

FINANCE & ADMINISTRATION COMMITTEE

AGENDA

February 2nd, 2024, 9:00 a.m. to 11:00 a.m.
Zoom Link: <https://us06web.zoom.us/j/5591065175>

I. INTRODUCTIONS

II. ACTION ITEMS

- A. Approve Minutes – December 8th, 2023
- B. Financial Overview
 - PY-23 Mid-Year Budget
- C. Programmatic Innovation, Impact & Compliance
 - Policy
 - Work Experience
 - Stipends

III. CEO REPORT

- A. Executive Summary
 - Staff Update
 - State Performance Letter - 12.19.23
 - WIOA Local Plan & Regional Strategic Plan Refresh
 - Process, Timeline & Approvals
 - Steering Committee
- A. Programmatic Innovation, Impact & Compliance
 - WorkSource Redmond Closure Update
 - New Operator Vendor Progress & Innovation

IV. BOARD CHAIR REPORT

- A. Updates
- B. Board Engagement

V. ADJOURNMENT

Attachments:

Finance & Administration Committee Minutes_ WDC-SKC_12082023
S503.Customer+Concern+and+Compliant+Resolution
A.FAC Policy.Memo_ WDC-WKC_020224
P210.WEX.POLICY_ WDC-SKC_020224
P210.Addendum.WEX_ WDC-SKC_020224
P202.YouthStipends.Incentives_ WDC-SKC_020224
Quarterly Performance Letter_ LWDB05_ Dec 2023
WS Redmond Closure_ WDC-SKC_020224
WS Operator Team Update_ WDC-SKC_020224



WORKFORCE DEVELOPMENT COUNCIL

Seattle King County

Executive Summary: Finance and Administration Committee – February 2nd, 2024

This summary reflects a comprehensive overview of February’s virtual Finance and Administration Committee agenda focused on critical updates and strategic discussions. Under Action Items, the committee is tasked with approving the minutes from the December 8th, 2023, meeting. Financial Overview, presented by Laura Kapuscinski, WDC Budget Manager, will spotlight the Mid-Year Budget for PY23 and address key financial considerations.

The Programmatic Innovation, Impact & Compliance action items will delve into approval on policy matters, encompassing Equal Opportunity updates and Work Experience (WEX). Additionally, WDC will be requesting approval to policy changes for Youth Stipends, presented at December’s FAC meeting by Director of programs, Michael Davie. Once approved, Seattle-King County is set to be the first Board in the state to have a local Stipends policy to support career navigation and career pathways for youth.

The CEO Report will feature a staffing update and provide insights into the December State Performance Letter. Additionally, there will be updates on the Workforce Innovation & Opportunity Act (WIOA) Local Plan & Regional Strategic Plan Refresh, outlining the process, timeline, approvals, and the pivotal role of the Steering Committee.

Additionally, there will be updates on the closure of WorkSource Redmond and progress on the New Operator Vendor, showcasing advancements and innovations.

The Board Chair Report will provide updates and board engagement opportunities.

We provide the following pre-read materials, linked for your convenience, that offer deeper insights into the topics ahead of our meeting.

<p>I. INTRODUCTIONS</p>	
<p>II. ACTION ITEMS</p>	<p>A. Approve Minutes – December 8th, 2023 Finance & Administration Committee Minutes WDC-SKC 12082023</p> <p>B. Financial Overview</p> <ul style="list-style-type: none"> • PY-23 Mid-Year Budget <p>C. Programmatic Innovation, Impact & Compliance</p> <ul style="list-style-type: none"> • Policy <ul style="list-style-type: none"> A. FAC Policy.Memo WDC-WKC 020224 ○ Work Experience <ul style="list-style-type: none"> P210.WEX.POLICY WDC-SKC 020224 P210.Addendum.WEX WDC-SKC 020224 ○ Stipends <ul style="list-style-type: none"> P202.YouthStipends.Incentives WDC-SKC 020224
<p>III. CEO REPORT</p>	<p>A. Executive Summary</p> <ul style="list-style-type: none"> • Staff Update • State Performance Letter - 12.19.23 Quarterly Performance Letter LWDB05 Dec 2023 • WIOA Local Plan & Regional Strategic Plan Refresh <ul style="list-style-type: none"> ○ Process, Timeline & Approvals ○ Steering Committee <p>B. Programmatic Innovation, Impact & Compliance</p> <ul style="list-style-type: none"> • WorkSource Redmond Closure Update WS Redmond Closure WDC-SKC 020224 • New Operator Vendor Progress & Innovation WS Operator Team Update WDC-SKC 020224
<p>IV. BOARD CHAIR</p>	<p>A. Updates</p> <p>B. Board Engagement</p>

December 8th, 2023

Finance & Administration Committee

Board Member (Virtual): Jane Broom-Davidson, Caroline Chan, Angela Dunleavy, Jiquanda Nelson (C)

CLEO Representatives (Virtual): Ashton Allison, John Lederer

Staff Members (Virtual): John Bower, Ericka Cox (COSS), Michael Davie, Ana Gaeta, Mimi Getahun, Marie Kurose (CEO), Joe Taylor, Leigha Paul, Bryan Pannell, Jeff Sikora, Marisol Tapia Hopper

Materials Distributed:

- [Economic Security for All \(EcSA\) Incentives Policy Memo WDC-SKC 12.2023](#)
- [P215.EcSA Allowable Uses Policy State.Final DRAFT V3 WDC-SKC 12.2023](#)
- [FAC Minutes 09082023](#)
- [FAC Regional Strategic and WIOA Local Plan Update WDC-SKC-120823](#)
- [TAP Plan One Pager WDC-SKC](#)
- [Bridging the Gap - Washington Allocates \\$200 Million to Address Racial, Economic, and Social Disparities](#)
- [WS Redmond Closure WDC-SKC 2023](#)
- [NF Childcare CSCCEPresentation WDC-SKC 110923](#)
- [Youth Stipends Draft Policy WDC-SKC 2023](#)
- [Invitation to Rating Committee WDC-SKC 12.2023](#)
- [Digital Equity Letter to Gov. Inslee 11.20.23](#)

I. INTRODUCTIONS

II. ACTION ITEMS

A. Approve Minutes – September 8th, 2023

Chair Jiquanda Nelson reviewed the draft minutes from the September 8th FAC meeting:

- WDC board met virtually and approved the June 9th and 16th FAC Minutes, Economic Security for All (EcSA) policy updates, and the WorkSource MOU and IFA updates. As quorum was not met, we moved the motion to e-vote.
- Marie Kurose, CEO provided information on:
 - PY22 Funding Report
 - Monitoring Report – PY22 WIOA Management Letter

- 2023 WIOA Title I Quarterly Performance Letter
- Marie Kurose, CEO and Jiquanda Nelson, Chair, provided information on the Finance & Administration Committee’s Historical Overview and Charter.

Ms. Nelson opened the floor for a motion to approve the minutes from September 8th, 2023. Angela Dunleavy made a motion to approve; Ashton Allison seconded. The motion was unanimously passed.

B. Economic Security for All (EcSA) Incentive Policy

Michael Davie, Director of Programs, presented the Economic Security for All (EcSA) incentives policy updates. The policy update would increase the monthly incentive under state EcSA from \$500 to \$1000.

Mr. Davie requested the review and approval of the EcSA Incentives policy change and advancement to the consent agenda at Full Board. If approved the policy will be immediately released and effective on December 14th, 2023.

Ms. Nelson opened the floor for a motion to approve the EcSA policy change. Caroline Chan made a motion to approve; John Lederer seconded. The motion was unanimously approved.

C. Regional Strategic & WIOA Local Plan Update

Marie Kurose, CEO, provided a high-level overview of the Regional Strategic & WIOA Local Plan. The presentation included historical background of the WDC Regional Strategic Plan, Talent and Prosperity for all (TAP) plan along with the WIOA Local plan. Ms. Kurose provided a clear outline on upcoming timelines, requirements and strategic approach, and support needed from WDC Board and CLEO members.

