

Eric Hahn, Chair

Joyce Conner, 1st Vice-chair

Ron Thalheimer, 2nd Vice-chair

Robin Baker

Michelle Burreson

Steve Gear

April Gibson

Darci Gibson

Mike Johnson

Bruce Kendall

Dale King

Dave Lawson

Mark Martinez

Mary Matusiak

Wayne Nakamura

Sharon Ness

Tim Owens

Dona Ponепinto

Patty Rose

Sheila Ruhland

James Walker

Blaine Wolfe

1. Welcome/Call to order
2. Public Comment
3. WorkForce Central Executive Board update – Eric Hahn
4. Consent Agenda
 - Approve May 19, 2016 minutes
5. WDC Local Priority Focus & Performance Measures
6. CEO Report
 - 4th Quarter Dashboard – Deborah Howell
 - PY15/FY16 Projected Obligation Expenditure
 - State Farm \$10,000 to support CareerLink
 - Boots2Work Update
 - WTECB July 22 Special Meeting to approve Local WIOA Plans
 - Pierce County Council Presentation on Sector Reports – August 23rd
 - PCAT Progress Update
 - WFC Transition Update
 - Final WIOA Regulations issued June 30th
 - PY14/PY15 ESD Final Monitoring Report
7. WDC Committee Report Out
8. Other business
9. Adjourn

WorkForce Central Staff
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Future meetings:

WDC Meeting – Eric Hahn, Chair	August 18	3:00-4:00
Business Services Committee – Dave Lawson, Chair	July 25	8:00-9:30
Youth & Young Adult Services Committee – April Gibson, Chair	July 26	9:30-11:30
Adult Services Committee – Robin Baker, Chair	September 7	2:30-4:30
One-Stop System Operator & Partner Committee – Ron Thalheimer, Chair	August 2	8:00-10:30
WDC Coordinating Committee – Eric Hahn, Chair	August 9	3:30-4:30
Work-based Training Task Force	TBD	
Adult Literacy Task force	As Needed	

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Attendees: Linda Nguyen, Eric Hahn, Cheri Loiland, Holly Watson, Michelle Burreson, Mary Matusiak, Deborah Howell, Patty Rose, Ron Thalheimer, Joyce Conner, Robin Baker, Dale King, Dave Lawson, April Gibson, Ellie Chambers Grady, Tim Owens, Dona Ponepinto

1. Welcome/Call to order

Meeting called to order at 3:01 p.m.

2. Public Comment

Linda introduced Steve Grimstad

3. WorkForce Central Executive Board update – Eric Hahn

Eric gave a brief update from this morning's meeting

4. Consent Agenda

- **Approve April 21, 2016 minutes**
- **Approve Business Services Committee Member – Jason Scales, Client services Director, Tacoma Community House**
Motion to approve made by Dale; seconded by Patty. Approved

5. Approve PY16/FY17 Budget and Dashboard

Motion to approve made by Dave; seconded by Joyce. Linda discussed the budget noting the addition of the admin column. Dona asked about the criteria used for the below, meets and exceeds on the summary. Approved

6. Finalize Priority Focus for WorkForce Central in 2016

Discussion centered around the Workforce System Performance measures. Joyce asked how we would match the different reports data to coincide with each other. Measurement period should be quarterly for the first year and reassess at that time.

7. CEO Report

- **PY15/FY16 obligation report**
Linda noted we are on track for meeting our obligation rate.
- **Jobfest Presentation – Julie Sandstede**
Julie gave an update on the Jobfest event with demographic data included.
- **YouthWorks participant demographic data**
- **Draft local plan review**
Holly gave a brief update on the local plan. Linda noted the plan was published for public comment as well as two sessions scheduled for in person comments. There was general discussion around the plan.
- **National Center for Arts and Technology update**
Eric discussed the status and next steps, noting the forming of the board and what is needed. Linda noted the board members include Dale King, Eric Hahn, Frank Hewins, Greg Claycamp, Kirk Jacobsen, Linda Nguyen, Lynn Strickland.

8. WDC Committee Report Out

Youth & Young Adult – Dale welcomed April back noting she will resume the chair on July 1.

9. Other business

Michelle noted the state board approved the two-year program Core Plus that Boeing is helping develop for manufacturing skills in the first year and aerospace in the second year. Linda asked where the training would be held. Michelle stated they will be conducted at the skills centers across the state and some comprehensive high schools that will participate.

10. Adjourn

Motion to adjourn made by Patty; seconded by Michelle. Adjourned at 4:04 p.m.

What matters and how we know we are doing a good job?

Pierce County Workforce Development Council Workforce System
Performance Priorities and Metrics
July 21, 2016

Workforce System Performance 1:

Increase the number of jobs filled during the measurement period.

- a. Intentionally target job seekers not calculated in the unemployment rate
- b. Intentionally target people receiving SSD and SSI

How Will We Measure?

- Use Wanted Analytics to show quarter over quarter change in number of job listings by sectors, careers and employers. See if we can determine whether jobs fill within 90 days.
- Benchmark the number of discouraged job seekers and track the number who achieve employment – define discouraged as those who have exhausted UI benefits recently or will exhaust soon. Use ESD Unemployment Insurance and Taxes data. **Need to find out how to measure SSD and SSI customers – need to define discouraged with this population**
- *This is a reference number only that we do not need to track:* Decrease in unemployment rate – monthly reports generated by Employment Security Department, Bureau of Labor Statistics. Report to show trend.

Workforce System Performance 2:

Decrease the number of high school drop outs; increase the number re-engaged drop outs; increase the number of high school diploma attainment by young adults and adults.

How Will We Measure?

- a. Compare benchmarked dropout rate and diploma attainment (78.7% on time graduation rate for 2014) for Pierce County high schools and track strategies and improvements – For 2016, 133,247 students enrolled in K-12 system – of which 40,928 are enrolled in 9th-12th grades. Use OSPI data for graduation and drop out rates; survey K-12 professionals to identify strategies impacting this measure.

- b. Benchmark and track number of young adults under 21 years of age re-engaged into secondary education; are we re-engaging more than the number dropping out? Use OSPI data
- c. *This is a reference number only that we do not need to track:* Compare benchmarked rate of working age adults age 25 years and older without a high school diploma or equivalent to current rate - According to the 2010-2014 American Community Survey of 533,690 people, 34,689 did not have a high school diploma or equivalent. – measure annually - use the Census American Community Survey.

