate one-stop operations into service points where Wagner-Peyser Act employment services are co-located as soon as reasonably possible. These steps must be included in the WIOA State Plan.
- **Specialized One-Stop** - Based on local workforce needs, the LWDB, in conjunction with partners and one-stop operators, may determine that a specialized center is appropriate to serve particular population(s) and must follow 20 CFR 378.320 and TEGL 16-16. Specialized sites are access points in addition to (not a substitute for) the comprehensive one-stop site. If part of the local service delivery strategy, specialized sites must be implemented in a manner that supplements and enhances customer access to services and must be described and documented in the WIOA Local Plan and MOU. Any network of one-stop partners or specialized sites, as described in 678.300(d)(3):
 - Do not need to provide access to every required partner, but should be connected to the comprehensive one-stop and any appropriate affiliate site(s);
 - Have processes in place to make referrals to these sites and the programs therein;
 - Wagner-Peyser Act employment services cannot stand alone (per 20 CFR 678.315), and an additional partner or partners must be physically present more than a combined 50 percent of the time the site is open.
 - Must be physically and programmatically accessible to individuals with disabilities, per WIOA Sec.188, 29 CFR 38, and TEGL 16-16 Sec. 9.
- **Connection Site** (see 3.e. above)

5. References:

- [WIOA Law](#) Section 121(e)(2) and Section 188,
- [20 CFR 678 Subpart A](#) - Description of the One-Stop Delivery System (300-320)
- [20 CFR 678 Subpart B](#) – One-Stop Partners and their Responsibilities
- [20 CFR 678 Subpart F](#) – One-Stop Certification
- [20 CFR 678 Subpart G](#) – Common Identifier
- [29 CFR Part 38](#) Implementation of the Nondiscrimination and Equal Opportunity Provisions of WIOA
- [TEGL 16-16](#) – One-Stop Operations Guidance for the American Job Center Network - Parts 4 (American Job Center Network), 5 (Partner Roles and Responsibilities in the American Job Center Network), and 9 (American Job Center Certification)
- [TEGL 19-16](#) – Operating Guidance for the WIOA
- [WIOA Policy 5410](#) – Dispute Resolution and Appeals

6. Supersedes:

- WorkSource System Policy 1016
- WIOA Policy 5612 (rescinded)

7. Website:

[Workforce Professionals Center](#)

8. Action:

Local Workforce Development Boards and their contractors must distribute this policy broadly throughout the system to ensure that WorkSource System staff are familiar with its content and requirements.

9. Attachments:

[Attachment A](#) – One-Stop Assessment and Certification Tool (fillable PDF)

Direct Inquiries To:

Workforce Training and Education Coordinating Board
P.O. Box 43105
Olympia, WA 98504-3105
workforce@wtb.wa.gov

or

Employment System Administration and Policy
Employment System Policy and Integrity Division
Employment Security Department
P.O. Box 9046
Olympia, WA 98507-9046
SystemPolicy@esd.wa.gov

Attachment A

ONE-STOP SITE ASSESSMENT AND CERTIFICATION TOOL

Local Workforce Development Board:	
One-stop Site Assessed:	
Address:	
Days and Hours of Operation:	
Site Phone Number:	
Website:	
Site Type:	<input type="checkbox"/> Comprehensive <input type="checkbox"/> Affiliate <input type="checkbox"/> Specialized <input type="checkbox"/> Connection - must follow parameters of 3. e.
Date of Prior Certification (“N/A” if new site):	
Certification Period:	
Certification Team Recommendation:	<input type="checkbox"/> Certification <input type="checkbox"/> Provisional Certification (Technical Assistance Required as described in 3.d.i.B.) <input type="checkbox"/> Non-Certification (Corrective Action Required as described in 3.d.i.C.)
Certification Team Members:	
Date(s) of Site Visit:	
Date certification determination was reported in official LWDB meeting minutes (or SWDB minutes if SWDB is the certifying unit):	

Overview:

WIOA requires that there must be at least one physical **comprehensive** one-stop site in each local area. Local Workforce Development Boards (LWDBs) may also choose to provide access to workforce system services and may include **affiliate** sites, **specialized** centers serving targeted populations, such as youth or dislocated workers, or industry-specific centers at additional locations in the local area. Additionally, Washington recognizes **connection** sites. All sites must be certified within the one-stop service delivery system in alignment with WIOA Sec. 121(e)(2), Sec. 134, and Sec. 188, TEGL 16-16, 20 CFR 678.800, and 29 CFR 38.

The State Workforce Development Board (SWDB), in consultation with local Chief Elected Officials (CEOs) and LWDBs, establishes and periodically reviews criteria to evaluate and certify one-stop sites, which is represented in this One-Stop Assessment and Certification Tool. Use of this specific tool is not required, but it was developed to communicate SWDB criteria for one-stop assessment and certification and is also being made available for local use as desired. LWDBs may use their own alternate tool, which must have all of the requisite elements indicated in Section 3.a. If using this tool, the assessment must be completed in its entirety. If using this tool for connection site certification, complete only page one and **Section III, IV, and V**.

One-stop assessment and certification tools, whether this one or a local alternative, must be completed (for each site to be certified) by a locally determined cross-program committee or team with experience working and delivering services in said site and may include the one-stop manager/operator, within 60 days of certification expiration. The completed certification tool is then forwarded to the LWDB for next steps, including scheduling of a site visit by the certification team. One-stop staff should be available to answer questions about their one-stop site and how it functions. The certification team must provide a written response to the LWDB, one-stop operator, and one-stop leadership within 30 calendar days.

Section I: Programmatic Access

The following list identifies required and additional one-stop partner programs in accordance with Training and Employment Guidance Letter (TEGL) 16-16, WorkSource System Policy 1013 (Memorandum of Understanding), and WorkSource System Policy 1024 (Infrastructure Funding Agreement). Please indicate level of **access** customers can expect in the one-stop by using the Access Definitions A-D as follows:

Access Definitions:

- A. Program staff member(s) have regularly scheduled physical presence in this one-stop site.
- B. Staff member(s) from different partner program are physically present at the one-stop site and are appropriately trained to provide information regarding programs, services, and activities available through partner programs.
- C. Direct and available linkage through technology to program staff that can provided meaningful information or services. This does not include providing phone numbers, website address, pamphlets, or materials (see 20 CFR 678.300(e) for more detail).
- D. Not applicable. This partner program is not offered in the entire local area and/or is not included in the MOU.

1. If requesting certification of a **comprehensive site**, please insert appropriate access codes (A, B, C, or D) in the column marked “Comprehensive Site” for each partner. (See 20 CFR 678.300(e) and 678.305 for details and requirements).
2. If requesting certification for an **affiliate or specialized site**, please indicate access code (A, B, C, or D) in column marked “Affiliate or Specialized Site”. Note: per 20 CFR 678.310, an affiliate/specialized one-stop site makes available to job seeker and employer customers **one or more** of the one-stop partners’ programs, services, and activities. An affiliate or specialized site does not need to provide access to every required one-stop partner program.
3. Add any **Comments** or explanation in the ‘Comments’ box to better assist the certification team in their evaluation efforts.

Questions:

Please answer the questions below the checklist. Include detail and examples where appropriate.