Ms. Kurose requested the approval for a Regional Strategic & WIOA Local Plan steering committee. This committee will help in guiding the plan and reporting back to the Finance and Administration committee and Full Board.

Ms. Nelson opened the floor for a motion to approve the creation of the Regional Strategic & WIOA Local Plan steering committee. Ashton Allison made a motion to approve; Caroline Chan seconded. The motion was unanimously passed.

III. CEO REPORT

A. Fiscal Performance

Jeff Sikora, Director of Finance and Contracts, provided the board with essential updates, including the recent appointment of a Monitoring and Compliance Manager and ongoing recruitment efforts for the positions of Grants Manager and WorkSource Information System

(MIS) Lead. Mr. Sikora also outlined fiscal efficiencies implemented, such as a new Cost Allocation module, Electronic Automated Clearing House (ACH) payments, an Expense Management Module, and a private grant contract template to assist small providers. Additionally, he provided updates on upcoming activities, including ESD monitoring, Financial Audits, and King County Career Corps Monitoring. Mr. Sikora concluded by informing the board about all revisions to Memoranda of Understanding (MOUs) and Infrastructure Funding Agreements (IFAs) that are set to be executed.

- Grant updates

- Commerce: BIPOC Small Businesses

Marisol Tapia Hopper, Director of Strategic Partnerships & Funding, presented the board with a comprehensive overview of the grants awarded to WDC in 2023 and outlined key considerations for the year 2024. Additionally, Ms. Tapia Hopper provided insights into the Community Reinvestment Fund by the Washington State Department of Commerce, allocating \$200 million to address racial, economic, and social disparities in Washington state communities disproportionately affected by unjust practices. WDC secured over \$3 million from this fund, earmarked for increased incentive payments for EcSA participants and to offer business navigation, training, and partnership support to BIPOC-owned businesses.

- Workforce & Economic Development

Ms. Tapia Hopper provided the board with updates on grants, including information on 2024 funding opportunities with the National Fund for Workforce Solutions, the Department of Labor, and the Families and Workers Fund. Additionally, Ms. Tapia Hopper offered an overview of grants for Program Year 23 (PY23) and provided updates on the progress of expanding current partnerships, particularly in anticipation of the hiring of a new Grants Manager.

B. Programmatic Innovation, Impact & Compliance

- WorkSource Redmond

Bryan Pannell presented to the board, conveying the decision to close WorkSource Redmond at the expiration of ESD's lease by the end of Program Year 2023. Mr. Pannell provided the board with detailed information on one-stop center requirements, considering factors such as location and demographics. He presented a comprehensive analysis of the Redmond customer base and service delivery, leading to the conclusion that relocating the one-stop center to Bellevue would offer the optimal location to serve the target population for in-person services. Looking ahead, WDC is actively collaborating with ESD to explore new locations and facilitate the transfer and relocation of ESD and contracted WIOA staff.

- Policy Updates
 - Youth Stipends Policy – Preview

Michael Davie, Director of Programs, provided a brief preview on the Youth Stipends policy, based on ESD’s Policy 5622. Mr. Davie informed the board that the policy is currently open to public comment toward the end of the month. WDC Seattle- King County is set to be the first in the state to have a local stipends policy to support career navigation and career pathways for youth.

IV. BOARD CHAIR REPORT

A. Committee Engagement

- PY23 Finance & Administration Committee (FAC) Goals & Lookahead

The Board Chair delivered a concise overview of the PY23 Finance and Administration Committee lookahead agenda items, highlighting upcoming engagement opportunities, and encouraged active participation from committee members.

- FAC Engagement Opportunities

Ms. Nelson underscored the significance of engagement for both Chief Local Elected Officials (CLEOs) and Finance and Administration Committee (FAC) members, emphasizing the involvement in the Regional Strategic & WIOA Local Steering Committee. It was announced that comprehensive engagement opportunities will be presented at the Full Board meeting scheduled for December 14th, providing all board members with the opportunity to sign up and participate.

V. ADJOURNMENT

Chair Jiquanda Nelson adjourned the meeting.

CUSTOMER CONCERN AND COMPLAINT RESOLUTION

Workforce Innovation and Opportunity Act Policies and Procedures

EFFECTIVE DATE: 11.01.2013

POLICY #: S503

I. PURPOSE:

To ensure prompt resolution of all customer concerns, provide minimal expectations for coordination and collaboration among partners, and to define the Workforce Development Council's (WDC) role in oversight of the complaint system. Workforce Innovation and Opportunity Act (WIOA) Title I grant funds, service providers and centers within the One Stop System, regarding the processing of discrimination complaints, including the development, maintenance, and implementation of local-level discrimination complaint procedures. All grant recipients/program providers under Title I of WIOA are responsible for complying with the discrimination complaint procedures at [29 CFR Part 38](#), as outlined in this policy and attached [handbook](#).

II. BACKGROUND:

Federal law and regulations require procedures for handling complaints alleging violation of WIOA Title 1, Wagner-Peyser (including TAA) and Non-Discrimination laws. The complexity of these procedures, and the resulting silos, may have prevented partners from assisting all customers who have service delivery or customer service related concerns before they rise to the level of a formal, written complaint. The lack of standard expectations for handling concerns may have limited prompt and informal resolution and may have unnecessarily increased the number of formal, written complaints.

This policy provides standard expectations for processing customer concerns, protect the confidentiality of customers and formal complaints. In so doing, it creates distinct definitions of customer "concern" and customer "complaint." Minimum requirements have been established to create a process for referring complaints to partners located at the WorkSource Center, Affiliates and Connection Sites for additional processing and resolution.

The oversight responsibility of the WDC is also clarified when dealing with complaints from "other interested parties affected by the local Workforce System, including One- Stop partners and service providers" as described in 20 CFR 667.600(c)(1). The state has determined that allegations concerning WorkSource Center, Affiliate and Connection Site partners that do not fall under the defined program and non-discrimination processes described in the attached WorkSource Complaint Handbook shall be processed as concerns.

III. POLICY:

The WDC Local Equal Opportunity (EO) Officer is the designated complaint coordinator and responsible for adopting and publishing local customer concern and complaint resolution policies and procedures, and ensuring they are followed.

In this oversight capacity, the WDC provides the following assurances:

- Adopt and adhere to minimum complaint logging, tracking and processing requirements contained in the attached [WorkSource System Discrimination Complaint Processing Handbook for WIOA Title 1, Wagner- Peyser, TAA and Discrimination](#)
- Complaint contact(s) are identified
- Require informal resolution of customer concerns
- The WorkSource complaint poster is displayed in a visible area where customers most commonly gather, and identifies a local complaint contact(s)
- The WDC Local EO Officer is informed of all local complaints concerning a WorkSource Center, Affiliate or Connection Site, from point of entry to resolution
- Collaborate when complaints present allegations involving multiple partners

Local Customer Concern and Complaint Resolution Responsibility

All WorkSource sites must have a written customer concern and complaint process and shall designate a local complaint contact and a back-up complaint contact to process complaints. The local process shall be consistent with the minimum complaint processing requirements contained in the attached WorkSource Seattle-King County Complaint Handbook for WIOA Title 1, Wagner-Peyser, TAA and Discrimination

Each local WorkSource system partner must understand and agree to the process which shall be attached to the Memorandum of Understanding, so that all partners are aware of the process to be followed for assisting customers interested in expressing a concern or filing a complaint.

Local Initial Customer Concern and Complaint Resolution Responsibility

Under guidance from the Workforce Development Council (WDC), the One-Stop Operator is responsible for ensuring:

- Each WorkSource site has a common initial customer concern and complaint resolution
- process; and
- The WorkSource complaint poster is displayed in a visible area where customers most commonly gather.

Concerns must be processed at the local level prior to any state level intervention. The intent is to enable partners to assist customers at the lowest level possible with prompt and informal resolution of concerns.