<http://factfinder.census.gov/faces/nav/jsf/pages/searchresults.xhtml?refresh=t>; also use the State Board for Community and Technical College Adult Basic Education data

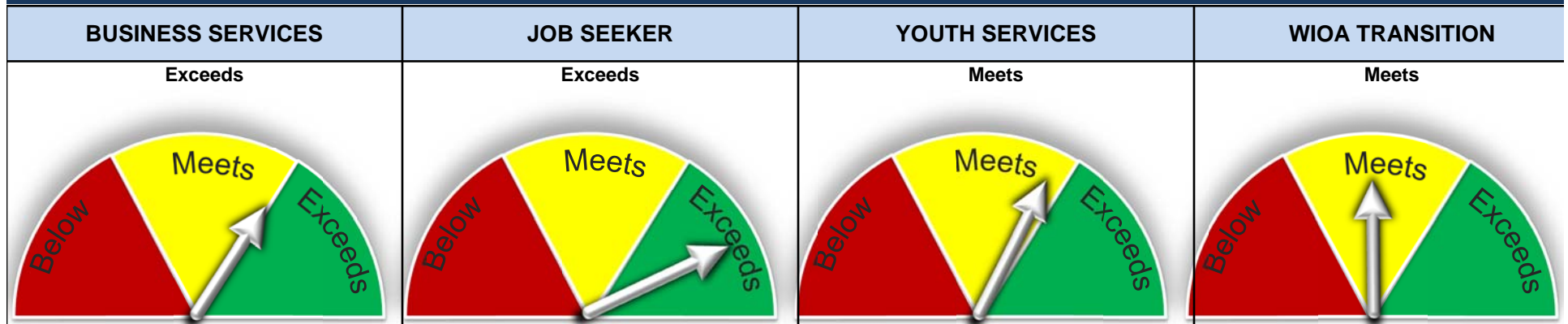
Workforce System Performance 3:

Increase in the number of residents receiving postsecondary education recognition (certificate, AA, BA, journey level)

How Will We Measure?

Benchmark the number and type of certificates/AA/BA/journey level credentials that are awarded and track to see if the numbers increase annually. Compare to see how these tie to demand sectors and careers. Get data from WA State Board for Community and Technical Colleges (Oct 2016 will have 2015/2016 data - Darbi) and from WA Student Achievement Council (Lexi)

Q4 Summary of Dashboard: Adult/DW/Youth PY15/FY16



The summary sheet is designed to give a snapshot of progress overall. Not all items are reflected on the summary sheet but can be found the detail dashboard. Items in red lettering indicate that we are implementing action plans to increase outcome.

WIOA Mandated Responsibilities for CLEOs and WDC

	Target	YTD Actual		Target	YTD Actual		Target	YTD Actual	
Training Programs			Career Pathways			Sector Partnerships & Business Services			
• Military participants	100	122	• Workshop participants	1,100	1,575	• YouthWorks			1. Develop a four year regional unified State Pla plan Rec
• Program placement	84%	122%	• Resume screening	18k	30,710	– Graduation Coaches	250	251	2. Market analysis In progre:
Sector Partnerships			• Career Fairs	1	1	– Career Goals	1,400	1,547	3. Lead employer engagement In progre:
• Quarterly forums	4	4	• Follow-up services	190	406	– Career Cruising	1,400	1,672	4. Lead Career pathways development and implementation In progre:
Employer Engagement			• Rapid Response	66	83	– Enrollments	170	208	5. Best practices In progre:
• Convene roundtables	6	8	• Job Placements	190	312	ResCare			6. Technology based strategies In progre:
• Engagement activities	3	6	Demand Training			• Placement	68.5%	N/A	7. Oversee the local service delivery In progre:
Coordinated Services			• Funding opportunities	180	163	• Degree/Certificate	68.3%	N/A	8. Negotiate local performance accountability, In progre:
• List job openings	700	2,233	Sector Training			• Literacy Numeracy	47.3%	N/A	9. Select one stop system In progre:
• Place job applicants	350	754	• C2C placements	125	212	• Enrollments	420	486	10. Identify eligible training providers In progre:
• Customized services	\$50k	\$18,833	• Training opportunities	85	166	• Exits to Emp/Education	288	216	11. Coordinate with education providers In progre:
• Employer services	600/220	882/335	• Implement classes	10	17	• Tacoma/Pierce Split	50/50%	42.9/57.1%	12. Approve and oversee budget and compliance In complian
			Incumbent Worker Training			• In School/Out	20/80%	20.6/79.4%	
			• Healthcare employees	65	69	Workbased Training			
						• Summer Emp/Internships	33	33	
						• Other Emp/Internships(WEX)	80	109	
						• On the Job Training	10	10	
						• Apprenticeship/Adv Training	7	8	
						• Summer Jobs 253	150	132	
						• CareerLink Pierce County	75	85	
						• CareerLink Connections	100	88	

Compliance/Monitoring/Contracting/ Performance/Data Management

- Comply with all WIOA Regulations In compliance
- SAO Audit In progress
- ESD Performance Measures No Findings
- Youth & Young Adult Monitoring Completed

Adult/Dislocated Worker Strategic Dashboard Report for Program Year PY 2015 (July 2015 – June 2016)

