

WFC Executive Board Meeting**AGENDA****September 23, 2022 • 9:00 – 10:30 a.m.****Virtual via Zoom****Mayor Woodards Presiding**

- I. CALL TO ORDER
- II. PUBLIC COMMENT
- III. CONSENT AGENDA (*Board Vote*)
 - A. Approve the June 22, 2022 Minutes
 - B. Approve the July 7, 2022 Special Session Minutes
 - C. Approve June, July & August 2022 Voucher Payments
 - D. Approve July 2022 Financial Report
 - E. Approve Surplus Equipment
- IV. HIRE Pierce: Next Gen Report
- V. REGULAR AGENDA
 - A. 501c3 Transition
 - a. Public designation
 - b. Board structure
 - c. Interlocal agreement
 - B. Outside Work Policy (*Board Vote*)
 - C. WFC Travel Policy and Procedures (*Board Vote*)
 - D. Personnel Policies and Procedures (*Board Vote*)
 - E. ESD PY21 WIOA Management Letter – Karen Downing
 - F. PY21 WIOA Monitoring Report – Karen Downing
- VI. OTHER BUSINESS
- VII. ADJOURN

Attachments

June 2022 Minutes
July 2022 Special Session Minutes
June, July & August 2022 Voucher Payments
PY22-FY23 Budget vs. Actual July 2022 Financial Report
Surplus Equipment List
HIRE Pierce: Next Gen Report
Outside Work Policy
WFC Travel Policy and Procedures
Personnel Policies and Procedures
ESD PY21 WIOA Management Letter
PY21 Monitoring Report



**WFC Executive Board Meeting
MINUTES**

**June 22, 2022 • 1:00 – 2:30 p.m. • Virtual via Zoom
Executive Dammeier Presiding**

Attendees: Bruce Dammeier, Kiara Daniels, April Betts-Gibson, Jani Hitchen

Staff: Katie Condit, Jan Adams, Steve Grimstad, Karen Downing, Deborah Howell

I. CALL TO ORDER

Executive Dammeier called the meeting to order at 1:09 p.m.

II. PUBLIC COMMENT

None

III. CONSENT AGENDA

A. Approve the April 22, 2022 Minutes

B. Approve April & May 2022 Voucher Payments

C. Approve Surplus Equipment

Motion to approve the Consent Agenda as presented made by Jani Hitchen; seconded by April Betts-Gibson. Approved.

IV. REGULAR AGENDA

A. Adoption and amendment of budget for the calendar year and financial reporting period January 1, 2021 to December 31, 2021 (Resolution No. 883)

Steve gave a brief background and overview noting this is a required financial requirement converting to a calendar year budget. Motion approve Resolution 883 made by April Betts-Gibson; seconded by Jani Hitchen. Approved

B. 501c3 Transition

Katie gave an update on the process of moving to a 501c3. She was asking for approval to move forward with the process. Katie noted the two entities that will be assisting with the process. April questioned the costs and possible overruns. Katie noted this is a flat fee for the process. Jani Hitchen asked that we make sure our current funding is not put in jeopardy.

a. Caritas Law Group engagement

Motion to approve made by Jani Hitchen; seconded by April Betts-Gibson. Approved.



b. Spokane Workforce Council engagement

Motion to approve made by April Betts-Gibson; seconded by Jani Hitchen.
Approved.

C. Salary Structure

Katie gave a brief overview. Motion to approve made by Jani Hitchen;
seconded by April Betts-Gibson. Approved.

D. Strategic Planning Review

Katie gave a quick update on the progress of the strategic plan process. She noted we are on track with a final expected to be put to the board for approval in the fall. Jani and April gave some insights on the joint meeting held a few weeks ago.

V. OTHER BUSINESS

None

VI. ADJOURN

Motion to adjourn made by April Betts-Gibson; seconded by Jani Hitchen.
Meeting adjourned at 1:27 p.m.





WFC Executive Board Special Session

MINUTES

July 7, 2022 • 3:00 p.m.
Virtual via Zoom

Attendees: Victoria Woodards, Bruce Dammeier, Jani Hitchen, Marty Campbell, April Betts-Gibson, Kiara Daniels

Staff: Katie Condit, Jan Adams

Victoria called the meeting to order at 3:05 p.m.

April gave an update on the CEO performance review process noting feedback was collected from several board members. She also discussed the market research for the salary range. Discussion continued around the public disclosure of the results.

Motion to adopt the evaluation as presented made by Bruce; seconded by Kiara; Approved. April gave some highlights from the evaluation including low staff turnover, improved morale, her attention to fiscal detail, attaining compliance and diversity for the Workforce Development Board as well as improved community relations. Bruce noted a comment from Bruce Kendall noting that Katie is already emerging as a workforce leader at the state level. Victoria noted she has also established a presence at the national level. Discussion continued around well done's and opportunities for improvement.

April noted there could be an improvement to the performance review process

Motion to authorize an increase to \$165,000 effective 7/1/22 made by Bruce; seconded by April. Bruce gave an overview of the research conducted for determining the salary recommendation noting the comparison of several WDBs in the state including King County and Snohomish County. He stated they looked at market, budget and scope for determining the increase. The review panel felt Snohomish County was a very close model to Pierce County. Discussion continued around the reasoning for the increase. Approved.

Motion to adjourn made by Marty; seconded by April. Meeting adjourned at 3:27 p.m.

VOUCHER APPROVAL

June 2022

The following listing of vouchers written in the above month is hereby submitted to the Board for approval. I have audited and certified all vouchers as required by RCW 42.24.080, and those expense reimbursement claims certified as required by RCW 42.24.090.