Complaint jurisdiction is first determined by area – the Seattle/King County workforce development area (WDA). Secondly, all partners located in the WDA at WorkSource Centers,

Affiliates, Connection Sites or elsewhere are responsible for the outcomes of complaints that fall within their jurisdictional responsibility, which is based on the specific funding stream that supports the function tied to the complaint allegations.

IV. DOCUMENTATION AND JUSTIFICATION:

Complaint – The submission of a written and signed allegation that falls under the jurisdiction of WIOA Title 1, Wagner-Peyser, TAA, and/or Non-Discrimination requirements as noted in the WorkSource Complaint Handbook. The identity of complainants and any persons who furnish information relating to, or assisting in, an investigation of a complaint must be kept confidential to the maximum extent possible, consistent with applicable law and a fair determination of the complaint. At a minimum, complaints must contain the following confidential information:

- Complainant’s name;
- Mailing address, or other means by which the complainant may be contacted;
- Identification of individual(s) or organizations(s) responsible for the alleged issue;
- A description of the complainant’s allegations, which must include enough details to determine the jurisdiction of the complaint and the date(s) the alleged incident(s) took place; and
- The complainant’s signature and signature date. The signature of his/her authorized representative is also acceptable.

Local Complaint Contact – Staff member(s) designated by a WorkSource site administrator responsible for processing program complaints. The WDC Local EO Officer or the State EO Officer may serve as a complaint contact for discrimination complaints. A contact may also be appointed by the WorkSource site administrator that initially assists all customers interested in filing a complaint at the local WorkSource office and determines partner(s) program’s complaint jurisdiction if a complaint is subsequently filed.

Complaint Coordinator – The WDC designated single point(s) of contact for the workforce development area (WDA). The Complaint Coordinator is responsible for adopting and publishing customer concern and complaint resolution policies and procedures and ensuring they are followed, facilitating the initial process and promoting coordination to resolve all complaints.

Concern – Any verbal or written expression of dissatisfaction other than alleged violations of program or non-discrimination rules or laws. Concerns must be resolved informally at the local level but do not require the same formal process as a complaint (i.e., logging, tracking, etc.). If a concern cannot be resolved informally it may be escalated as a complaint at the customer’s discretion. The customer must be informed of the relevant complaint process (per the Handbook) and provided assistance as needed.

V. REFERENCES:

- WorkSource Policy 1012, Initial Customer Complaints
- WIOA Policy 3440 Rev 1, WIOA Complaint Policy
- WIOA Policy 3450 Rev 1, Equal Opportunity and Discrimination Complaint Processing Policy and Procedures
- WIOA Policy 4061, Migrant and Seasonal Farmworker Complaint Policy
- TAA Policy 3075, Complaints Appeal Process
- 29 CFR Part 38
- WorkSource System Discrimination Complaint Processing Handbook

WORKFORCE DEVELOPMENT COUNCIL OF SEATTLE-KING COUNTY
MEMORANDUM

DATE: February 2, 2024
TO: Finance and Administration Committee
FROM: Michael Davie, Director of Programs
SUBJECT: Policy

ACTION REQUESTED:

The WDC staff recommends the following policies to Finance and Administration Committee for review and approval on February 2, 2024.

1. Youth Stipends Policy
2. Work Experience Policy
3. Addendum to Work Experience under QUEST DWG

Recommendation: WDC staff recommends the updated policies be accepted for final approval and immediate release of Youth Stipends, Updated Work Experience, and Addendum to Work Experience under QUEST.

SYNOPSIS:

Policy summary, public comment information and subsequent modifications are as follows:

1. Youth Stipends Policy: The WDC will be the first in the state to establish a Youth Stipends Policy to be used as an allowable payment for participation in WIOA Title I-B youth program element activities such as occupational skills training or classroom activities, including high school equivalency preparation, work readiness, or employability skills training. This policy is an example of centering our pro-equity approach and based on our charge under the Regional Transformation
2. Work Experience Policy: communicates procedures for the Work Experience process and establishes expanded limits on wages and duration, allows flexibility and innovation under specialized programs through addendums, adds transitional jobs as an activity and administrative edits to background language. Update also empathizes the importance of coordinating work experience with the support service policy.
3. Addendum to Work Experience under QUEST DWG: due to anticipated need for increased wages and duration under QUEST DWG the increase in allowable

wages and remove of any limit on duration to be integrated to entirety of QUEST agreements and applicable policies until the closeout of the grant.

BACKGROUND:

The Workforce Development Council (WDC) of Seattle-King County proposed three (3) updated policies to address programmatic and administrative components of programming funded by the Workforce Innovation and Opportunity Act (WIOA). These policies align with WIOA Final Rules, as well as the Washington State Employment Security Department (ESD) WIOA Title I and WorkSource System policies. The revised policies are in “final draft” format and included in Full Board package.

APPROACH AND PROCESS:

The following policies were researched and co-created in partnership with providers and staff incorporated guidance and feedback into final policy for Finance and Administration Committee and Full Board approval.

EQUITY IMPLICATIONS:

The WDC launched a review of local policies in alignment with the Regional Strategic Plan strategies for an equitable economic recovery. In order to mitigate disparities in underserved populations and communities of color, the updated policies emphasize an expanded use of stipends, streamlines documentation, launches transitional jobs, and embraces the widest definitions possible to benefit the maximum number of individuals.

WORK EXPERIENCE (WEX) POLICY

Workforce Innovation and Opportunity Act Policies and Procedures

EFFECTIVE DATE: February 2, 2024

POLICY #: P210 v.3

I. PURPOSE:

The purpose of this policy is to provide guidance to the Workforce Development Council of Seattle-King County system partners and establish the WDC's standards regarding the development and implementation of Transitional Jobs and Work Experience activities under the WIOA Title I Adult, Dislocated Worker and Youth programs. This policy is established in accordance with the Workforce Innovation and Opportunity Act (WIOA), the Workforce Development Council of Seattle-King County (WDC) and other applicable State and Federal laws, rules and regulations.

II. BACKGROUND:

WIOA provides for a customer-centered, job-driven workforce system that is accessible to all job seekers. The Adult, Dislocated Worker (DW), and Youth programs provide career and training services through the WorkSource system, as a part of the nation's American Job Center network.

WIOA funding allows the delivery of services that prepare eligible individuals for education and employment opportunities, attainment of education and/or skills training credentials, and attainment of employment with career opportunities. To accomplish this, eligible participants must be assessed to determine skills, interests, needs, and personal goals in order to create an Individual Employment Plan (IEP) for adult and dislocated workers and an Individual Service Strategy (ISS) for youth.

Work experience and transitional jobs are work-based learning activities designed to provide individuals with the work readiness skills or specific job skills necessary to attain or retain employment and enhance employability.

An internship or work experience for adults and dislocated workers is defined in WIOA as a planned, structured, and time-limited learning experience that takes place in a workplace in preparation for employment (20 CFR 680.180). An internship or work experience may be paid or unpaid, as appropriate. An internship or work experience may be provided in the private for-profit, non-profit, or public sectors. For the WIOA youth program, work experience is similarly defined in WIOA, with the additional requirement that youth work experiences must include academic and occupational education (20 CFR 681.600).

III. DEFINITIONS

- A. **Internship-** See Subsidized Work Experience (WEX); WIOA does not discern between "work experience" or "internship" and so the definition of both is the same.
- B. **Learning Plan/ Skills Training Plan** – A plan that outlines the skills that a participant is expected to learn during their experience. This should be agreed upon by the participant with the manager/supervisor at the start of the WEX.

C. **Subsidized Work Experience (WEX)** - A paid, planned, structured learning experience that takes place on a worksite for a limited period.

D. **Work Experience (WEX) Agreement**-A written agreement between the WEX employer, the participant, and the WIOA service provider that outlines the program requirements and expected outcomes; this may also include the Learning Plan/ Skills Training Plan.

IV. POLICY:

WEX programs provide a planned and structured learning experience that contributes to the achievement of the participant's employment goals through a measurable training component. WEX agreements will be signed by all parties prior to the start of the WEX, including the service provider, the employer, and the participant. WEX programs for youth must include academic and occupational education that is managed by the WIOA provider.