Measures	Non-Formula Funds/ FTE	WIOA Funded FTE	Indicator	Annual Goal	Quarterly Outcomes					Comments/ Action Plans	
					1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	YTD Total /%		
WIOA Mandated Responsibilities for CLEOs and WDC (\$ 1,048,016)											
<i>Objective: Support mandated changes for WIOA transition</i>		9.1	<ul style="list-style-type: none"> Integrate and support mandated responsibilities for CLEOs and WDC WIOA calls for additional responsibilities. Below are expectations that will need to be supported primarily by staff and/or external experts: <ol style="list-style-type: none"> Develop a 4-year regional unified plan Conduct workforce research and regional labor market analysis Convene, broker and leverage stakeholders and assets, Lead employer engagement Lead Career pathways development and implementation with secondary and post-secondary partners Lead efforts to identify and promote proven and promising practices Develop technology based strategies for service access, engagement and delivery Oversee the local service delivery system and programs Negotiate local performance accountability, Select one stop system operator(s) and provider(s), Select youth provider(s) Identify eligible training providers, Ensure consumer choice Coordinate with education providers Approve and oversee budget and comply with federal/state/local laws and regulations in the administration of WIOA) 	Narrative Only	<ol style="list-style-type: none"> Awaiting state plan Plan in progress - working Committees lead by business leaders Plans in progress – some work via grants accomplished Ongoing In progress Currently engaged In progress for overall system, WIOA negotiated Jan 2016, Current Youth Providers Engaged Managing the eligible provider list In progress In compliance 	<ol style="list-style-type: none"> State Plan Received 2 – 11 In progress 12. In compliance 	<ol style="list-style-type: none"> 1-8. In progress 9. Youth provider will be extended. Other provider determination in progress. 10. -12 In progress 	<ol style="list-style-type: none"> On-going 1. State Workforce Board provisionally approved our plan. 2-4 Regional labor market data is uploaded to our website as updates are available. Work is currently in process on Pierce County Skills Gap Analysis and Sector Strategies that is labor market analysis to be completed the end of July. The reports above will inform the sectors and pathways for in demand occupations. We have ongoing meetings Ongoing. 6-7. In process. 8. Done. State Workforce Board negotiating with DOL. 9. One Stop Operator on hold pending state policies. Youth provider contract extended through June 30, 2017. 10-12. Ongoing 			↑
Compliance/Monitoring/Contracting/Performance/ Data Management (\$300,000)											
<i>Objective: Comply with federal, state and local regulations and policies.</i>		2.0	<ul style="list-style-type: none"> Comply with all WIA/WIOA regulations 	Narrative Only	In compliance	In compliance	In compliance	In compliance			↑
		1.0	<ul style="list-style-type: none"> Continue designation as low risk by the State Auditor's Office (SAO) No findings from annual monitoring by Employment Security Department Meet or exceed all federal and local performance measures 	Narrative Only	SAO -Aug. 2015 designated low risk, No findings Within range of meeting Federal measures	SAO -Aug. 2015 designated low risk, No findings Within range of meeting Federal measures	SAO -Aug. 2015 designated low risk, No findings Within range of meeting Federal measures	SAO -Aug. 2015 designated low risk, No findings Within range of meeting Federal measures			↑
		.40	<ul style="list-style-type: none"> Complete annual local monitoring of Youth, Adult and DW Programs, including EO 	Narrative Only	Completed -	Completed	Completed	Completed		All EO and program monitoring is complete	↑

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					1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD Total /%		
Sector Partnerships and Business Services (\$1,098,222)											
<i>Objective: Develop and execute training programs within targeted industries specific to employers' needs.</i>	\$146,017/ C2C 1.0		<ul style="list-style-type: none"> Partner with Pacific Mountain WDC to provide training opportunities to at least 100 transitioning military personnel participants through Camo2Commerce grant funding (cohort, academy, certificate, OJT) 	100	P25/A77	P25/A122	The C2C NEG for WorkForce Central ended in the second quarter. We have nothing further to report other than our strategic alignment in partnership with Pacific Mountain	N/A See narrative	122/122%	Exceeded Goal-Our program placement rate was 122%. We have implemented a plan for continued services on JBLM. We will no longer have placement requirements in the new model for this partnership.	↑
<i>Objective: Convene and facilitate sector partnerships to strengthen regional competitiveness, leverage resources and create jobs.</i>	C2C .25		<ul style="list-style-type: none"> Convene quarterly forums with Pierce and Thurston County business leaders to oversee coordinated services offered to military personnel 	4	P1/A1	P1/A1	P1/A1	P1/A1	4/100%	Met Goal -Conduct military forums with community partners each quarter. These collaborations allowed us to work better to ensure our resources are being leveraged to provide service and outreach to the military population.	↑
		.25	<ul style="list-style-type: none"> Partner with the Chamber of Commerce to promote the hiring of veterans and military spouses by Chamber members and other businesses 	Narrative Only	Has yielded 6 employer partnerships	There were no events held in the 2nd Qtr.	In the third qtr we held two military affairs breakfast events providing updates on the Puget Sound transportation plan	This contract has ended. We are currently working on strategic opportunities to improve our partnership for veteran engagement	N/A See narrative	The Veteran and Business Services connection with the Chamber has allowed us to connect employers to our veteran's initiative team.	↑
<i>Objective: Increase employer engagement with the workforce development system.</i>		.25	<ul style="list-style-type: none"> Convene and facilitate 6 employer roundtables 	6	P1/A1	P1/A2	P2/A3	P2/A2	8/133%	Exceeded Goal	↑
	\$173,200 Construction Career day	.50	<ul style="list-style-type: none"> Provide 3 engagement activities per year with each partner council (PC Construction Partnership and PC Healthcare Council), while retaining 90% of their membership, and adding strategic partners as appropriate (6 total) 	3	P1/A1	P1/A1	P1/A2	P0/A2	6/200%	Exceeded Goal	↑
	\$69,603 Healthcare Career day	.50	<ul style="list-style-type: none"> Enhance 3 sector partnerships (Career Day, IT, Healthcare) 	3	P1/A1	P1/A1	P1/A0	P0/A2	4/133%	JobFest held in April, to be reflected in 4th quarter to meet the yearly goal	↑
<i>Objective: Direct coordinated business services to support employer needs.</i>		1.0	<ul style="list-style-type: none"> List 700 job openings for businesses and place 350 job applicants in open positions 	700	P150/A570	P150/A652	P150/A/646	P150/A365	2233/319%	Exceeded Goal	↑
				350	P75/A214	P75/A110	P75/A371	P75/A59	754/215%	Exceeded Goal	↑
		.25	<ul style="list-style-type: none"> Provide \$50,000 of customized value-added services, which are not fully supported by public resources 	\$50,000	P\$15K/A\$4,152	P\$15K/\$7,775	P\$10K/ A\$4,338	P\$10K/A\$2,568	\$18,833/ 37.6%	Did not meet Goal. Notified board and WDC that we would likely not meet goal due to new focus and transition of staff.	↓
		1..25	<ul style="list-style-type: none"> Provide 600 employer services to 220 businesses 	600	P150/A251	P150/A271	P150/A72	P150/A288	882/147%	Ahead of schedule due to a robust economy and additional outreach efforts of the team. Team is asked to reach out to two 'new' employers each day	↑
				220	P55/A145	P55/A40	P55/A19	P55/A131	335/152%		↑
<i>Objective: Enable job seekers to identify pathways to career success.</i>		1.25	<ul style="list-style-type: none"> Provide career development workshops to 1100 job seekers, and resume screening to 18,000 job seekers 	1100	P300/A319	P300/A554	P300/A384	P200/A318	1,575/143%	Exceeded Goal	↑