REQUIRED PARTNER PROGRAM	Comprehensive Site	Affiliate or Specialized Site	Comments
Title I WIOA Adult & Dislocated Worker ¹			
Title I WIOA Youth			
Wagner Peyser- Title III ²			
Older Americans Act/Senior Community Service Employment Program (SCSEP)- Title V			
State Vocational Rehabilitation Program (Including Dept. of Services for the Blind)-Title IV			
Unemployment Compensation (including UI and RESEA)			
Other-Including Dislocated Worker Grants (DWG), Job Corps, YouthBuild, National Farmworker Jobs Programs, Native American Programs, Rapid Response Additional Assistance Grants, and those funded by WIOA Title I statewide activities funds reserved for Governors IF those programs are providing direct services in the one-stop			
TANF			
Trade Adjustment Act (TAA)			
Adult Education and Family Literacy Act (AEFLA)-Title II			
Housing and Urban Development (HUD) Employment & Training			
Career & Technical Education Programs (CTE) (postsecondary) Carl D. Perkins Act of 2006			
Jobs for Veterans State Grant (JVSG)			
Community Service Block Grant (CSBG) Employment and Training			
Reentry Employment Opportunities (REO) under WIOA Sec. 169			
Other			

¹ 20 CFR 678.305(a) - A comprehensive one-stop site must have at least one title I staff person physically present.

² 20 CFR 678.315(a) and (b) -stand-alone Wagner-Peyser Act Employment Services offices are not permitted under WIOA per 652.202; If WP services are provided at an affiliate/specialized site there must be at least one or more other partners in the site with a physical presence of combined staff more than 50 percent of the time the site is open, and those partners must be outside of the WP ES, DVOP, LVER, and UI programs.

ADDITIONAL PROGRAMS AVAILABLE IN ONE-STOP	Comprehensive Site	Affiliate or Specialized Site	Comments
Social Security Administration Ticket to Work and Self-Sufficiency Programs			
Small Business Administration			
SNAP Employment and Training/Food and Nutrition (7 USC 2015(o))			
Vocational Rehabilitation Pilot Programs			
AmeriCorps			
Public Libraries			
Registered Apprenticeships			
Economic Development Programs			
Local Government (City/County)			
Chamber(s) of Commerce			
Others (please list)			
Other (please list)			

Questions:

- Comprehensive site only:** At least one WIOA Title I-B staff is physically present during all hours and days of operation in the comprehensive one-stop site. ☐ Yes / ☐ No
- How is customer access to required programs, services, and activities ensured during business days and hours of operation of the comprehensive one-stop site?
- Have other service hours been established to accommodate the schedules of individuals (customers) who work or are otherwise not available during regular business hours/days?
- Specialized and affiliate sites only:** How does the specialized/affiliate site supplement and enhance access to the services, activities, and programs available in the local comprehensive site?
- Specialized and affiliate sites only:** Are partner program(s) besides Wagner-Peyser Employment Services, DVOP, LEVR, and UI staff physically present at specialized or affiliate site at least a combined 50 percent of business operation hours? ☐ Yes / ☐ No

Section II: Service Provision

Please indicate in the table below if the services are available in the one-stop site. If this service is not available in the one-stop site, please use the comments section to indicate how customers can access. For services where multiple bullets are indicated, if you cannot answer YES to all elements, please indicate which you are currently providing in the comments section.

ARE THE FOLLOWING SERVICES PROVIDED? (See WIOA 134(c)(2) and 20 CFR 678.430 for further detail)			DESCRIPTION/COMMENTS
BASIC CAREER SERVICES			
Eligibility determination to receive assistance from the adult, dislocated worker, or youth programs	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Outreach, intake, and orientation to information and services available through the one-stop delivery system	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Initial assessment of skill levels (<i>including literacy, numeracy, and English language proficiency</i>), aptitudes, abilities (<i>including skills gaps</i>), and supportive service needs	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Labor exchange services, including job search and placement assistance, career counseling, provision of information on in-demand industry sectors and occupations, provision of information on non-traditional employment	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Appropriate recruitment and business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the one-stop delivery system	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Provision of referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and other workforce development programs	YES <input type="checkbox"/>	NO <input type="checkbox"/>	

Provision of workforce and labor market information including accurate information relating to: <ul style="list-style-type: none"> • job vacancy listings in labor market areas, • information on job skills necessary to obtain the vacant jobs listed • information relating to local occupations in demand and the earnings, skill requirements and opportunities for advancement 	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Provision of information (in usable and understandable languages and formats) regarding how the State and local area are performing on the performance accountability measures	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Provision of information on: <ul style="list-style-type: none"> • Performance and cost information on eligible providers of training by the program • Eligible providers of Youth workforce investment activities • Providers of adult education • Providers of career and technical education activities available to school dropouts • Providers of career and technical education activities available to school dropouts • Providers of vocational rehabilitation services 	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Provision of information (in usable and understandable formats and languages) relating to the availability of assistance and supportive services, and appropriate referrals to those programs, services and assistance including: <ul style="list-style-type: none"> • Childcare • Child support • Medical or child health assistance through states' Medicaid and Children's Health Insurance program • SNAP benefits • Assistance through earned income tax credit • TANF assistance, including other supportive services and transportation provided by that program 	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Provision of meaningful assistance to individuals	YES	NO	

<p>seeking assistance in filing a claim for unemployment insurance compensation including:</p> <ul style="list-style-type: none"> • Providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and rights and responsibilities of claimants; or • Providing assistance by phone or via other technology, as long as the assistance is provided by trained staff within a reasonable time 	<div> <input type="checkbox"/> </div> <div> YES </div> <div> <input type="checkbox"/> </div>	<div> <input type="checkbox"/> </div> <div> NO </div> <div> <input type="checkbox"/> </div>	
<p>Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not funded under WIOA</p>	<div> YES </div> <div> <input type="checkbox"/> </div>	<div> NO </div> <div> <input type="checkbox"/> </div>	

INDIVIDUALIZED CAREER SERVICES			
Comprehensive and specialized assessment of skills levels and service needs of adults and dislocated workers including: <ul style="list-style-type: none"> • Diagnostic testing and use of other assessment tools • In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals 	YES <input type="checkbox"/> YES <input type="checkbox"/>	NO <input type="checkbox"/> NO <input type="checkbox"/>	
Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve their employment goals, including list of, and information about eligible training providers	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Group counseling	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Individual counseling	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Career planning (e.g., case management)	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Internship and work experience (including transitional jobs) that are linked to careers	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Workforce preparation activities (as described in 34 CFR 463.34)	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Financial literacy services available through WIOA Title I youth program, including: <ul style="list-style-type: none"> • Supporting ability of participants to create household budgets, initiate savings plans, and make informed financial decisions about education, retirement, home ownership, wealth building, or other savings goals • Supporting the ability to manage spending, credit, debt, including credit card debt, effectively 	YES <input type="checkbox"/> YES <input type="checkbox"/>	NO <input type="checkbox"/> NO <input type="checkbox"/>	



Out of Area job search assistance and relocation assistance	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
English language acquisition programs and integrated education and training programs	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
FOLLOW UP CAREER SERVICES per 20 CFR 678.430(c)	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Counseling regarding the workplace, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment			
BUSINESS SERVICES per 20 CFR 678.435	YES <input type="checkbox"/>	NO <input type="checkbox"/>	

Question:

6. In addition to the labor exchange activities and labor market information described in **Basic Career Services** section above, please name any additional services one-stop staff provide to business customers. (Please refer to 20 CFR 678.435(b) and (c) for examples of some customized business services).

Section III: Physical and Programmatic Accessibility

One-Stop sites (including connection sites) must be assessed for compliance with requirements under WIOA Sec. 188 and 29 CFR 38.13 for physical and programmatic accessibility. The following indicators are considered for all one-stop site certification. More than one indicator may be selected.