A. **Participant Eligibility:** All WEX participants must meet Title I program eligibility requirements in compliance with WDC Policy, Eligibility Policy and Documentation Requirements, be enrolled into the respective WIOA program, and have received an assessment resulting in the development of an Individual Service Strategy (ISS) or Individual Employment Plan (IEP) that documents the participant's need for and benefit from a WEX. Individuals who have received funding through an ITA, cohort or other WIOA funded training are also eligible for WEX. Funding for training and WEXs are separate.

B. **Employer Eligibility:** The WEX Employer will:

- I. Be registered with the Internal Revenue Service (IRS) and have an account with the Washington State Employment Security Department for Unemployment Insurance and carry Worker's Compensation Insurance [20 CFR 683.280].
- II. Be licensed to operate in the State of Washington and provide their Federal Employer Identification Number (FEIN).
- III. Have safe and healthy working conditions with no previously reported health and safety violations that have been reported but have not been corrected.
- IV. Not illegally discriminate in training or hiring practices because of race, color, sex, national origin, religion, physical or mental disability, political beliefs or affiliations or age [WIOA Sec. 188(a)(2)];
- V. Not terminate the employment of any of their current employees or otherwise reduce its workforce either fully or partially (such as reduction in hours or benefits) with the intention of filling the vacancy with a WEX participant or as the result of having a WEX participant [20 CFR 683.270];

- VI. Not allow the WEX activity to result in the infringement of promotional opportunities of their current employees [20 CFR 683.270]; and
 - VII. Not allow the participant to be involved in the construction, operation or maintenance of any part of any facility that is used, or to be used, for religious instruction or as a place for religious worship [20 CFR 188(a)(3)].
- C. **Duration:** Each Work Experience or Transitional Job placement shall be limited to no more than 1,000 hours. The number of hours may fluctuate based upon funding availability.

When determining the duration of a WEX, the following factors are to be considered: Objectives of the WEX; Length of time necessary for the participant to learn the skills identified in the ISS or IEP; Quantity of the employer's meaningful work activities available for the participant; and Provider Agency's budget.

- D. **Labor Standards:** Labor standards apply in any WEX where an employee/employer relationship exists, as defined by the Fair Labor Standards Act. WEX participants may also be entitled to paid sick leave under the Washington Sick Leave Act, depending on the program, if individuals both (1) meet the definition of "employee" found at RCW 49.46.010 (3) and (2) are not statutorily exempt from either minimum wage or paid overtime requirements. The Washington Department of Labor and Industries offers resources for employers and employees regarding paid sick leave requirements on its [Paid Sick Leave](#) website.
- E. **Compensation:** Participants enrolled in a paid WEX will be compensated at the comparable rates of pay for other individuals employed in similar occupations by the same employer. In no case will participants be paid lower the current, local minimum wage, or the Washington State minimum wage, as applicable based on the location of the WEX site where the employer is located, and the participant is working.
- WEX participants are not authorized to work overtime.
 - WEX participants will not be paid for vacation time, lunch breaks, or holidays recognized by the service provider as a "paid holiday"
 - When determining the hourly wage for a WEX participant, the following considerations should be taken into consideration. This list is not intended to be all inclusive:
 - Comparable rates of pay for other individual employed in similar occupations by the same employer.
 - Objectives of the WEX.
 - Type of work performed during the WEX.
 - Skill set of the participant.
 - Skill set required for the WEX; and/or
 - Service provider budget.
- F. **Support Services:** In accordance with the WDC Supportive Services policy, funding may be provided as needed to allow the individual to participate in the work experience.

G. **Funding Limits:** Work Experiences are subject to the maximum dollar limit of \$30,000

H. **Exceptions to Policy:**

If the service provider anticipates any exception to policy, they may use the Exception Request

form to describe the exception and submit to the WDC for review. WDC will grant exceptions if the exception would benefit the participant in meeting carer goals.

I. Procedures

I. **Participant File Documentation:** The following WEX documents must be in the file:

- Comprehensive Assessment identifying a WEX as an appropriate service.
- Completed ISS/IEP documenting the WEX services and outcomes.
- WEX Agreement (completed prior to the start of the WEX).
- Learning Plan/ Skills Training Plan (completed prior to the start of the WEX).
- Timesheets; and
- Case notes

II. **WEX Agreement:** WEX Agreements must contain, at a minimum, the following:

- Clear statement of purpose.
- Identification of all parties including the WEX participant.
- Requirements of the employer, participant and WIOA service provider;
- WEX start and end dates.
- Compensation rate.
- Job title and tasks and duties.
- Required tools, equipment or uniforms, if applicable.
- Supportive services that are needed by the participant, if applicable.
- Concurrence between employer and union when WEX is under a collective bargaining agreement, if applicable; and
- Signature and dates of all parties to the agreement.

III. **Modifications:** WEX agreements may be modified. All modifications must be in writing and signed by all parties prior to the effective date of the modification. Verbal modifications of WEX agreements are not valid.

IV. **Monitoring:** Service providers must ensure regular and on-going monitoring and oversight of the WEX. Monitoring may include on-site visits and phone/email communication with the employer/trainer and participant to review the participant's progress in meeting training plan objectives. Any deviations from the WEX agreement should be dealt with promptly. The WIOA service provider's oversight of the WEX participant's training and payroll records may be reviewed by Federal, State, and local fiscal and program monitors. These entities will have the right to access, examine and inspect any site where any phase of the WEX program is being conducted. The service provider will maintain its records and accounts in such a way as to facilitate the audit. Records must be maintained for three (3) years after the conclusion of the WEX.

J. Dislocated Worker Grant (DWG) or other Qualifying Event or Disaster Relief

Work Based Learning opportunities are available to eligible WIOA Adult, Dislocated Worker, Youth under special circumstances, such as a qualifying event or disaster. In the case of a qualifying event or disaster, federal or state entities may authorize funding for Work Based Learning as a means of re-employing affected workers and getting them back to work, retrained in a new occupation, and/or to aid in the recovery process. Work Based Learning designated under a specialized category will operate in accordance with this policy and will have a specific addendum to describe unique flexibilities and exceptions to broader policy and be in effect the entirety of the agreement or until the WDC determines

an earlier date. Documentation of Work Based Learning activities under this specialized category must be identified in ETO utilizing the activities associated with the project or funding.

K. Innovation:

In order to increase Work Based Learning participation, philanthropic funds, short-term specialized grants and other local flexible funds will be used to promote innovative approaches to test new and promising practices and require additional flexibilities to the WIOA policy. In these cases, the WDC will utilize guidance from the funding source to establish standards and practice to accomplish the goals of the grant.

L. PROWD Grant

Similar to Dislocated Worker Grant (DWG) or other Qualifying Event or Disaster Relief, Work Based Learning designated under a specialized grant will operate in accordance with this policy and will have a specific addendum to describe unique flexibilities and exceptions to broader policy and be in effect the entirety of the agreement or until the WDC determines an earlier date. Documentation of Work Based Learning activities under a specialized category must be identified in ETO or appropriate database utilizing the activities associated with the project or funding.

M. Transitional Jobs

Transitional jobs, like work experience are time-limited, wage-paid work experiences that are subsidized up to 100 percent. Like work experience, transitional jobs can be in the public, private, or non-profit sectors. Transitional jobs are only an alternative for standard work experience when addressing special populations including individuals with barriers to employment who are “chronically unemployed” or who have an “inconsistent work history”. Transitional jobs provide individuals with work experience and an opportunity to develop important workplace skills, including “soft skills” within the context of an employee-employer relationship. In addition, transitional jobs are required to be combined with comprehensive career services and supportive services. Transitional Jobs duration may be up to 1,000 hours depending on funding availability.

Transitional jobs are specifically intended for persons who meet the following definitions:

Definitions:

Transitional Job: A time limited work experience that is wage-paid and subsidized, and is in the public, private or non-profit sectors for those individuals with barriers to employment who are chronically unemployed or have inconsistent work history, as determined by the WDC. These jobs are designed to enable an individual to establish a work history, demonstrate work success in an employee-employer relationship, and develop the skills that lead to unsubsidized employment.