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					1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	YTD Total /%		
				18,000	P450/A25,154	P450/A556	P450/5000	P450/A	30,710/ 170.6%	Exceeded Goal	↑
		50	<ul style="list-style-type: none"> Conduct 1 career fair serving 500 adult job seekers with an emphasis on veterans 	1500	P1/A1 Did not meet the 500 adult target – see explanation in narrative 270/500 (54%) Hires 212/270 (79%)	P/A See 1 st qtr report	P/A See 1 st qtr report	P/A See 1 st qtr report	100%	B2W conducted 3 rd Annual Event 270 Attendees; 37 Firm Offers; 48 Conditional Offers 245 Estimated Hires 57 On site Interviews Attendance was much smaller than anticipated however; our data this year provided a more accurate resemblance for positive outcomes for our military jobseekers	↑
Objective: <i>Support job seekers to gain and retain employment.</i>		1.0	<ul style="list-style-type: none"> Provide up to 12 months of follow-up services following exit to 190 WIOA participants 	190	P50/A83	P50/A119	P50/A142	P40/A62	406/213.7%	Data good to 5/2; cannot access correct exit #s in the state's new system yet	↑
	LTU 1.0		<ul style="list-style-type: none"> Place 66 long term unemployed individuals into employment through Rapid Response LTU grant 	66	P15/A24	P15/A27	P15/A27	P21/A0	83/125.8%	Updated, ended 3 rd quarter	↑
		1.25	<ul style="list-style-type: none"> Place 190 WIOA job seekers in employment 	190	P50/A79	P50/A89	P50/A72	P40/A72	312/164.2%	Data good to 5/2; cannot access new placements in the state's new system yet	↑
Demand Training (\$642,662)											
Objective: <i>Enable job seekers to identify pathways to career success.</i>		3.0	<ul style="list-style-type: none"> Provide funding opportunities, through the use of Individual Training Accounts (ITAs), for 180 students attending local colleges and technical schools 	180	P45/A49	P45/A30	P45/A45	P45/A39	163/91%	The ITA number is tracking a little lower as some participants selected cohort training at local colleges. Staff continues to advertise funding opportunities through outreach and recruitment including General Orientation, Job Club, and other workshops. In addition, staff have work to develop partnerships with ESD, DSHS, Pierce County Library, and other community based agencies to advertise funding opportunities. Data good to 5/2; cannot access new ITA count in the state's new system yet	↔
Targeted Sector Training (\$454,487)											
Objective: <i>Support job seekers to gain and retain employment.</i>	C2C 2.0		<ul style="list-style-type: none"> Place 125 transitioning military personnel into employment through Camo2Commerce 	125	P31/A50	P25/A162	See Q2	P/A	212/169%	C2C end date 31 Dec 15.	↑
		Training and Support Services Only	<ul style="list-style-type: none"> Provide sector training opportunities for 85 new WIOA eligible individuals. 	85	P20/A59	P20/56	P20/A51	P25/A	166/195%	Ahead of schedule. Several training cohorts started in the first quarter of 2015.	↑

Adult/Dislocated Worker Strategic Dashboard Report for Program Year PY 2015 (July 2015 – June 2016)

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					1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD Total /%		
Objective: <i>Develop and execute training programs within targeted industries specific to employers needs.</i>	\$90,005/ McKinney Vento/Sector Initiatives 1.0		<ul style="list-style-type: none"> Implement at least 10 sector training classes/ academies for in-demand industries. (The funding identified for carry-in obligations only covers part of the cost of the carry-in contracts. The budget allocation of \$454,487 will be used to augment the carry-in funding). 	10	P3/A7	P3/A3	P3/A5	P1/2	17/170%	Exceeded Goal - Iron Workers, NACs, Sheet Metal, Manufacturing Academy	↑
Incumbent Worker Training (\$94,519)											
Objective: <i>Develop and execute training programs within targeted industries specific to employers' needs.</i>	\$118,551/ Multicare 1.25		<ul style="list-style-type: none"> Provide training to 65 healthcare employees through the Career Coach Program Expand Career Coach Model into an additional high demand 	65	P15/A57	P15/A0	P15/A12	P20/A0	69/106%	Exceeded Goal- Program is in transition mode to new provider.	↑
	Multicare .75		<ul style="list-style-type: none"> Provide career development services to 400 healthcare employees 	400	P100/A278	P100/A33	P100/A87	P100/A130	528/132%	On track. During the first quarter, the career coaches were engaged in a great deal of program marketing, quick starts/one on one sessions, and enrolling participants into the program. During the 2nd quarter, the program experienced staffing changes and was primarily in maintenance as students engaged in their current classes, prepared for winter quarter 2016, and were introduced to the new program contact.	↑
Resource Development (\$100,700)											
Objective: <i>Form and maintain strategic public and private partnerships to strengthen regional competitiveness, leverage resources and create jobs.</i>		1.3	<ul style="list-style-type: none"> Convene the Tacoma-Pierce County Earn-Ability formally known as Growth Partnership to implement strategies to maximize collaborative impact through alignment of services, messaging, and resource development 	Narrative Only	2 Grants Awarded 3 Grants in Development	2 Grants in development	4 Grants submitted 2 new in development	1 of 4 Grants submitted approved Career Pathways for Youth		4 DOL Grants submitted: TechHire, Strengthening Working Families, Career Pathways for Youth, and Incarcerated VETS reintegration	↑
Service Delivery via Technology (\$200,000)											
Objective: <i>Support job seekers to gain and retain employment.</i>		1.0	<ul style="list-style-type: none"> Develop relationships with 2 partners currently using technology to conduct outreach and training. 	2	P1/1A	P1/A1	See Q2 – target met	P/A	2/100%	Pierce County Library system received WIOA funding to provide training via technology and has implemented Utilized ResCare data resource to inform potential grant for service delivery	↑