INDICATOR	DESCRIPTION/COMMENTS
Physical Accessibility	
<p>Center has completed a Comprehensive ADA Assessment within the last 3 years and resulted in satisfactory compliance with all requirements.</p> <p>A copy of the physical accessibility assessment is included.</p> <div>   </div> <p>ADA Checklist for Existing Facilities ADA Checklist for Existing Facilities W</p>	
<p>Physical assessment conducted within the last 3 years resulted in unsatisfactory results - technical assistance/corrective actions have been documented.</p> <p>A copy of the technical assistance/corrective action report is included.</p>	
Programmatic Accessibility	
Center provides reasonable accommodations for individuals with disabilities, including making reasonable modifications to policies, practices, and procedures.	
Center administers programs in the most integrated setting appropriate to ensure individuals with disabilities receive equitable and inclusive services.	
Center ensures communications with persons with disabilities are as effective as communications with others, including providing appropriate auxiliary aids or services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity.	

See also [ADA Accessibility Standards \(enhanced single file version\) \(access-board.gov\)](https://www.access-board.gov/ada-standards/)

Questions:

7. Please explain how the one-stop site ensures equal access for individuals with disabilities and individuals with limited English proficiency to participate in or benefit from one-stop center services.
8. Describe, in detail, how staff ensure the full range of services in the one-stop are available to all one-stop customers and ensures nondiscrimination in the delivery of services?

Section IV: Common Identifier

WIOA Section 121(e)(4) and WIN 0025 require the one-stop delivery system to use a common identifier on all products, programs, activities, services, electronic resources, facilities, and related property and materials. In Washington, the common identifier is “WorkSource” as the unifying name and brand. In addition, the one-stop delivery system must also use the tag line “*a proud partner of the American Job Center network*” in accordance with TEGL 16-16 (see the [AJC style guide](#)).

As part of the site visit, certification team will review a sampling of posters, handouts, facility signage, and electronic resources for compliance.

BRANDING AND COMMON IDENTIFIER			DESCRIPTION/COMMENTS
Staff have been trained on WorkSource branding expectations and know where to access WorkSource branding materials.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Center ensures the EO tagline is included in all marketing materials for WorkSource and WIOA programs.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Staff have been trained on the EO tagline and WA Relay 711 and know where to access the tagline for marketing materials and when to use the EO tagline and WA Relay 711. YES	YES <input type="checkbox"/>	NO <input type="checkbox"/>	

Recruitment brochures and other materials, including pamphlets, flyers, and other publications distributed or communicated in written or oral form, electronically or on paper, for customers, staff or the general public that describe programs financially assisted under Title I of WIOA or the requirements for participation by recipients and participants will include the following EO Tagline:

English

“(name of recipient) is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.”

Spanish

“(name of recipient) es un empleador/programa con oportunidades equitativas. Previa solicitud equipos auxiliares y servicios están disponibles para los individuos con discapacidades.”

Plural tagline (used when listing more than one organization)

“(name of recipient and name of recipient) are equal opportunity employers/programs. Auxiliary aids and services are available upon request to individuals with disabilities.”

Program information that is broadcast in the news media and electronically such as on television and radio or on a large screen monitor must also include the tagline.

If a phone number is included, the Washington Relay Service number must also be provided, either next to the phone number or at the end of the tagline:

English

Washington Relay Service 711

Spanish

Servicio de Retransmisión Washington 711

Section V: Compliance with 29 CFR Part 38-Implementation of the Nondiscrimination and EO Provisions of WIOA

Implementation of WIOA Nondiscrimination & EO Provisions			DESCRIPTION/COMMENTS
Center does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, or political affiliation or belief, or, for beneficiaries, applicants, and participants only, on the basis of citizenship status or participation in a WIOA Title I-financially assisted program or activity.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	

The LWDB Equal Opportunity Officer annually reviews the Center's policies, procedures, services, and facility for accessibility and equal opportunity and then provides recommendations and staff training, where needed.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
The LWDB Equal Opportunity Officer trains Center staff on the nondiscrimination and equal opportunity provisions of WIOA. Center staff are required to take the training at least every two years.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Center provides meaningful access for individuals that do not speak English as their primary language and those who have limited ability to read, speak, write, or understand English, including free interpretation and translation services.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Center displays the Equal Opportunity is the Law poster, in English and Spanish, in reasonable numbers and places where customer's receive services, and in staff break rooms.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Center follows discrimination complaint procedures developed by the LWDB.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	

Section VI: System Requirements

Questions:

9. Please explain how this one-stop site captures and responds to both job seeker and business customer feedback.
10. How is customer satisfaction measured in this one-stop site?
11. Please explain how the one-stop site uses the state-mandated MIS for tracking customers and services.

Section VII: Organization and Management

Questions:

12. Please explain how this one-stop site strives for continuous improvement.
13. Please explain how customer feedback informs and guides local workforce service delivery.
14. Does the one-stop site facilitate integrated partnerships? ☐ Yes / ☐ No If so, please explain how.
15. Please explain how services are organized in the one-stop. For instance, are services organized by function, program, or other means?
16. Please explain the activities and processes in place for ensuring all staff, regardless of specific program, are kept informed of policies and procedures and professional development opportunities.
17. Please explain the procedures in place to assure coordination of and avoid duplication among one-stop delivery system partner programs.
18. Memorandum of Understanding (MOU) is in place describing (at a minimum) ☐ Yes / ☐ No
 - the services to be provided in the local one-stop system and this one-stop site, and
 - agreement on funding the costs of services and operation cost of the system.
19. One-stop operator was competitively procured. ☐ Yes / ☐ No Date:



MINUTES OF MEETING NO. 260

November 9, 2022

Board Members Present:

Larry Brown, Co-Chair

Gary Chandler, Co-Chair

Wade Larson, Representing Business

Todd Mitchell, Representing Labor

Kairie Pierce, Representing Labor

Cami Feek, Employment Security Department (ESD)

Rebecca Wallace for Chris Reykdal, Office of Superintendent of Public Instruction (OSPI)

Paul Francis, State Board for Community and Technical Colleges (SBCTC)

Terry Redmond for Secretary Meneses, Department of Social and Health Services (DSHS)

Chris Alejano, Representing Underserved Populations

Marie Davis for Lisa Brown, Department of Commerce

Mark Mattke, Spokane Workforce Council, Representing Local Government

Call to Order

Co-Chair Mr. Larry Brown called the meeting to order at 9:05 a.m. on a virtual meeting using Zoom and welcomed the Board and audience members in-person at the DoubleTree by Hilton in SeaTac.

Consent Agenda

MOTION-2022-260-01: Mr. Todd Mitchell moved to approve the Consent Agenda that included approval of the Minutes from the September 21, 2022, Board Meeting. Mr. Wade Larson seconded the motion, which passed unanimously.

MOTION-2022-260-02: Mr. Mitchell moved to extend the four components of the COVID-19 Policy Waiver Extensions (WIN). Mr. Paul Francis seconded the motion, which passed unanimously. The Board discussed the timeline on the extensions and next steps.

Executive Director's Report

Workforce Board Executive Director, Ms. Eleni Papadakis, submitted her executive director's report in written form to the Board that included new agency hires, recent

conferences, and health workforce updates. The floor was opened for questions and comments. Co-Chair Mr. Gary Chandler opened the conversation with his thoughts on credentialing, the value of project-based learning, and a recent National Governors Association conference that he attended. The Board continued with a rich discussion regarding credentials. Mr. Francis expressed the State Board for Community and Technical College's (SBCTC's) interest in engaging in micro credentials and pathways. Ms. Kairie Pierce suggested to the Board to be cautious in making sure that "micro" does not mean less-than.

Talent and Prosperity for All (TAP) Planning

Ms. Papadakis provided a high-level overview of the strategic planning effort and its importance. Workforce Board Research Director, Dave Wallace, provided a presentation on what the most recent data is showing about the workforce system. Particular attention was paid to how barrier populations are faring. Workforce Board staff member Elizabeth Court reviewed feedback from partners on the current plan and outlined the proposed outreach plan.

The Board heard from a panel of system partners, Anne Goranson (Employment Security Department), Will Durden (State Board for Community and Technical Colleges), and Ronnie-Sue Johnson (DSHS Economic Services Administration) regarding the adoption of new technology in the workforce system and what was learned during the pandemic.