Chronically Unemployed will be defined as the inability to obtain employment due to factors including lack of work history, education, extreme poverty, long term unemployment, homelessness, family instability, substance abuse, mental illness, language barriers, or criminal history.

Inconsistent Work History will be defined as the inability to sustain employment due to factors including lack of work history, education, extreme poverty, long term unemployment, homelessness, family instability, substance abuse, mental illness, language barriers, or criminal history.

Potential target groups for transitional jobs may include: Long-term unemployed; individuals impacted by the criminal legal system, Individuals who are currently receiving or have exhausted Temporary Assistance for Needy Families (TANF) or Supplemental Nutrition Assistance Program (SNAP) benefits, Individuals with disabilities; and Other individuals with barriers to employment, per 29 USC § 3102 (24).

Although there is no assumption that the individual will be retained in the transitional job after the work experience is over, retention is the preferred outcome.

Per 20 CFR § 680.195, WDC may use up to 10 percent of combined Adult and DW funds to provide transitional jobs to individuals. The employer reimbursement rate for transitional jobs is determined by the WDC and may be up to 100 percent, depending on funding availability. Transitional jobs funds cannot be used for case management, employer outreach and engagement, and infrastructure improvements related to transitional jobs.

Other Required Services: Transitional jobs must be delivered to participants in combination with at least one (1) career service and one (1) supportive service. Additional career, supportive, and follow-up services may be provided if needed.

Documentation Requirements

- In partnership with the WDC Business Services Team, a list of employers that can host transitional jobs will be utilized to facilitate placement.
- Transitional Job contracts/agreements
- Documentation of chronically unemployed and/or inconsistent work history status for transitional job participants.

V. REFERENCES:

- Workforce Development Council of Seattle-King Eligibility Policy and Documentation Requirements for WIOA Title I Programs (Adult, Dislocated Worker and Youth) WDC No. 02-2001, V.6, 1/25/2018
- WA Department of Labor and Industries Minimum Wage Act Applicability - Admin Policy No. ES.A.1
- Washington State Legislature - Paid Sick Leave - RCW 49.46.200, 49.46.210
- United States Congress - Workforce Innovation and Opportunity Act of 2014 - Sec. 129 (c)(2)(C);134(c)(2)(A);188(a)(2) and (3)
- United States Congress Fair Labor Standards Act of 1938, as amended 29 U.S.C. 201, et seu.
- Code of Federal Regulations Workforce Innovation and Opportunity Act - Final Rules 20 CFR 680.180; 680.830; 680.840; 681.600; 683.270 and 280
- Code of Federal Regulations - Title 29 - Labor; Chapter V - Wage and Hour Division - 29 CFR Chapter V

Supersedes:

- v.2 – 03/25/21
- v.1 - 05/24/18

ADDENDUM - WORK EXPERIENCE (WEX) POLICY P210

Workforce Innovation and Opportunity Act Policies and Procedures

I. PURPOSE

This policy addendum supplements the local workforce development board policy for the implementation of Work Experience (WEX) under Workforce Innovation and Opportunity Act (WIOA) Title I eligible adults, dislocated workers, and youth participants. WIOA service providers are directed to follow Policy P210 for provision of work experience activities to WIOA program participants, except as otherwise allowed in this addendum.

II. WORK EXPERIENCE EXCEPTION:

As outlined in WDC Policy P210 Work Experience for WIOA funded programs, there is a \$14,000 lifetime limit and max limit of 480 hours. Due to the anticipated increase in work experience wages under the Dislocated Worker Grant (DWG) QUEST or other Qualifying Event or Disaster Relief, the WDC will increase the limit to \$40,000 on allowable participant wages and remove any limit on duration of activity through the National Dislocated Worker Grants; QUEST, Disaster Relief and Disaster Recovery and other qualifying events.

Work Based Learning designated under the specialized category will operate in accordance with the WDC policy P210 and include this addendum outlining unique exceptions to policy and be in effect the entirety of the agreement or until the WDC determines an earlier date. Documentation of Work Based Learning activities under this specialized category must be identified in ETO utilizing the activities associated with the project or funding. This guidance is in effect until the close-out of the QUEST DWG grant, or until the WDC determines an earlier date.

III. INTEGRATION

This addendum, work experience policy and Dislocated Worker QUEST agreements represent and embodies the entirety of the agreement, applicable policy and intent between parties and in effect until the closeout of the grant.

IV. REFERENCES:

- Workforce Development Council of Seattle-King Eligibility Policy and Documentation Requirements for WIOA Title I Programs (Adult, Dislocated Worker and Youth) WDC No. P200 v.8, 5/20/21.
- WA Department of Labor and Industries Minimum Wage Act Applicability - Admin Policy No. ES.A.1
- Washington State Legislature - Paid Sick Leave - RCW 49.46.200, 49.46.210
- United States Congress - Workforce Innovation and Opportunity Act of 2014 - Sec. 129

(c)(2)(C);134(c)(2)(A);188(a)(2) and (3)

- United States Congress Fair Labor Standards Act of 1938, as amended 29 U.S.C. 201, et seu.
- Code of Federal Regulations Workforce Innovation and Opportunity Act - Final Rules 20 CFR 680.180; 680.830; 680.840; 681.600; 683.270 and 280
- Code of Federal Regulations - Title 29 - Labor; Chapter V - Wage and Hour Division - 29 CFR Chapter V

Supersedes:

- v.1 - 5/24/2018



YOUTH STIPENDS AND INCENTIVES

Workforce Innovation and Opportunity Act Policies and Procedures

EFFECTIVE DATE: February 2, 2024

POLICY #: P202 v3

I. PURPOSE:

To provide guidance and establish standards for the issuance of stipend and incentive payments to eligible and enrolled Workforce Innovation and Opportunity Act (WIOA) Title I youth program participants.

II. BACKGROUND:

Stipends may be used as an allowable payment for participation in WIOA Title I-B youth program element activities such as occupational skills training or classroom activities, including high school equivalency preparation, work readiness, or employability skills training. Stipends cannot be used when an employer-employee relationship exists because that relationship warrants wages rather than stipends.

States and local areas have flexibility in determining when and how to pay stipends. However, they must have policies aligned with Federal regulations to guide the payment of those stipends. Staff need to understand when and how they might offer stipends to help youth achieve their goals.

Stipend payments made to participants in the Youth Program are different from payments made as supportive services. Supportive service payments may only be made when they are necessary to enable an individual to participate in program activities. Stipend payments, however, are used to recognize the time and effort spent participating in program activities.

The Workforce Innovation and Opportunity Act (WIOA) final rules specifically reference incentive payments to youth, although the WIOA final rules and WIOA operating guidance state that guidance in this area is forthcoming. The Washington State Employment Security Department (ESD) has issued WIOA policy 5621 in the interim to eliminate confusion and support comprehensive service delivery while the one-stop system awaits such guidance. The following policy addresses local requirements for providing incentive payments to WIOA Title I participants. If and when additional federal and/or state guidance is issued, the Workforce Development Council of Seattle-King County will review this policy and make revisions as appropriate.

III. POLICY:

STIPENDS

Factors to consider in determining whether or not to use stipends include:

Eligibility for Stipends: When an employer-employee relationship does not exist, a stipend may be used as an allowable payment for participation in activities such as occupational skills training or

classroom activities, including high school equivalency preparation, work readiness, or employability skills training. Stipends must be necessary and reasonable in the performance of the Federal award and consistent with policies and procedures.

A Stipend is a fixed regular small payment made to a WIOA Youth participant during enrollment to encourage the WIOA youth to participate in certain activities (seat/participation time payments). The stipend can be used for activities such as classroom instruction. Stipends may be paid based on actual hours of attendance, adequately documented and be accorded consistent treatment. Online classroom attendance is allowable as long as participation/seat time can be verified. Attendance in the activity must be documented as the basis of stipend payments; online attendance must also be documented.