Adult/Dislocated Worker Strategic Dashboard Report for Program Year PY 2015 (July 2015 – June 2016)


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					1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	YTD Total /%		
		.50	<ul style="list-style-type: none"> Deliver services using technology 	Narrative Only	On track for phase two of infrastructure set up	Synchronization with Microsoft Azure complete. Backups and DR planning in process. On track to migrate users to Office 365 in Feb 2016. SharePoint rebuild project started Jan 2016 Piloting using technology for orientation and outreach.	Office 365 email migration rescheduled for April 10. On track to migrate. SharePoint beta site to also launch.	Users to Office 365 rollout completed successfully early March; email accounts migration completed mid-April; Backups in place, SharePoint rebuild in final stages with training scheduled and data migration left.		As of October 1, phase one of internal network upgrades/replacements is complete. On budget for phase 2 migration to Microsoft Cloud Services.	↑
Economic Development Partnerships (\$100,000)											
Objective: Increase employer engagement with the workforce development system.		1.1	<ul style="list-style-type: none"> Receive 80 business referrals from the Economic Development Board (EDB) and partners and maintain the position as the most referred source for the EDB Partner with World Trade Center to meet the new and expanding needs of international and domestic businesses 	80	P20/A18 Measureable met	P20/A56 Measurable met	P20/A13	P20/A49	136/170%	Exceeded Target WFC employees participated in an outreach event on 11/19/15. WTC contract expired 12/31/15	↑
5% Mitigation PY15/FY16 (\$177,197)											
Objective: Address future cuts and/or support new opportunities.			-	Narrative Only	No update at this time	No update at this time	No update at this time				

Glossary			
B2S	Boots 2 Shoes	NEG	National Emergency Grant
B2W	Boots 2 Work	OJT	On the Job Training
C2C	Camouflage 2 Commerce	P/A	Planned / Actual
CLEOs	Chief Local Elected Officers	PY	Program Year
DOL	Department of Labor	RFP	Request for Proposal
DW	Dislocated Worker	RFQ	Request for Quote
EDB	Economic Development Board	RRLTU	Rapid Response Long Term Unemployed
EO	Equal Opportunity	SAO	State Auditor's Office
ESD	Employment Security Department	TPCGP	Tacoma-Pierce County Growth Partnership
FTE	Full Time Employee	WDC	Workforce Development Council
FY	Fiscal Year	WFC	WorkForce Central
ITA	Individual Training Account	WEX	Work Experience
LTU	Long Term Unemployed	WIA	Workforce Investment Act
MA	Manufacturing Academy	WIOA	Workforce Innovation and Opportunity Act
NAC	Nursing Assistant Certified	WSSFL Summit	Washington State Service Member For Life Summit
NAWB	National Association of Workforce Boards		

WDC Strategic Dashboard Report for WIOA Youth & Young Adult Services for Program Year PY 2015 (July 2015-June 2016)

Measures	Non-Formula Funds/ FTE	WIA/ WIOA Funded FTE	Indicator	Annual Goal	Quarterly Outcomes					Comments/ Action Plans	
					1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	YTD Total/%		
Sector Partnerships and Business Services (\$269,851)											
Objective: Support student career identification/exploration, increase graduation rates and employment opportunities, and provide a strong link between the workforce development and education initiatives with Tacoma Public Schools.		1.5	YouthWorks Program: Strengthen Educational/Career Pathways for youth in partnership with Tacoma Public Schools (TPS)	250 students connect with Graduation Coaches for minimum of 10 hrs.	P62/A83	P125/A200	P187/A213	P250/A251	100%	Met goal	↑
				1,400 Identify Career Goals	P350/A1140	P700/A1256	P1050/A1401	P1400/A1547	111%	Exceeded goal	↑
				1,400 students complete Career Cruising Assessment	P350/A1635	P700/A1635	P1050/A1667	P1400/A1672	119%	Exceeded goal	↑
				170 In School WIA Youth Enrollments	76	118	208		122%		↑
				10 TPS teacher externships (40 hrs/teacher)	P0/A0	P0/A0	P0/A5	P5/A13	130%	Exceeded goal	
				200 student internships (90 hrs/student/school year)	P0/A0	P0/A0	P0/A0	P200/A200	100%	Met goal	
				8% increase in graduation rate for TPS schools (Reported a quarter after)	0	82.6% 5.6% increase	N/A	N/A	0%	Reported in Q2	↓
Objective: Build career exploration and work readiness opportunities for youth.			Conduct 2 Career Fairs serving 2800 Pierce County youth	PC Career Day (2000)	N/A	1751 (86%)	N/A	N/A	N/A	Executed in Q2	↔
				Health Career Day (800)	N/A	Cancelled	N/A	N/A	N/A	Cancelled	
			Leverage \$40,000 in partner contributions for Pierce County Career Day, and \$25,000 in partner contributions for Health Career Day	PC Career Day \$40,000	N/A	\$73,840	N/A	N/A	185%	Executed in Q2	↑
				Health Career Day \$25,000	N/A	Cancelled	N/A	N/A	N/A	Cancelled	
Compliance/Monitoring/Contracting/Performance/Data Management (\$117,240)											
Objective: Comply with federal, state and local regulations and policies.		1.3	Comply with all WIA/WIOA regulations	Narrative Only	In Compliance	In Compliance	In Compliance	In Compliance	N/A		↑
			<ul style="list-style-type: none"> Continue designation as low risk by the State Auditor's Office (SAO) No findings from annual monitoring by Employment Security Department Meet or exceed all federal and local performance measures 	Narrative Only	<ul style="list-style-type: none"> Audit passed in Aug/Sept. No Findings Met or Exceeded all Measures 	In Compliance	In Compliance	In Compliance	N/A		↑
			Complete annual local monitoring of Youth Programs, including EO	Narrative Only	Scheduled for Q2	Completed	Completed	Completed	N/A		↑
Objective: Provide Technical Assistance			Provide technical assistance to RWS as it relates to Federal, State and local performance and contractual obligations. <ul style="list-style-type: none"> Common Measure Report: Quarterly Provision Reports: Bi-Weekly Performance Roll-Up Reports: Monthly Invoice Packet Desktop Monitoring: Monthly Communicate and post policy revisions within 5 days of publication; provide training as needed 	Narrative only	On-going	On-going	On-going	On-going	N/A		