The Board discussed interest in engaging on the benefits "cliff effect," when additional wages don't make up for the loss of public benefits, putting people in a worse financial situation. The Board also addressed the need to reengage youth. They discussed the need to understand national trends broken down by demographics, access to training on cultural competency, and working across generations and what that means for the workforce system. They also discussed the need to move forward quickly with training that reflects changing labor market demand, and credential portability. There was interest in collecting data on entrepreneurship, specifically minority-owned business to help understand the impact of the post-pandemic work environment.

The Board agreed they would like to see an analysis of the progress or lack of progress made on achieving the goals stated in the last state strategic workforce (TAP) plan. Mr. Mark Mattke shared the perspective from the Workforce Development Councils with a strong focus on shared outcomes and how to incorporate that into the plan. The Board discussed how to best ensure we are leveraging the system and talking to communities as a whole and not siloing stakeholder groups by interest area. They also discussed their own engagement in the planning process and their desire to see planning progress reports front and center at every board meeting.

Ms. Papadakis emphasized to the Board that the plan is most effective when the Board determines what actionable items policymakers should adopt and agencies use it as a lens or as guiding principles. Through this process, Board members should be asking themselves, "How do we elevate this plan so that it's actionable?"

Ms. Papadakis suggested that based on the community input received through the process, the Board will begin to understand what stakeholders are experiencing now. Staff will continue to develop presentations for future board meetings that highlight aspects of the economic environment.

MOTION-2022-260-06: Ms. Pierce made a motion to approve the state workforce plan timeline as drafted, with an emphasis on evaluation of the previous plan goals to be delivered at the next Board meeting. Ms. Marie Davis seconded the motion, which passed unanimously.

Legislative Endorsement (Action)

Workforce Board Deputy Executive Director, Nova Gattman, reported on the results of the Board Endorsement Committee, which reviewed budget requests from partner organizations for potential endorsement as official legislative agenda items for the Board. The Endorsement Committee unanimously recommended inclusion of the WIT Replacement and AmeriCorps Stipend, both presented by Mr. Gary Kamimura of the state's Employment Security Department. Mr. Kamimura provided additional information and context on both items.

Mr. Mattke suggested a process where the Board considers prioritizing the list of items next year.

MOTION-2022-260-06 MOTION: Mr. Mitchell made a motion to approve the two legislative endorsements. Mr. Larson seconded the motion, which passed unanimously.

Adjournment

The meeting adjourned at 12:23 p.m.

Tab 2

Executive Director's Report
Workforce Board Meeting, February 23—Meeting No. 261

The Workforce Board has seen a great deal of staff turn-over recently, not unlike so many other employers. We've also experienced the phenomenon where individuals accept a job with us, and even start working while they negotiate for another position elsewhere. On the upside, so many transitions have opened the Workforce Board's doors to some terrific new associates. I wish you could them all in person today, but for now, we provide some mini bios.

Before you go there though, I have to let you know about a transition for one of our staff who is near and dear to all our hearts, Erica Wollen. Thankfully, Erica is staying with the agency, but she will no longer be the Board's secretary or my executive assistant. Here is the note about Erica's transition that I sent to our staff:

I am happy to announce that my long-time executive assistant, our board secretary and foundational member of the leadership team and this organization has accepted a new position within the organization. Erica Wollen will be one of the state's first ever LPN Apprenticeship Navigators! This is a pivotal role within the new Long-term care LPN Apprenticeship program that Donald is helping to establish with a large group of LTC industry, education, and state agency partners.

We are thrilled that Erica has accepted this role! We need an innovator and problem solver, as well as someone who is compassionate, with a nimble mind, who enjoys working with all types of people and is buoyed by helping others achieve success. I know first-hand how talented and passionate Erica is. Her work as our State Disability Council Liaison, and let's face it, keeping me on track for all these years, the terrific relationships she's established with our board members and partners across the system—Erica will be a dynamite navigator for the very deserving LTC workers she'll be supporting. Erica also never hesitates to take on new challenges—she's a consummate learner—another talent that will help her in the navigator role. She'll be helping us learn about what is working, what isn't, and where the gaps and opportunities are as we think about how to improve this new program and potentially take it to scale.

On a personal note, I want to say a giant "Thank You!" to Erica for being such a tremendous support to me and to our organization for so many years. Erica, I have so appreciated your positive, "just do it" spirit, even as you were taking on additional responsibilities to an already over-loaded workload. Your commitment to the organization's mission and its people--our family--has always been front and center. Although I will miss working so closely with you every day (yes, I am panicked about that.) I am so thankful that you have chosen to stay with this organization as you start your new adventure.

Please join me in congratulating Erica on her new position!

I also have to thank Erica for continuing to support me and the Board for the past couple months while she's begun her new job. It's typical of Erica to not let any of the balls drop while she personally made it her mission to find a suitable replacement for us. Thanks to Erica's efforts, today you are meeting our new Board secretary and my executive assistant, Bianca Laxton. Welcome Bianca!!

New Associates—Mini Bios

Bianca Laxton

Bianca Laxton joins the Workforce Board as Executive Assistant to Eleni Papadakis as well as Board Secretary. Most recently, she worked for the Washington Workforce Association, where she learned about and discovered her passion for the field of workforce development. Her diverse work history includes serving in the US Navy as an electrician, a position in the juvenile court school system as a teacher's assistant and working in the video game industry as a game tester and executive assistant. We are excited to have Bianca's diverse experiences and skills, as well as her enthusiasm for the work of our organization. She has lived in Washington for nearly four years and greatly enjoys hiking, camping, knitting, sewing, and learning Spanish. She especially enjoys creative writing and hopes to write children's books.

Anthony Whitesides

Anthony is our newest VA Vocational Education Program Specialist, and we are so excited to have him. As part of the VA team, he will conduct risk-based surveys and process school authorizations. He's already utilizing his financial background to review school financial statements. Anthony joined the Navy right out of high school and spent five years working with weapons onboard an Aircraft Carrier. He deployed twice, traveled worldwide, and learned a lot. After he got out, he studied Economics at Western Washington University, where he earned his bachelor's degree. He's worked extensively in the WWU Veteran's Office and got a taste for some of the work we do here at the Consumer Protection unit. After that, he worked for the Division of Vocational Rehabilitation and returned to Graduate School. In his free time, he enjoys buying and fixing old European cars, traveling, working out, and learning new skills. He also likes working with his hands in the yard or doing home improvement projects. He's looking forward to working with everybody at the Workforce Board and making an impact in the work that we do!

Rebecca Adams

The Workforce Board welcomed Rebecca Adams on January 1, as one of the two new Apprenticeship Navigators in the Long-Term Care (LTC) project. Rebecca comes to the Workforce Board from the state's Department of Children, Youth and Families. In her role as Navigator, she will offer guidance to home care aids and nursing assistants interested in the LPN apprentice program. Her work will help the HCA and NAC paraprofessionals establish a work/life balance and direct them to resources needed to help them succeed and complete their goal to become an LPN.

Rebecca was raised in Texas. While in middle school, Rebecca developed a passion for LTC. After school each day, she would take the bus to her mother's job as a hospice care provider. She would spend time in the dining hall talking with nurses and patients and learning the ins and outs of the facility. She was grateful for those interactions with residents and staff. Rebecca is currently enrolled in coursework with a goal of attending nursing school. She is excited to be a vital part of the NAC to LPN apprenticeship team with the Workforce Board.