Stipend payments made to participants in the Youth Program are different from payments made as supportive services. Supportive service payments may only be made when they are necessary to enable an individual to participate in program activities. Stipend payments, however, are used to recognize the time and effort spent participating in program activities.

Documentation requirements:

Eligibility: Provider will create a process to identify individuals eligible for stipends. For example, providers may develop cohorts (i.e. participation in classroom-based pre-apprenticeship and apprenticeship skills training) where participants in the cohort are eligible and document in case notes the participation in allowable activity. The process must be submitted to the WDC Project Manager.

Documentation may be but is not limited to; sign-in sheet, timesheet, credential, proof of training participation, case management notes, and invoices, that show participation in specific activities. Records of the stipend received should be maintained in the participant’s individual file. Classroom/ Instruction documentation may include but not limited to, date, time, activity name, student’s and instructor signature.

Internal Controls and Safeguards:

Funding for Stipend, and Incentives is contingent based on contracted budgets. An inventory log, periodic reconciliation process, and safeguards for the receipt, disbursement, and maintenance should be maintained for stipend transactions.

Note: Understanding the difference between wages and stipends and correctly classifying payments is critical since the misidentification of the payment could result in disallowed costs. Important for providers is: (1) understanding the distinctions between wages and stipends; and application for awarding incentives; and (2) adhering to the requirement to establish a policy for the award of stipends, wages, and incentives.

Qualified Youth Activities and Payments:

Stipends will be paid \$20.00/hour (minimum of 1 hour) for satisfactory attendance and participation in any combination of the following qualifying activities in education, skill development, or training:

High School Diploma, GED, or Equivalent/ Post-Secondary Preparation	
Secondary school services or dropout recovery services	Up to 40 hours

Attendance at adult education for basic skills enhancement if the participant is documented as basic skills deficient	Up to 40 hours
Tutoring, study skills training, instruction and dropout prevention	Up to 40 hours
Post-secondary preparation and transition activities	Up to 40 hours
Occupational/ Technical Skills Training	
Attendance in a post-secondary occupational skills training tied to a specific occupation, leading to a industry-recognized credential	Up to 100 hours
Participation in job-shadowing or unpaid internship in an occupation designated on the Objective Assessment and/or ISS	Up to 40 hours
Pre-Apprenticeship and Apprenticeship Skills/ Trades Training	
Participation in classroom-based pre-apprenticeship and apprenticeship skills training	Up to 100 hours
Employability Skills/ Job Readiness Training/ Leadership/ Counseling	
Employability Skills/ Job Readiness Training	Up to 40 hours
Leadership development opportunities	Up to 40 hours
Adult mentoring	Up to 40 hours
Participation in entrepreneurial skills training	Up to 40 hours
Participation in financial literacy training	Up to 40 hours
Comprehensive guidance and counseling	Up to 40 hours
Follow-up Services	
Adult mentoring	Up to 40 hours
Financial literacy education in follow-up	Up to 40 hours
Post-secondary preparation and transition activities in follow-up	Up to 40 hours

Reasonable Cost and Stipend Limitations:

- Stipends payments may **not** exceed 20 paid hours per week
- Stipends payments may **not** exceed the duration of the related activity in the WS Service Catalog
- Stipends payments may **not** exceed the maximum hours per activity as noted above.

Stipend payments that equal \$600 or more per calendar year are considered taxable income and the subrecipient must provide a 1099 tax form to the participant by January 31 for the prior calendar year. Total dollar amount received by any one participant will not exceed \$5,000 during a single participation period. Stipends should be processed as accounts payable rather than as payroll.

No additional stipends can be provided.

Before provider organizations utilize stipends, the WDC will perform an initial assessment on how much total dollars will be allocated (will not exceed 10% of total award) and budgeted to the stipends item in their contract and review in partnership with the provider how it relates to performance under the grant.

INCENTIVES

Incentive payments to WIOA Title I youth participants are permitted for recognition and achievement milestones directly tied to training or education activities and work experiences. Service providers must ensure that the incentive payments are:

- a) Awarded in recognition and achievement directly tied to youth program elements, which can include training activities, work experiences.
- b) Tied to the goals of the WIOA Title I youth program,
- c) Outlined in a written, local policy prior to the start date of training programs or work experiences that might provide incentive payments,
- d) Aligned with other WIOA Title I youth program policies, and
- e) Provided in accordance with the requirements and cost principles in 20 CFR part 200.

Incentive payments must be in compliance with the Cost Principles in 2 CFR part 200 and as such incentive payments cannot be spent on entertainment costs, such as movie or sporting event tickets, gift cards to movie theaters, or other venues whose sole purpose is entertainment. Additionally, internal controls must be established to safeguard any cash or other forms of payments used to award incentive payments, such as gift cards or gift certificates.

Per 20 CFR 681.640 and TEGL 21-16, incentive payments with WIOA funds must be connected to recognition of achievement of milestones in the program tied to work experience, education, or training. Such incentives for achievement could include improvements marked by acquisition of a credential or other successful outcomes.

Incentives may not be used for recruitment purposes or returning eligibility documentation to the case manager. Providers are responsible for maintaining equitable distribution of incentives based on the outlined milestones achieved while participating in the WIOA youth program. Providers will be required to follow the fixed amounts below. However, the following is not an exhaustive list of allowable incentive achievements. If providers want to expand beyond the categories below, they will utilize the exception request form to propose other allowable milestones.

Tier I	Skills Acquisition	\$100
Tier II	Completion/ Credentials	\$250

	Milestone:	Amount:
1	Passing Individual GED test	\$100
2	Completion of GED Credential or High School Diploma	\$250
3	Earned an industry-recognized credential	\$250
4	Earned basic certificate (CPR, First Aid, etc..)	\$100
5	Completed quarter of post-secondary education	\$250
6	Obtained unsubsidized employment	\$250
7	Retention in unsubsidized employment (at least 3 months)	\$250
8	Completed successful work experience (WEX)	\$250
9	Measurable Skills Gain (see link for types of MSG and definitions)	\$100
10	Tutoring and Study Skills	\$100
11	EFL Gains and Achievement of Basic Skills Improvement	\$100

12	Credit Recovery	\$100
13	Post-secondary preparation and transition activities	\$100
14	Post-secondary persistence and success	\$250
15	Financial literacy education	\$100
16	Entrepreneurial skills training	\$100

IV. DOCUMENTATION AND JUSTIFICATION:

- a) Full WIOA registration – A full WIOA Title I eligibility determination and enrollment into a WIOA Title I youth program is required to receive an incentive payment. Additionally, incentive payments may only be awarded for recognition of success in an educational program or work experience.
- b) Data entry requirements – information regarding the incentive payment must be entered into ETO as follows:
 - Incentive payments are not services but, rather, financial transactions. Youth service providers must document incentive payments to youth by recording in case notes and document in participant files. Documentation should include the youth program element from Attachment A of ESD Policy 5621 and milestone, including attainment and retention of unsubsidized employment, achieved along with the incentive amount paid for the achievement.
 - Expenditure records of incentive payments must be stored locally and uploaded into ETO.
 - Service Providers must obtain documentation of achievement prior to dispensing the incentive to the youth participant. Documentation could include a copy of the GED, High School Diploma, a recognized credential, quarter grade print out, pay stubs, timesheets, or supervisor letter to document attendance. All documentation including signed supportive service/incentive form must be kept in participant file and uploaded to ETO.