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					1st Qtr	2nd Qtr	3rd Qtr	4th Qtr				
<i>Objective: Provide coordination and oversight of the Youth system.</i>			Manage contracts to include modifications, invoicing, corrective actions, performance monitoring and RFP process when applicable	Narrative only	ResCare Mod 2; YouthWorks Mod2; YouthWorks TPS Contract in process	In Compliance	In Compliance	In Compliance	N/A			
<i>WDC Youth Committee Staff Support (\$93,480)</i>												
<i>Objective: Provide staff support to Youth Council/ committees.</i>		1.0	Provide Youth Committee support including, but not limited to: Committee recruitment; strategic planning and implementation; respond to projects and requests on agreed-to turnaround times	Narrative only	On-going	On-going	On-going	On-going	N/A			
<i>WIOA Mandated Responsibilities for CLEOs and WDC (\$90,000)</i>												
<i>Objective: Support mandated changes for WIOA transition.</i>		1.0	<ul style="list-style-type: none"> • Integrate and support mandated responsibilities for CLEOS and WDC WIOA calls for additional responsibilities. Below are expectations that will need to be supported primarily by staff and/or external experts: <ol style="list-style-type: none"> 1. Develop a 4-year regional unified plan 2. Conduct workforce research and regional labor market analysis 3. Convene, broker and leverage stakeholders and assets, Lead employer engagement 4. Lead Career pathways development and implementation with secondary and post-secondary partners 5. Lead efforts to identify and promote proven and promising practices 6. Develop technology based strategies for service access, engagement and delivery 7. Oversee the local service delivery system and programs 8. Negotiate local performance accountability, 9. Select one stop system operator(s) and provider(s), Select youth provider(s) 10. Identify eligible training providers, Ensure consumer choice 11. Coordinate with education providers 12. Approve and oversee budget and comply with federal/state/local laws and regulations in the administration of WIOA) 	Narrative Only	On-going	On-going	On-going	On-going	N/A	1.State Workforce Board provisionally approved our plan. 2-4 Regional labor market data is uploaded to our website as updates are available. Work is currently in process on Pierce County Skills Gap Analysis and Sector Strategies that is labor market analysis ti be completed the end of July. The reports above will inform the sectors and pathways for in demand occupations. We have ongoing meetings 5. Ongoing. 6-7. In process. 8. Done. State Workforce Board negotiating with DOL. 9. One Stop Operator on hold pending state policies. Youth provider contract extended through June 30, 2017. 10-12. Ongoing		

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					1st Qtr	2nd Qtr	3rd Qtr	4th Qtr			
Youth Operator – ResCare second year award (\$1,000,000)											
Objective: Provide registered Pierce County youth with comprehensive and intensive employment and training services resulting in attainment of Federal and State performance measures; including WIOA requirement of using 75% of funds to serve Out of School Youth. *ResCare Management Incentive Plan Performance Outcomes			Meet all Federal Measures and Performance Targets								
			Placement in Employment or Education*	RWS Contract - 68.5%** Federal Target – 60.3%	75.6%** 85.9%	77.7%** 88.2%	91.2%** 103.9%	Have not received PY15 Q4 data from DOL	N/A	DOL currently behind in reporting;	
			Attainment of Degree or Certificate* (Reported upon exit)	RWS Contract - 68.3%** Federal Target – 59.1%	81.6%** 94.2%	78.5%** 90.7%	62.8%** 72.5%	Have not received PY15 Q4 data from DOL	N/A	DOL currently behind in reporting;	
			Literacy Numeracy Gains*	RWS Contract - 47.3%** Federal Target – 36.0%	101.7%** 133.5%	88.6%** 116.5%	93.9% 123.5%	Have not received PY15 Q4 data from DOL	N/A	DOL currently behind in reporting;	
			Meet all Local Measures and Performance Targets								
			Number of Enrollments*	420 WIA/WIOA Youth	204	286	384	486	115.7%	Data to 6/30/16	↑
			Number of Exits*	288 Youth Exited to employment and/or education	76	145	213	216	74%	Data good to 5/2; cannot access number of positive exits in the state's new system yet	↑
			Tacoma/Pierce County residential split *	50% of enrolled youth reside in Pierce County(PC)	56.9%	56.6%	56.8%	57.1%	56.8%	Data good to 5/2; cannot access resident information in the state's new system yet	↑
				50% of enrolled youth reside within the City of Tacoma(COT)	42.6%	43%	43.2%	42.9%	43.2%	Data good to 5/2; cannot access resident information in the state's new system yet	↑
			In School/Out of School enrollment splits*	20% of enrolled youth are In-School (ISY)	19.6%	19.6%	20.8%	20.6%	20.8%	Data to 6/30/16	↑
		80% of enrolled youth are Out-of-School (OSY)		80.4%	80.4%	79.2%	79.4%	79.2%	Data to 6/30/16	↑	
Workbase Training- required by law a min of 20% (\$143,795)											
Objective: Enhance employment opportunities youth with 20% of WIOA Funds. *ResCare Management Incentive Plan Performance Outcomes			Subsidized Summer Employment/Internships*	33	33	33	33	33	100%	Occur during the summer months	↑
			Other Subsidized Employment/Internship (WEX)*	80	26	61	103	109	136.3%	Data good to 5/2; cannot access number of services in the state's new system yet	↑
			On-The-Job-Training (OJT)*	10	2	5	7	10	100%	Data good to 5/2; cannot access number of services in the state's new system yet	↑
			Apprenticeship or other Advanced Training*	7	3	5	7	8	114.3%	Data good to 5/2; cannot access number of services in the state's new system yet	↑
Essential Skills Development Pilot (\$50,000)											
Objective: Develop and execute training programs within targeted industries specific to employer's needs.			Explore Essential Skill best practices/local models	3	1	In Progress	In Progress	See narrative	33.3%	Met with local CBO's to research best practices in the community. Decided to embed into partner proposals	
			Create Proposal for Pilot by end of Quarter 2; 12/31/15	Embed into contracts and not contracted as a stand-alone.							