Chris Dula

Chris Dula has been hired as a Senior Researcher with an emphasis on the Long-Term Care (LTC) Workforce Initiative. Chris brings extensive experience in data management and analysis that will be critical to the success of the Workforce Board's LTC workforce efforts. As part of the in-house research staff, and in collaboration with our external partners, Chris' work will be used to develop strategies to impact the LTC Workforce crisis across the state. Chris Dula is returning to the Workforce Board after working for DSHS for a few years. Chris received the Congressional Award for his national service as a former AmeriCorps and Peace Corps Thailand volunteer. He holds a Bachelor of Economics from Metropolitan State University of Denver and a Master's Degree, specialized in advanced policy and economic analysis from Columbia University in New York City. Chris has 15 years of professional experience in government and academia. His work as a researcher for Singapore Management University has been published in the Harvard Business Review and Financial Times. Chris has served the State of Washington for six years as an expert in qualitative and quantitative research methods and empirical design, with an emphasis on program and policy evaluation. His interests include post-scarcity economics, cosmology, epistemology, and gardening. Chris most enjoys peaceful days outside and going on adventures with his family along the Olympic Peninsula and Columbia River Gorge.

Drew Cassidy

Drew Cassidy joins us on March 1 in a new role as the Workforce Service Integration Manager. This new position was created to identify and support policy recommendations that enhance and support effective service integration and address the administrative barriers jobseekers and businesses face when they seek assistance from various workforce programs. Drew will work closely with WIOA-funded programs and others in our state's comprehensive workforce development system to understand the challenges faced in aligning policies, programs, and funding streams to ensure seamless service delivery for job seekers and employers.

Drew comes to the Workforce Board from the Employment Security Department, where she worked as a Senior Policy Analyst in the Employment System Policy and Integrity Division. Prior to ESD, Drew worked at South Puget Sound Community College and WorkSource Thurston, where she saw firsthand the impact of public policies on training and employment outcomes. Drew's prior work has been instrumental in shaping state policies on unemployment insurance and workforce development. Drew holds a degree in political science from Oregon State University, and a master's degree in public administration from Evergreen State College.

In Drew's spare time, she can be found traveling the world, jumping off waterfalls, hiking big mountains, and parasailing above the Pacific. She also recently adopted two rescue kittens who are an absolute joy and have given her a reason to stay home a bit more and cuddle up in front of the fire with a good book. Drew is committed to improving the lives of workers and business owners by improving economic outcomes, and she is so excited to be part of the team at the Workforce Board.

Claire Fite

Claire Fite (she/her) is joining us as a Long-Term Care Policy Associate, and will work with Donald and Nova on the health workforce team. She is a recent graduate of the University of Washington School of Social Work and Evans School of Public Policy and Governance. Originally from San Luis Obispo, California, she moved to Washington to serve as an AmeriCorps Member at the City of Bellevue. In past roles, Claire has worked with people experiencing housing instability, survivors of domestic violence, and older adults. She also speaks Russian at a level that has been admirably described as "passable." Educated as a social worker, Claire is passionate about combining her social service experience and

policy skills to help make her community a better, more equitable place to live. Claire loves reading, cooking, crafting, spending time outside, and talking about her two beloved cats!

Long-Term Care (LTC) Workforce Initiatives

The HCA/NAC to LPN Apprenticeship has made significant progress since August of 2022, led by Workforce Board staff member Dr. Donald Smith, our LTC Workforce Policy Manager. The first cohort of NACs and HCAs are currently working on their pre-requisite courses at three community and technical colleges (Edmonds, Bates [Tacoma], and Yakima Valley) in anticipation of submitting their application to the apprenticeship program. A second cohort will be selected by participating employers shortly.

Key milestones include:

- Hiring of two Apprenticeship Navigators by the Workforce Board. Erica Wollen moved to one of the Navigator spots from her previous role as Board Secretary and Executive Assistant for Eleni Papadakis. Rebecca Adams (more on her in her bio) joined the Workforce Board from DCYF. Both Navigators began their new roles on January 1, 2023.
- The development of a digital wallet coupled with a data management system is underway in collaboration with Merit systems. Merit is also scheduled to provide training for the Navigators on their new role. Training is set for early March.
- Edmonds College has completed the online curriculum and is set to begin review with the state's Nursing Commission in February. Edmonds is looking to the Fall 2023 Quarter to launch the online curriculum as a pilot. The apprenticeship curriculum will be developed from the online curriculum with minor modifications.
- Board staff have begun discussions with the Greater Spokane Incorporated to identify opportunities for collaboration in the Spokane area. Potential collaborations include the efforts to establish a statewide digital wallet system, LTC Initiative and establishment of LPN Apprenticeships on the eastern side of the state.
- The Washington Department of Veterans Affairs has asked to join the LPN Apprenticeship group and has begun to offer input for the program. Anticipated DVA staff enrollment in the pre-requisite coursework at the local community colleges could begin in Fall 2023.

Another LTC project, the LTC Workforce Initiative, is underway and we continue to recruit partners to join the initiative. Working with Workforce Board staff member Renee Fullerton (Health & Social Policy Associate, on Nova's team) and other agency staff, the Initiative has attracted interest from many involved with the Health Workforce Council. A Leadership Committee will formally convene for the first time on Feb 21 and will guide the direction of the project as well as assist in the development of collaborations with professionals across the state. The Leadership group is a mixture of healthcare, education, state agencies and business interests. The group is also actively looking for direct care service providers to serve on the Leadership group.

Agreements for comprehensive quantitative and qualitative research efforts conducted in partnership with the University of Washington and other potential partners are being finalized. The research will offer a comprehensive look at the workforce situation in Washington and will serve as the basis for annual reports to the legislature starting in the summer of this year.

The LTC Workforce webpage has been recently updated and will serve as a source of information about the LTC Initiatives. Discussions are also underway for the establishment of a webpage for the LTC-Initiative and the LPN Apprenticeship program. More at: <https://wtb.wa.gov/long-term-care/>

Health Workforce Council

The [2022 Health Workforce Council Report](#) was published in January 2023. This report captures the work of the Council in 2022 (Workforce Board staff member Renee Fullerton is the lead staff to the Council) and includes recommendations regarding childcare access, collecting more data about our health workforce and expanding approaches to address educational debt including evaluation of the Washington Health Corps.

The report also highlights the continuation of a concerning trend in decreasing completions of health professional career training. As recently as the 2019 reporting period, the Workforce Board tracked nearly 30,000 health professions program completions. Two years later, that number had dropped to 22,478 completions (6,651 reduction) across a wide range of healthcare occupations, typically in entry-level roles. Across all professions, that works out to an annual 11.4 percent drop in completions during the two years ending in 2021. This is highly concerning, with potentially severe ongoing healthcare workforce implications.

[HB 1503](#), which relates to the Council's data recommendation, is currently under consideration in the House. This bill would require all health care professionals licensed by the Department of Health to provide basic demographic and practice information at the time of application and renewal.

Health Workforce Council 2023 Meetings

- 9 am – 1 pm, March 23, 2023. [Register here for the Zoom meeting link](#). Agenda to come.
- 9 am – 1 pm, June 22, 2023.
- 9 am – 1 pm, September 21, 2023.
- 9 am – 1 pm, November 30, 2023.

Behavioral Health Workforce Assessment/Behavioral Health Workforce Advisory Committee

The [2022 Behavioral Health Workforce Assessment](#) was published in December 2022. Board staff partnered with Halcyon Northwest, a research contractor, to assess the status and relevance of prior recommendations made as part of the Workforce Board's Behavioral Health Workforce Assessments done in 2016-17, 2019-20, and 2021. This work was combined with two other research efforts done as part of a separate legislative proviso by the UW Center for Health Workforce Studies (UW CHWS) and Washington STEM to create a more complete picture for policymakers.

The completed document is a comprehensive assessment on progress towards prior recommendations as well as making new recommendations to expand approaches to address educational debt burden and work toward Washington becoming a Certified Community Behavioral Health Clinic demonstration state. The CCBHC model allows community behavioral health facilities to move towards sustainable, prospective payment system for providing comprehensive community behavioral health services.