REFERENCES:

- TEGL 21-16 - Third Workforce Innovation and Opportunity Act (WIOA) Title I Youth Formula Program Guidance
- 20 CFR part 200 - Cost principles and allowable activities funded under WIOA Title I
- 20 CFR 681.640
- Washington Employment Security Department Policy 5621 Revision 4 - Incentive Payments to WIOA Title I Participants
- WIOA Final Regulations, 20 CFR 683.200(b)(2) – Allowable Costs and Cost Principles
- OMB Uniform Guidance, 2 CFR 200.1 – Definitions (Participant Support Costs)
- OMB Uniform Guidance, 2 CFR 200.403 – Factors affecting allowability of costs
- OMB Uniform Guidance, 2 CFR 200.404 – Reasonable costs
- OMB Uniform Guidance, 2 CFR 200.456 – Participant Support Costs
- Youth Connections – [Forms of Payments for WIOA Youth Program Participants](#)



STATE OF WASHINGTON
EMPLOYMENT SECURITY DEPARTMENT
PO Box 9046 • Olympia WA 98507-9046

December 19th, 2023

Marie Kurose
Chief Executive Officer
Workforce Development Council of Seattle-King County
Via e-mail

Dear Marie,

It is important to take a moment to recognize your positive performance on the outcomes shown below from your WIOA Title I grants and discretionary contracts. Please feel free to share this with your board and entire team, as you see fit, in appreciation of the hard work and dedication they put into finding solutions and support for the communities served by your LWDB.

The Workforce Development Council of Seattle-King County quarter ending September 30th, 2023 (March 31st, 2023 for employment outcomes):

Outcome	Target	Actual
WIOA DW Enrollments	350	432
WIOA DW Employment Placements	150	190
WIOA Youth Enrollments	250	277
WIOA Youth Employment Placements	44	66
Federal EcSA Enrollments	90	275
Federal EcSA Employments Above Self-Sufficiency Wage	45	115
State EcSA Enrollments	173	337
Stat EcSA Employments Above Self-Sufficiency Wage	0	17

Congratulations on continuing to see improvements with subrecipient and service-delivery partners, especially new partners, as your area fully exceeded enrollment targets and positive exits to employment in the WIOA Youth program by 147% for quarter ending 03.31.2023. Keep up the great work. Additionally, in the DW space, your area's consideration of and advocacy for justice involved individuals is admirable, particularly with the WeldWorks program and Business Engagement supports to employers in hiring this population. Excellent work! If we could offer additional technical service in any area of grant administration, training, policy guidance, or others, please just let us know. Our goal is to support your local success.

We are always looking for successful practices to share with the rest of the workforce development system. If you would like to share any tools or practices with your peers across the state, please send them to ESDGPWorkforceInitiatives@esd.wa.gov. Also, let us know in that message if you would be willing to present during the next quarterly peer-to-peer teleconference. By sharing your successes, you can help the entire state continue to pursue and achieve excellence.

If you would like more information, please let me know. Congratulations again on your success, and thank you for serving Washington's employers, workers, jobseekers, and youth.

Sincerely,

Tim Probst
Grants Director
Washington State Employment Security Department

WORKFORCE DEVELOPMENT COUNCIL OF SEATTLE-KING COUNTY
MEMORANDUM

TO:	Finance and Administration Committee
FROM:	Bryan Pannell, Director of Performance and Sector Partnerships
DATE:	February 2 nd , 2024
SUBJECT:	WorkSource Redmond Office Closure

SUMMARY

As the Workforce Development Council (WDC) continues to put the Regional Strategic Plan (RSP) into action, WDC staff are analyzing the WorkSource system for ways to improve service accessibility and delivery for communities who have historically been underserved. That work requires the WDC and partners to look at the entire WorkSource system in a new way. This includes all areas of operations, including where WorkSource offices are located in King County.

WorkSource Redmond is one of four sites in our regional network managed by the Employment Security Department (ESD). After a review of data on the WorkSource Redmond customer base, lease requirements, and partner discussions, the decision to close this location has been made. WorkSource Redmond will be closed by **June 30, 2024**.

BACKGROUND

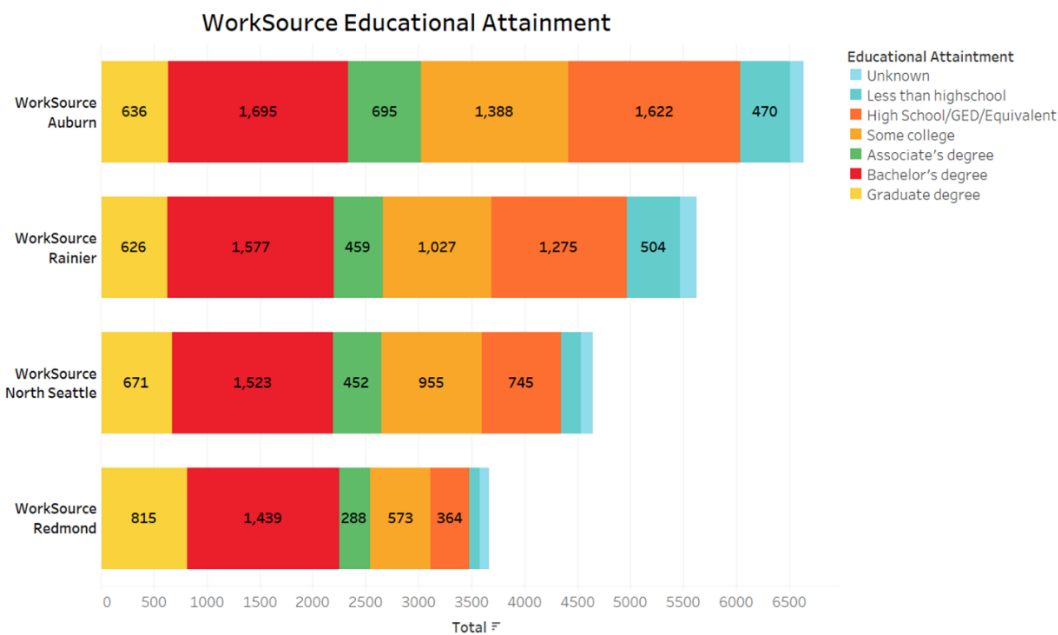
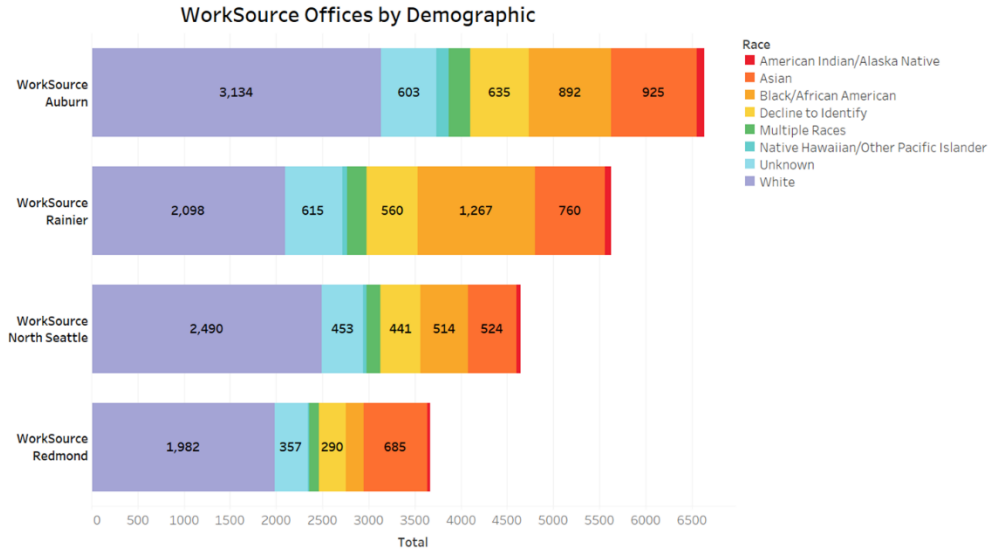
With the lease for the WorkSource Redmond location expiring June 30, 2024, negotiations with the property owner were pursued. A request was made to reduce the office footprint. The current location has more space than needed to support operations. Reducing the office space would have allowed for more efficient use of space at a reduced cost. The owner refused this proposal.