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					1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr			
Sector Training (\$138,026)											
Objective: <i>Develop and execute training programs within targeted industries specific to employer's needs.</i>		.8	Work with Bates and Tacoma Public Schools (TPS) to develop a Maritime Training program and begin cohorts in Quarter 3.		Bates is currently working with the Port of Tacoma in developing course curriculum and WFC and TPS working to align cohort enrollment goals.	In Progress	In Progress	In Progress		N/A	Contracts are being completed. Bates is planning a pilot cohort for Fall 2016 in partnership with employers and developing an articulation agreement for the Maritime Academy to lead to a two-degree in marine engineering. TPS will pilot a marine logistics training program for students this summer.
Annual JobFest (\$6,000)											
Objective: <i>Build career exploration, work readiness and employment opportunities for youth.</i>			Conduct JobFest Career Fair for WA State youth	700 Youth	Reported in Q4	Reported in Q4	Reported in Q4	P/700 A/768	110%	Exceeded goal	↑
Summer Jobs 253 (\$50,000)											
Objective: <i>Create credit retrieval and work experience opportunities for high school student.</i>	2.0 FTE \$34,710- COT		Provide Classroom Instruction and facilitation of Workplace Essential Skills and Financial Literacy Curriculum	150 Students	132 Students	132 Students	See Q2	See Q2	88%	Summer Jobs 253 program started on 6/22/15 and ended on 8/31/15. 241 Students applied; 241 Accepted; 145 Started; 132 Completed.	↑
Career Link (\$30,000)											
Objective: <i>Connect high school students with local businesses/careers.</i>			CareerLink Pierce County: Connect K-12 students with businesses for career exploration and development.	Engage 75 employers with high school students	P10/A2	P30/A29	P55/A56	P75/A85	113%	Ahead of target	↑
Service Delivery System via Technology (\$40,000)											
Objective: <i>Support youth in obtaining their employment and education goals.</i>		.3	Increase CareerLink Professional Connection Activities (PCA) between Students and Businesses.	100 Professional Connection Activities (PCA)	16	28	33	11	88%	YouthWorks Graduation Coach working with TPS students to increase utilization of PCA's.	↔
2% Mitigation PY15/FY16 (\$33,379)											
Objective: <i>Address future cuts and/or support new opportunities.</i>			N/A	Narrative Only	N/A	N/A	N/A	N/A	N/A		

* ResCare Management Incentive Plan Performance Outcomes

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*** Federal Measures achievement rate is the quotient when dividing the measure's actual rate by the target rate. The Federal Common Measures Report contains three different numbers; the Actual percentage of the target met; the Performance Measure Target percent; the Achievement percent of the Performance Measure target. The number captured on the Dashboard is the Achievement percentage rate of the Target performance measure.*

Glossary			
B2S	Boots 2 Shoes	NAWB	National Association of Workforce Boards
B2W	Boots 2 Work	NEG	National Emergency Grant
C2C	Camouflage 2 Commerce	OJT	On the Job Training
CLEOs	Chief Local Elected Officers	P/A	Planned / Actual
DOL	Department of Labor	PY	Program Year
DW	Dislocated Worker	RFP	Request for Proposal
EDB	Economic Development Board	RFQ	Request for Quote
EO	Equal Opportunity	RRLTU	Rapid Response Long Term Unemployed
ESD	Employment Security Department	SAO	State Auditor's Office
FTE	Full Time Employee	TPCGP	Tacoma-Pierce County Growth Partnership
FY	Fiscal Year	WDC	Workforce Development Council
ITA	Individual Training Account	WEX	Work Experience
LTU	Long Term Unemployed	WIA	Workforce Investment Act
MA	Manufacturing Academy	WIOA	Workforce Innovation and Opportunity Act
NAC	Nursing Assistant Certified	WSSFL Summit	Washington State Service Member For Life Summit

Legend		Definitions
Exceeding Targets		+ Deviation or Meeting Performance Target
Meeting Targets		-10% Deviation from Performance Target
Not Meeting Targets		- 20% Deviation from Performance Target; Corrective Action Implemented

AFTER ACTION REPORT

Overview

WorkForce Central's commitment to bridging the business and military communities has resulted in creating a cross-regional partnership with King County workforce development, Employment Security Department and a local private partner Commercial Driving School. Each partner wanted to continue the ongoing efforts created by WorkForce Central to connect our service members, veterans and military families to employers.

Sponsorship & Standards

Sponsorship this year provided by a private company Commercial Driving School (CDS). CDS has been a long standing employer and partner in our ongoing efforts to not only employ veterans but creating career opportunities for other underrepresented populations as well. Boots2Work was hosted at the Tacoma Dome, which provided a central location between Pierce and King County. We also used Boots2Work as a platform to highlight employers who hire veterans through the YesVets statewide sticker campaign initiative. Seven companies were publically recognized by the Washington Department of Veterans Affairs and Employment Security Department for their proven support and efforts.

To align with our partners, we created standards for the employers to participate in this free event. All employers had either a progressive wage or \$15.00 minimum starting wage. All employers were veteran friendly employers and all employers were willing to share future data and outcomes as applicable.

Outcome Comparison by Year

	2015	2016
Employer Attendance	80	82
Veteran Service Org	40	10
On site Interviews	57	134
Estimated Hires	212	158
Conditional Offers	48	16
Firm Offers	37	12
Attendance	270	210
Suites provided to Jobseekers	19	

Successful Results

Within in less than 30 days' reports of hiring received:

- Phoenix Protective Corporation made 3 confirmed hires in the last 3 weeks after Boots2Work 2 as Unarmed Uniformed Offices and one as and Armed Patrol Officer and he was brought in as an Undercover Loss Prevention Agent. "Quality Candidates" Steven Roberts, Human Resources/Recruiter for Phoenix Protective Corporation.
- Farmers Insurance has confirmed hiring of two candidates as claim adjuster agents.

Future Goals

WorkForce Central's vision is to be the leader in veteran's employment initiatives in Pierce County. Through continued partnership, Boots2Work has established itself as "The Annual Event" our community should rally behind furthering the relationship between Pierce County's military families and businesses, and providing businesses with military jobseekers that have exceptional skills and abilities.

With the ever improving job market we will revisit how to provide a better experience for our jobseekers and employers. Trending results show unemployment rates decreasing to less than 4% however we want keep actively engaging our community about the importance of continuously hiring our transitioning service members, veterans and military family members.