Behavioral Health Report in The Seattle Times, Vancouver Business Journal

Seattle Times reporter Michelle Baruchman interviewed Policy Associate Renee Fullerton, Deputy Director Nova Gattman and Executive Director Eleni Papadakis on Jan. 18 about the Behavioral Health Workforce Assessment.

The committee's report was cited in this Jan. 22 story: ["How to fix the mental health workforce? WA has an underutilized workforce: peer counselors."](#)

The report was also featured in the [Vancouver Business Journal](#) on Jan. 4.

Board co-chairs Gary Chandler and Larry Brown also submitted an op ed to the Times about ongoing shortages in Washington's behavioral health workforce, and the need to invest in a comprehensive strategy between the private and public sectors to address the challenge.

Agency Audit

The Washington State Auditor's Office just concluded an accountability audit of the agency with an exit meeting on February 13. The audit covered the period July 1, 2018 through June 30, 2022. Overall, the results were satisfactory, but did identify one audit finding. The finding is specific to our Consumer Protection Unit, which performs licensing and oversight of private career schools. The auditor found that our IT/software system and staffing shortages contributed to errors in, and a lack of controls on, the calculation and collection of fees from licensed schools. The report acknowledges that we have purchased and are in the process of implementing a new software package. Because implementation occurs after the period covered by the audit, the report must identify the finding and call for corrective action. Staff will provide a corrective action plan and timeline, which will describe the implementation plan for the new software.

Conferences

NGA Winter Workforce Symposium in Washington, D.C.—February 7-10

Workforce Board co-chairs Gary Chandler and Larry Brown, along with agency Executive Director Eleni Papadakis and Director of Workforce System Advancement Marina Parr attended the annual National Governors Association winter conference in "the other Washington" February 7-10. D.C. had unusually sunny, warm weather, which made walking to evening receptions pleasant. But most hours were spent inside of hotel ballrooms and conference rooms discussing state workforce challenges and initiatives.



This conference draws Workforce Board chairs from across the U.S., along with state liaisons. ESD Commissioner Cami Feek was unable to attend due to scheduling issues. The Workforce Board team was able to network, listen and learn to a variety of innovative work going on nationally. The team also was updated on federal policies and new congressional leaders heading up workforce committees and initiatives. Of particular interest at this conference was how best to support people who have been incarcerated, trying to re-enter the workforce; supporting workers who have experienced barriers due to mental health problems, especially following the COVID-19 pandemic; and expanding opportunities for immigrants to fill critical workforce needs. Marina also made a pitch for NGA to hold its summer conference this August in Seattle. Despite a slide deck filled with stunning shots of summer evenings in Puget Sound, a humorous Top 10 list of best reasons to come to Seattle in August, and even nods to our fabulous co-chairs Larry and Gary, who we promised would catch a fish at Pike Place Market...it was no dice! Instead, the NGA conference will be in North Dakota. (Yes, Marina must live with losing to North Dakota—home of towering sunflowers and some of the friendliest people on Earth.) Finally, the team also attended a special Saturday meeting that featured N.J. Governor Phil Murphy and U.S. Surgeon General Vivek Murthy. Our own Governor Inslee made an appearance at this session, and we also waved hello to him at Reagan National Airport. He was on our flight back home to Sea-Tac. Marina did NOT tell him about losing to North Dakota. Too soon...

WACTA-WA-CCER Spring 2023 Conference

Communications Manager Andrew Lenderman and Career Pathways Manager Joe Wilcox attended the Washington Association of Career and Technical Administrators conference in Centralia, scheduled from Feb. 13-14.

The event drew 235 career and technical educators from around the state. Workforce Board staff set up an exhibitors table and shared information about Career Bridge and the Washington Award for Vocational Excellence (WAVE) scholarship, which is open for applications through March 17.

Staff also worked with Kevin Smith, CTE Director of the Renton School District, to include WAVE scholarship updates and discussions as part of the conference's agenda. Several educators shared their enthusiasm for the scholarship aimed at high-performing CTE students at Washington's high schools and community and technical colleges. Learn more about WAVE at: <https://wtb.wa.gov/wave/>



Tab 3

Comprehensive One-Stop Hours of Operation Panel Discussion

PRESENTED BY: Liz Casey – Employment Security Department

CHECK ONE:

☐ Action Item

☒ Possible Action

☐ Discussion Only

SUMMARY:

As part of revision of Policy 1016, One-Stop Evaluation and Certification, Board staff highlighted the requirements for hours of operation of comprehensive one-stop centers in the workforce system. Prior to the pandemic, most comprehensive one-stops were open Monday-Friday, roughly 8-5pm. Virtual service delivery, particularly during lockdowns and other social distancing requirements, was prioritized by some offices. The Board is being asked to consider setting uniform, statewide requirements for minimum hours of operation in comprehensive one-stop centers.

BACKGROUND:

WIOA Section 121(e)(2), 20 CFR Part 678, and TEGL 16-16 describe one-stop certification requirements, including review and evaluation of criteria by the state Workforce Board every two years to establish a minimum level of quality and consistency of services across the state.

Staff have put together a panel to provide a range of perspectives on one-stop hours of operation, including ESD, DSHS, and two local workforce development boards. Board members will have the opportunity ask questions, think through potential policy solutions, and either decide on operating hours at the February 23 Board meeting, or request additional details to be provided and make a final determination at the March 23 Board meeting.

STAFF GUIDANCE & RECOMMENDATION:

Discussion and Action. The Board is being asked to set minimum hours of operation in the comprehensive one-stop centers, as directed in the following section of federal regulations:

Determination of minimum hours of operation per 678.305(c) “hours of access to services” of one-stop comprehensive sites as part of its evaluation of effectiveness described in 20 CFR 678.800(b).

Staff recommend the Board direct staff to assemble a task team of WIOA partner leaders to review law, rule, and guidance as well as current hours of operation in each comprehensive one-stop and bring recommendations back for Board vote at the March 23 Board meeting.

One-Stop System Dispute Resolution and Appeals

PRESENTED BY: Gary Kamimura, Employment Security Department

CHECK ONE:

☐ Action Item

☒ Possible Action

☐ Discussion Only

SUMMARY:

WIOA law and regulation require states to have grievance procedures, to which end the State established [WIOA Title I Policy 5410](#) on dispute resolution and appeals. It requires Local Workforce Development Boards (LWDBs) to have local Title I-B dispute resolution policies and procedures and outlines the process for unresolvable local disputes to be appealed to the State. The policy should have been system-wide, not Title I-B only. LWDBs also saw a potential conflict of interest with the Employment Security Department (ESD) in the state appellate role if local disputes involve ESD in its program administrator role.

The Board is asked to endorse a new WorkSource System Policy 1025 on *one-stop system* dispute resolution and appeals that has the Workforce Board rather than ESD in the state appellate role.

BACKGROUND:

WIOA law at Section 181(c) and the WIOA Final Rule at 20 CFR 683.600 requires states to have grievance procedures. To satisfy that requirement, the State established [WIOA Title I Policy 5410](#), which requires LWDBs to have local Title I-B dispute resolution policies and procedures and outlines the process for local disputes that cannot be resolved to be appealed to the State.

The policy should have been system-wide, not Title I-B only, so there is presently no state policy that addresses local disputes involving programs other than WIOA Title I-B. New WorkSource System Policy 1025 addresses the oversight by expanding the state's dispute resolution and appeals policy from a Title I-B only policy to a WorkSource System policy.