Concurrently, WDC staff began analyzing the WorkSource Redmond customer base and service delivery to determine if the location was the most viable to meet the needs of our target populations outlined in the RSP. The results of that analysis showed:

- WorkSource Redmond had the smallest number of job seekers served on-site by staff of the ESD-managed sites
- Most of the job seekers assigned to WorkSource Redmond based on residence location were accessing virtual services (70%), not in-person staff-assisted services (30%)

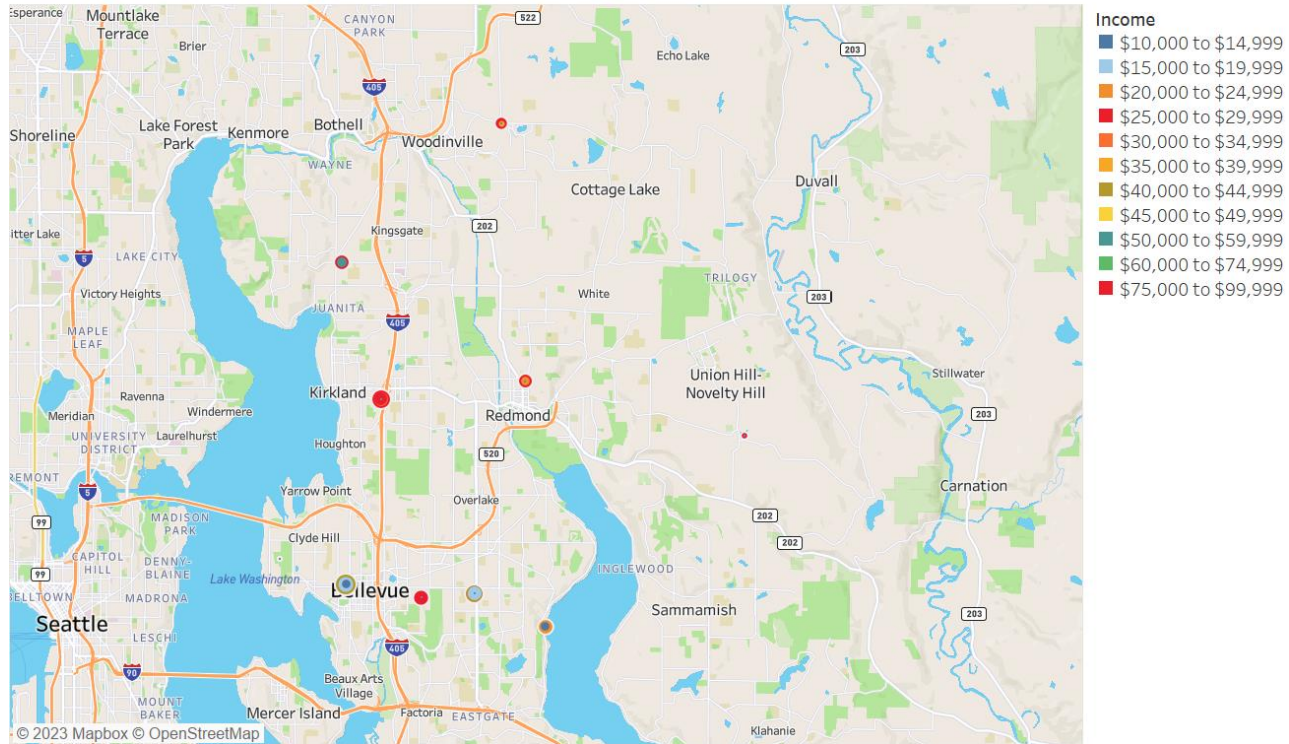
- The customer base of WorkSource Redmond did not reflect the populations identified in the Regional Strategic Plan (RSP) as the target populations for the system
- A location in Bellevue would provide more access for targeted populations on the east side of the county

When comparing the ESD-managed sites around the county, the data show that the customer base for WorkSource Redmond is predominantly White (54%) and highly educated (61% have a bachelor’s degree or higher). Only 198 Black/African American customers (5% of the total) received staff-assisted services at WorkSource Redmond in Program Year 2022 (PY22). The following graphs display racial and educational attainment data for the various WorkSource offices for PY22 in support of these conclusions.



This data prompted questions about where a viable location on the east side of the county would be for a WorkSource office. WDC staff gathered data from the US Census Bureau’s American Community Survey to isolate specific households by race, income, and location (ZIP Codes) for Kirkland, Bellevue, and Redmond. The following map distinctly shows that, of the east side cities, Bellevue has the largest concentration of Black/African American households with lower income levels. This target population directly aligns with the strategies outlined in the RSP.

Black Households by Income for Specific Zipcodes



THE WAY AHEAD

WorkSource Redmond will close by the end of the current program year. There is a multi-organization working group established to work through the details involved. Planning is underway to manage the transfer/relocation of ESD and contracted WIOA service provider staff to other offices and to work through the logistics of closing the office. WDC and ESD staff are also exploring options in Bellevue to house a new location that would be more accessible for clients and reach out to the populations in most need of services.

**WORKFORCE DEVELOPMENT COUNCIL OF SEATTLE-KING COUNTY
MEMORANDUM**

TO:	Finance and Administration Committee
FROM:	Bryan Pannell, Director of Performance and Sector Partnerships
DATE:	February 2 nd , 2024
SUBJECT:	Operator Team Transition and Progress

SUMMARY

The WDC released a Request for Qualifications (RFQ) for the One Stop Operator (OSO) for our local workforce development area in March 2023. Through that RFQ process, a new OSO was selected, Career Path Services. Career Path Services is headquartered in Spokane but has teams around the state of Washington performing a variety of WorkSource system services, ranging from case management to One Stop operations. They have 53 years of experience working in these types of roles. They have historically worked in some of the smaller population areas of the state but have expanded into the Puget Sound area over the past few years.

Taking over the workload of the OSO is not a simple task. It requires a team of experts in the various functions of system operations. These tasks include, but are not limited to:

- Managing the Seattle-King County WorkSource system and its many locations as a holistic system
- Being the hub of communication for the system
- Providing staff training and managing the system’s learning management system (LMS)
- Collaboratively implementing innovative strategies and processes designed to augment the customer’s experience and outcomes

STATUS AND UPDATES

The transition from one contractor to another is often difficult, but this was not the case for the OSO contract. The team with Seattle Jobs Initiative (SJI), the previous contractor, performed a very thorough turnover to the new Career Path Service team. SJI was given a one quarter extension to make the transition easier. Career Path Services hit the ground running. Their contract officially began on July 1, 2023. In just seven short months, they have already had a significant impact on our WorkSource system. A few of the highlights include:

- Staffing of a full team, including a Training and Curriculum Coordinator, an Outreach Coordinator, and an Integrated Service Delivery Director

- **July – September 2023:**
 - Onboarded and trained with the previous OSO
 - Learned current system tools and learning management system
 - Reviewed all WorkSource Site Certification applications, system priorities and goals
 - Conducted in-person site visits to all WorkSource Centers and Affiliates
 - Met with system partners to introduce the new team and assess system needs
- **October – December:**
 - Rolled out the innovative launch of the UniteUs referral platform, allowing case management staff to easily find and make needed client referrals for resources in and outside of the WorkSource system
 - Conducted 17 in-person visits to WorkSource Connection Sites to assess needs and avenues of support for these vital community partners
 - Provided onboarding and supervision to Washington Service Corps interns stationed at WorkSource Auburn and Rainier. These interns assist clients in resource rooms and workshops but are also focused on helping customers with digital literacy barriers
 - Initiated WorkSource site and system agreements
 - Assisted with Equal Opportunity reviews and monitoring
 - Published regular resource digests for system staff

The OSO team has made significant progress in a very short time, and they are just getting started. There are more projects on the way in the next few months that will aid staff across the system to serve customers more effectively:

- A complete overhaul and redesign of the staff learning and communications hub to bring an outdated platform up-to-date.
- Networking events for Connection Sites staff to meet and find paths to collaborate with WorkSource Center/Affiliate staff for client referrals
- Develop opportunities for Connection Sites staff to pursue the Certified Workforce Development Professional certification

We are excited to see how this work will develop and to pursue more innovative ways to facilitate the work of system staff.