Point of contact for this report Shellie D. Willis, Director of Strategic Initiatives, WorkForce Central



**Employment
Security
Department**
WASHINGTON STATE

Issue Date: | **2016**
July 14

WorkForce Central

Serving Pierce County

PY 14-15 Monitoring Report

Greg Ferland, Director of Workforce Monitoring
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Onsite review conducted
June 14-16, 2016



Table of Contents
WorkForce Central

Executive Summary 3

Entrance Meeting..... 4

Observations 5

Noted Practice 6

Results 6

EXECUTIVE SUMMARY

Background

The Employment Security Department (ESD) monitoring unit conducted an annual monitoring review of WorkForce Central on June 14-16, 2016. The review was conducted in accordance with sub recipient monitoring and management found within the Uniform Administrative Requirements; 2 CFR Part 200; 200.331, the Workforce Innovation and Opportunity Act (WIOA), Sec. 184(a)(4); and additional requirements as established by state policies, rules, and regulations. The review period covered services performed from July 1, 2015 to June 14, 2016 and fiscal activities covering PY14 and PY15.

Monitoring Objective

Program, administrative and financial reviews of WorkForce Central were performed to evaluate the management and administration of United States Department of Labor Employment and Training Administration workforce grants to determine if they are operating in compliance with applicable federal and state regulations, laws, and policies.

Scope

In keeping with general monitoring practices, not all transactions and activities were examined. The ESD Monitoring Team (monitoring team) randomly selected individual participant files and documents for review. The monitoring team examined and tested the following during this review period:

Program – WIOA Youth:

- Program Eligibility and Supportive Services for the WIOA Youth program
- Corresponding Local Workforce Development Board (LWDB) policies and procedures
- Nondiscrimination and Equal Opportunity requirements

Financial & Administrative Systems and Procedures:

- Administrative Controls
- Internal Controls
- Time and Effort
- Procurement
- Financial Reporting
- Cash Management
- Cost Allocation/Classification
- Budget Controls
- Personnel
- Program Income
- Audit and Audit Resolution

ENTRANCE MEETING

On June 14, 2016, the monitoring team met with Deborah Howell, Chief Administrative Officer, WorkForce Central; Kirk Smith, Chief Financial Officer, WorkForce Central; Percy Lagdan, Director of Accountability, WorkForce Central; Steve Grimstad, Director of Finance, WorkForce Central; MaryEllen Laird, Director of Adult/Youth Young Adult Workforce Services, WorkForce Central; Shellie Willis, Director of Strategic Initiatives, WorkForce Central; Ellie Chambers Grady, Director of Business Services and Sector Strategies, WorkForce Central; and LaTanya Huey, Workforce Development Manager, WorkForce Central.

The WorkForce Central team gave the monitors an overview of the history and structure of the workforce system in Pierce County including the demographics of the area and the challenges and opportunities presented in implementing WIOA.

Pierce County is the second largest County in the State of Washington. It has a large outflow of 81,000 residents who commute each day to other parts of the region for work. This area has a large military presence with Joint Base Lewis McChord (JBLM). WorkForce Central described its efforts to work closely with JBLM on transitioning military members, 47% of whom wish to live in the region after leaving the military. Staff described their success working collaboratively with a neighboring LWDB, Pac Mountain, as they seek to provide services to transitioning service men and women.

WorkForce Central is in the midst of a large transition. After 30+ years, WorkForce Central will no longer be a direct provider of adult and dislocated worker program services. Effective July 1, 2016, WorkForce Central will be contracting these services to a new provider to the area, Career Path Services. In addition, WorkForce Central will be conducting a procurement for a one-stop operator. While this is creating many opportunities, it has also created challenges as staff are working to ensure a smooth transition of services to new providers.

WorkForce Central has prepared itself to meet the WIOA Youth requirements by already transitioning to serving the required percentages of out-of-school youth in its WIOA Youth program.

WorkForce Central is in the process of updating its WIOA and fiscal policies and will make further changes after the final WIOA regulations are published.

Following the entrance meeting, LaTanya Huey and James Walker, Employment Security Department Administrator, provided the monitors a tour of the WorkSource Pierce Adult One-Stop. The one-stop will be relocating for a two-year period to a temporary location while a new, permanent location is secured. After the tour of the WIOA Adult One-Stop, LaKesha Egardo-Jones, Project Director, ResCare Workforce Services, provided the monitors a tour of the ResCare main office where WIOA Youth services are provided.

OBSERVATIONS

Program - WIOA Youth:

The monitoring team selected 7 WIOA Out-of-School Youth files for review and 3 WIOA In-School-Youth files.

Eligibility

All participants met one or more of the required eligibility criteria.

Required Notifications

Every participant file contained the required notifications for Basic Complaint & Grievance Procedures, EO-Notice of Right to File a Discrimination Complaint.

Objective Assessments

All of the participant files contained documentation of comprehensive Objective Assessments and contained the required elements defined in WIOA Sec. 129(c)(1)(A).

Individual Service Strategy (ISS)

Every file contained documentation of an ISS, though several participants' SKIES records reflected data entry errors. Technical Assistance was provided to remind LWDB staff of the importance of ensuring accurate entry of services and service dates in MIS.

Case Notes

All files contained case notes and several files contained frequent and detailed case notes.

Supportive Services

Appropriate documentation was located in participant hard files where supportive services were provided.).

Financial & Administrative Systems and Procedures:

The monitoring team found the following fiscal procedures to be in compliance with State and Federal requirements: administrative controls; time and effort; procurement; financial reporting; cash management; cost allocation/classification; allowable costs; personnel; program income; and audit and audit resolution.

NOTED PRACTICES

Comprehensive monitoring tools and detailed reports: WorkForce Central has well-developed and comprehensive monitoring tools, including a fiscal risk assessment tool, and produces thorough monitoring reports.

RESULTS

The monitoring team determined that WorkForce Central was compliant with all required federal and state regulations, laws and policies for the areas reviewed.

WorkForce Central is appropriately implementing all of the WIOA youth program elements. The monitoring team observed a strong sense of camaraderie between WorkForce Central staff and their contractors resulting in services that provided benefits to the employers and job seekers in their region. WorkForce Central management, staff and contractors were knowledgeable and very helpful to the monitors.

Workforce Monitoring Team:

Greg Ferland, Director of Workforce Monitoring

Phouang Hamilton, Workforce Monitoring

Karen Downing, Workforce Monitoring