LWDBs noted the potential conflict of interest in having ESD in the state appellate role, particularly if unresolvable local disputes involve ESD as a one-stop operator or one-stop program operator. ESD and Workforce Board staff concur. Substituting Workforce Board for ESD as the state-level appellate body resolves that conflict. Further, if disputes involve another one-stop system partner, Workforce Board, which oversees the state's one-stop system, makes more sense as the appellate body than does ESD. New WorkSource System Policy 1025 would supersede and expand on WIOA Title I Policy 5410.

STAFF GUIDANCE & RECOMMENDATION:

Potential Action:

Option 1: Defer action to the March 2023 meeting to allow time for review.

Option 2: Motion to endorse WorkSource System Policy 1025 for 30-day public comment and issuance.

Note: Staff will bring this policy back before the Board at a future meeting if public comment reveals significant concerns about the policy direction.



Employment Security Department

WASHINGTON STATE

WorkSource System Policy Employment System Administration and Policy

Washington envisions a nationally recognized fully integrated One-Stop system with enhanced customer access to program services, improved long-term employment outcomes for job seekers and consistent, high-quality services to business customers. In order to achieve this vision, Employment System Administration and Policy sets a common direction and standards for Washington's WorkSource system through the development of WorkSource system policies, information memoranda, and technical assistance.

Policy Number: 1025
To: Washington WorkSource System
Effective Date: TBD
Subject: One-Stop System Dispute Resolution and Appeals

1. Purpose:

To communicate the requirement that Local Workforce Development Boards (LWDBs) have local WIOA dispute resolution policies and processes and to describe the process by which local WIOA disputes will be handled by the State in the event disputes cannot be resolved at the local level.

2. Background:

Disputes by LWDBs regarding contracts, allotments, monitoring and oversight outcomes, and administrative agreements involving local and/or system partners may occur. Standardized policies and timely processes for addressing and resolving such disputes is required.

3. Policy:

- a. LWDBs must have local policies and procedures to resolve disputes at the lowest possible level. LWDBs must follow their local policies and procedures and appropriately document local actions and decisions relating to disputes that arise. Only after local policies and procedures have been exhausted can disputes be elevated to the state level.
- b. If the requirements of a local dispute resolution policy and process have been met and the parties to a dispute cannot reach agreement, they may appeal to the Workforce Training and Education Coordinating Board (WTECB) for resolution. Decisions by WTECB, as the representative of the Governor, will be made in consultation with appropriate local Chief Elected Official(s) and issued within 30 calendar days of receiving appeals.

Unresolved local disputes involving Memoranda of Understanding and Infrastructure Funding Agreements that are elevated to the State for resolution need to follow the procedures outlined in WorkSource System Policy 1013 and WorkSource System Policy 1024, respectively.

- c. If one or more of the parties to the dispute is dissatisfied with WTECB's decision, the decision can be appealed to the U.S. Department of Labor as described in WIOA Section 181(c).
- d. Per WIOA Section 121(h) and 20 CFR 678.725-750, local disputes related to funding of one-stop infrastructure costs are exempt from this policy and will instead be addressed through application of the state one-stop funding mechanism determined by the Governor and subject to a state-level appeals process established by the Governor.

4. Definitions:

None.

5. References:

- Public Law 113-128, Workforce Innovation and Opportunity Act of 2014, Section 181(c) – Grievance Procedure
- 20 CFR 683.600 (What local area, State, and direct recipient grievance procedures must be established?)

6. Supersedes:

WIOA Title I Policy 5410, Revision 1

7. Website:

[Workforce Professionals Center](#)

8. Action:

Local Workforce Development Boards and their contractors must distribute this policy broadly throughout the system to ensure that WorkSource System staff are familiar with its content and requirements.

9. Attachments:

None.

Direct Inquiries To:

*Employment System Administration and Policy Unit
Employment System Policy and Integrity Division
Employment Security Department
P.O. Box 9046*

Olympia WA 98506-9046
SystemPolicy@esd.wa.gov

Tab 4

An Orientation to Registered Apprenticeship Part 1: Non-Building Trades Apprenticeship

PRESENTED BY: Apprenticeship Partners

CHECK ONE:

☐ Action Item

☐ Possible Action

☒ **Discussion Only**

SUMMARY:

The Board will learn about key aspects of Washington's registered apprenticeship program through a panel presentation. This session will not cover building trades apprenticeship programs, which have the largest proportion of apprentices in the state. Those will be covered at a presentation during the March 23 Workforce Board meeting. Members will hear an overview from the director of the apprenticeship program at LNI, Peter Guzman. Board staff worked with partners to convene a range of additional presenters—from participants to employers to educators—to provide multiple views on this increasingly popular pathway. Ample time has been included to allow for questions and discussion.

BACKGROUND:

Registered apprenticeship is an important component of Washington's workforce training system. The Workforce Board's annual evaluation of workforce programs, [Workforce Training Results](#), show positive results for this high-skill, high-wage pathway – with 93 percent of completers earning \$94,900 a year after exit (first quarter of 2022). Even for those who do not complete the program, 81 percent are employed at an average wage of \$70,800. The taxpayer return on investment for the program is \$7.80 for every public dollar invested.

The February panel is focused on registered apprenticeships outside the building trades. A building trades panel is tentatively scheduled for next month's Board meeting. The following participants (below) are included on the panel:

WA State Department of Labor & Industries (L&I) Apprenticeship Section

Presenter – Peter Guzman, L&I Apprenticeship Program Manager

Peter Guzman will provide an overview of Registered Apprenticeship and Recognized Apprenticeship Preparation programs, policies and recent Apprenticeship expansion legislation in Washington State. Peter will cover: What is registered apprenticeship? What is apprenticeship preparation recognition? He will talk through current participation data, the WA State Apprenticeship Training Council, industry sector platforms, and apprenticeship grants created as part of ESSB 5600 (2022).

Machinists Institute

Presenter – Shana Peschek, Executive Director

Topic - How the Machinists Institute (MI) is expanding programs through Career Connect WA that give meaningful articulation to high school CTE programs to complete the MI pre apprenticeship and bridge to MI registered apprenticeship programs and/or community and technical college programs and/or employment.

The Machinists Institute (MI) is a 501(c)3 created by the International Association of Machinists 751 to create access to family sustaining careers through affordable, world class education and training across the workforce spectrum. From bridging to K12, pre-apprenticeship through registered apprenticeship and on to continued professional and personal development the MI is developing and delivering programs across the state. With equity as a priority the MI is currently in the process of opening a childcare center to grow nonstandard hour capacity and is building out 40-foot mobile training trailers to reach the rural and underserved areas of our state. MI is also proud to be one of the first programs to create a full-time student service specialist position to identify barriers to student success and provide solutions.

NW Automatics

Presenter – Aldion Lamp, Apprentice

Aldion is enrolled in the machinist apprenticeship with the Machinists Institute. While Aldion is not available in person for the Board meeting due to school conflicts, Shana's presentation will include sharing the video interview they did with this student for his experiences in a registered apprenticeship program.

SEIU 1199NW Training Fund & Health Care Apprenticeship Consortium

Presenters - Laura Hopkins, Executive Director of SEIU 1199NW &

Laura Rustay, PeaceHealth

Health Care Apprenticeship Consortium (HCAC) is a WA state registered apprenticeship program sponsored and administered by the SEIU 1199 Healthcare Training Fund. HCAC has six registered healthcare apprenticeship occupations including three in behavioral health plus one pre-apprenticeship program. HCAC provides apprenticeships in partnership with any healthcare provider in the state of Washington. Since its start in 2018, HCAC has served 23 employer partners in 18 WA counties and approximately 200 apprentices (not including pre-apprenticeship).

Career Connect WA

Presenter – Lynda Best, Career Connect WA Sector Strategy Manager

Lynda Best will cover the role of Sector Intermediaries to help scale existing Career Connected Learning (CCL) programs through engagement with employer and labor partners across various sectors. Lynda will also review CCW network of partners that intersect with Regional Networks, Program Builders, Sector Intermediaries and CCL Coordinators.

State Board for Community & Technical Colleges

Presenter – Marie Bruin, Director of Workforce Education & Laura Kingston, Georgetown, South Seattle College

Washington State registered apprenticeship programs provide training and education to apprentices through a combination of on-the-job training (OJT) and organized and systematic related

supplemental instruction (RSI), under the supervision of a journey-level craft person or trade professional. Apprentices learn the practical and theoretical aspects of a skilled occupation. The Community and Technical College system has long provided support for instructional delivery of RSI. Colleges contract locally to assist in sharing faculty certification, facilities, equipment, administration, student resources, instructional support, and more. Today's presentation will highlight one of the less traditional registered apprenticeship programs that provides opportunity and promise to its participants.

Apprenticeship Preparation Program

Staff are currently working to secure a speaker to discuss apprenticeship preparation programs and will update the online Board agenda once finalized.

STAFF GUIDANCE & RECOMMENDATION:

Discussion only: Time is reserved at the end of the panel for questions or requests for additional learning opportunities in future meetings.

Tab 5

Workforce System Performance Metrics

PRESENTED BY: Dave Wallace, Workforce Board

CHECK ONE:

☐ Action Item

☐ Possible Action

☒ Discussion Only

SUMMARY:

There will be a discussion of data metrics that show how well the workforce development system is doing compared to goals outlined in the previous state workforce plan, also known as *Talent and Prosperity for All* (TAP). Board members requested that staff review progress made on these goals as we embark on an update of the plan that is due in March of 2024. While many goals don't have easily tracked metrics, where allowable, this presentation will feature targets and attainment levels associated with those targets.

BACKGROUND:

At the November meeting, Board members requested agency staff provide an overview of workforce system performance of targets outlined in the state's strategic workforce plan, TAP. Performance questions arose from a discussion about plans for updating the state workforce development plan, due next year. The request was to see, where possible, how well the state did in meeting its goals in the past plan.

Many of the goals laid out in the previous TAP Plan are high level with no possible metrics connected to them. For this presentation, staff went through the plan and, where available, pulled out clearly defined targets and matched against outcomes. However, in many, if not most cases, this was not possible across the workforce system. Therefore, staff reached out to agency and program partners and collected where available other targets set for the system and then contrasted those against outcomes.

The Board has in the past identified standardized performance measures such as:

- Did participants of workforce programs get the skills they needed?
- After leaving the program, were participants employed?
- How much did they earn?
- Were program participants and their employers satisfied?
- Did the participant and public get a good return on investment?

For programs such as the Workforce Innovation and Opportunity Act (WIOA) Core programs, targets in most cases were negotiated and will be presented with comparable outcomes. In addition to employment and earnings measures, WIOA has required credential attainment and measurable skill gains to be tracked and measured against targets. But even for these WIOA programs there are high level TAP goals that cannot currently be measured and don't have specific targets identified.

For the federal Carl D. Perkins Vocational and Technical Education Act (which focuses on career and technical education at both the middle/high school and postsecondary level), targets and measures are focused on measures like credential attainment. The TANF and BFET programs don't have WIOA targets but where it makes sense, Board staff will present relevant targets. WorkFirst does have targets with measurable outcomes, and these will be covered in the presentation.

STAFF GUIDANCE & RECOMMENDATION:

This information is for discussion only.

Tab 6

State Workforce Plan Interview Report Out

PRESENTED BY: Jairus Rice, FirstRule Group

CHECK ONE:

☐ Action Item

☐ Possible Action

☒ Discussion Only

SUMMARY:

FirstRule Group consultant, Jairus Rice, will share a high-level summary of the common themes, strategies, and priorities from the State Workforce Plan interviews conducted with the Board members and their leadership teams.

BACKGROUND:

The Workforce Board is responsible for updating the State Workforce Development Plan, known as *Talent and Prosperity for All* (TAP), at regular intervals. The current plan is scheduled to be updated by March 2024. The Workforce Board contracted with FirstRule Group to complete an initial information gathering effort among Workforce Board members and workforce system partners to create a foundation from which to guide updating the plan.

FirstRule interviewed more than 50 individuals from 16 different organizations/roles in the first two weeks of February to gather feedback on the existing plan, the state workforce system's current and future needs, and recommendations for adjustments to the current plan.

FirstRule Group will share findings on common themes, strategies, and priorities identified from the interviews and solicit your feedback before formalizing recommendations and a high-level project schedule to the Workforce Board for consideration in the planned State Workforce Plan update.

STAFF GUIDANCE & RECOMMENDATION:

Information and discussion only. FirstRule Group and Workforce Board staff seek any points of clarification, endorsement, or opposition to the recommendations shared. Workforce Board leadership will consider that feedback to formalize and communicate out next steps for updating the State Workforce Plan.

Tab 7

WAVE Scholarship Launches for 2023

PRESENTED BY: Marina Parr, Workforce Board

CHECK ONE:

☐ Action Item

☐ Possible Action

☒ Discussion Only

SUMMARY:

The 2023 Washington Award for Vocational Excellence (WAVE) Scholarship launched on February 1, with an application deadline of March 17. This merit-based scholarship is overseen by the Workforce Board and was recently restarted last year after a 10-year hiatus following the Great Recession. The scholarship, which pays as much as two years tuition, is aimed at high-performing career and technical education students at both the high school and college level. Up to 147 students are eligible to win an award—three from every legislative district.

BACKGROUND:

WAVE is a long-standing, highly regarded scholarship aimed at high-performing CTE students. The Workforce Board has administered the award for decades, starting in the mid-1980s. WAVE was suspended following the Great Recession. After more than 10 years the Legislature funded it again and directed the Workforce Board to quickly relaunch it in 2022 to qualifying students. Following last year's super-quick restart, Workforce Board staff have worked to smooth out the application process and get the application online earlier and for a longer period. The application is housed on theWashBoard.org website, an older scholarship platform overseen by the Washington Student Achievement Council. WSAC, the state's financial aid agency, distributes WAVE funds to qualifying students. The older site has made it more difficult for students to submit their applications and for staff to retrieve those applications so they can be readily scored by committees made up of industry representatives, educators, agency staff, and community members.

This presentation will bring the Board up to speed on the status of this year's WAVE award application cycle, including current challenges—from how much money is available for the 2023 award to plans to host the site on a more modern platform.

STAFF GUIDANCE & RECOMMENDATION:

Discussion only.

Tab 8

2023 Workforce System Legislative Update

PRESENTED BY: Nova Gattman, Workforce Board

CHECK ONE:

☐ Action Item

☐ Possible Action

☒ Discussion Only

SUMMARY:

Board staff will provide an overview of select bills in front of the Legislature that impact the Workforce Board, workforce system, or other key priorities from the Board's Talent and Prosperity for All state strategic workforce development plan.

BACKGROUND:

A coordinated and effective approach to the Board's statutory role to provide advocacy for the workforce system requires a thorough understanding of legislative initiatives relating to the workforce system.

Information about the Workforce Board's legislative activities, including the bills staff are tracking, budget requests, and videos of presentations before the Legislature are located at:

<https://www.wtb.wa.gov/about-us/workforce-board-legislative-tracker/>.

Board members will hear a presentation from staff about select bills up for consideration that are of interest to the workforce system as a whole or directly impact the Workforce Board. Board staff will also be sharing more detailed handouts on bills and budget items of interest as a same day item for the Board meeting to allow for the timeliest information possible on activities of the 2023 Legislative Session.

STAFF GUIDANCE & RECOMMENDATION:

Information and discussion only. Board members may request additional information on bills or budget items that relate to workforce development.

If time permits, Board members will be invited to share information on their legislative requests and priorities.