FUNDS	FROM	TO	TOTAL
Check Payments (check numbers)	12218	12245	\$ 170,771.34
Electronic Payments (dates)	6/9/2022	6/29/2022	\$ 757,179.66
TOTAL			\$ 927,951.00

Respectfully submitted by Steve Amstad

Chairman of Board

Date

VOUCHER APPROVAL

July 2022

The following listing of vouchers written in the above month is hereby submitted to the Board for approval. I have audited and certified all vouchers as required by RCW 42.24.080, and those expense reimbursement claims certified as required by RCW 42.24.090.

FUNDS	FROM	TO	TOTAL
Check Payments (check numbers)	12246	12269	\$ 70,917.66
Electronic Payments (dates)	7/7/2022	7/29/2022	\$ 1,078,646.73
TOTAL			\$ 1,149,564.39

Respectfully submitted by Steve Flumetad

Chairman of Board

Date

VOUCHER APPROVAL

August 2022

The following listing of vouchers written in the above month is hereby submitted to the Board for approval. I have audited and certified all vouchers as required by RCW 42.24.080, and those expense reimbursement claims certified as required by RCW 42.24.090.

FUNDS	FROM	TO	TOTAL
Check Payments (check numbers)	12270	12298	\$ 121,001.65
Electronic Payments (dates)	8/1/2022	8/30/2022	\$ 1,015,726.42
TOTAL			\$ 1,136,728.07

Respectfully submitted by Steve Pimental

Chairman of Board

Date

WorkForce Central
Program Year 2022/Fiscal Year 2023
Budget vs. Actual through July 31, 2022

Budget Line Item	Final PY22 Approved Budget	Year to Date Actual Expenditures	Budget Remaining
Direct Services and Contracts	\$ 6,853,470	\$ 204,558	\$ 6,648,912
New Cohort Training/Reskill-Upskill Initiatives	1,860,250	18,935	1,841,315
Incumbent Worker Training	100,000	-	100,000
System and Internal Professional Development (Priority DEAI)	50,000	1,285	48,715
Workforce System Navigators	167,250	-	167,250
Workforce System Connection Site	50,000	-	50,000
Service Delivery via Technology	230,000	3,965	226,035
Communications	61,000	819	60,181
Data and Research	55,500	1,626	53,874
Workforce Summits	75,000	-	75,000
WorkForce Central Staff	3,866,149	290,159	3,575,990
WorkForce Central Operational Expenses	738,000	31,870	706,130
Administrative Reserve	460,636	-	460,636 (1)
Total	\$ 14,567,255	\$ 553,218	\$ 14,014,037

Notes:

(1) - Administrative reserve represents WIOA annual formula funding available for PY22 that will be used to maintain services such as when a continuing resolution is delayed, there is a government shutdown, or there is a delay in the awarding of PY23 WIOA annual formula funding. This allows for a period of time for continuation of services while the budget is negotiated and finalized. The administrative reserve can also be used to leverage WIOA formula funding as other funding opportunities or initiatives come up during PY22.

WorkForce Central
Program Year 2022/Fiscal Year 2023
Direct Services and Contracts through July 31, 2022

Contract	Final PY22 Approved Budget	Year to Date Actual Expenditures	Budget Remaining	Obligation Remaining
PY2021 WIOA Adult Annual Formula	\$ 219,000	\$ -	\$ 219,000	\$ -
PY2022 WIOA Adult Annual Formula	1,235,000	-	1,235,000	1,235,000
PY2021 WIOA Dislocated Worker Annual Formula	181,000	-	181,000	-
PY2022 WIOA Dislocated Worker Annual Formula	1,325,000	-	1,325,000	1,325,000
PY2021 WIOA Youth Annual Formula	155,000	-	155,000	172,773
PY2022 WIOA Youth Annual Formula	1,551,075	-	1,551,075	1,551,075
Economic Security for All	940,060	6,979	933,081	1,010,355
Pre-Employment Transition Services	200,000	7,852	192,148	261,570
Pierce County Youth Work Program	424,000	135,962	288,038	352,322
CDBG COVID Hunger Relief Staffing and Services	570,000	53,765	516,235	537,930
Strategic Planning	26,000	-	26,000	14,707
Community Engagement Services	27,335	-	27,335	21,560
Total	\$ 6,853,470	\$ 204,558	\$ 6,648,912	\$ 6,482,292

Surplus Equipment List

Inventory#	Asset Description	Purchase Date	Book Value	Condition	SurplusTo
22846	Computer HP ELITE 8300 TOWER	6/28/2013	0	Obsolete	SBK Recycle
WIOA 0825	HP DESKTOP COMPUTER		0	Obsolete	SBK Recycle
22950	Computer HP 800 G1 Ultra Slim	8/28/2014	0	Obsolete	SBK Recycle
22535	1908FP Flat Panel	2/12/2009	0	Obsolete	SBK Recycle
30571	Computer HP Z230	2/22/2016	0	Obsolete	SBK Recycle
30879	HP LCD MONITOR		0	Obsolete	SBK Recycle
30878	HP MONITOR		0	Obsolete	SBK Recycle
	6 IPHONES		0	Obsolete	SBK Recycle
22794	Training laptops for customers	6/1/2012	0	Obsolete	SBK Recycle
22826	HP PRINTER	12/28/2012	0	Obsolete	SBK Recycle
22943	Laptop HP	7/24/2014	0	Obsolete	SBK Recycle
30514	Chromebook - Summer 253	2/26/2015	0	Obsolete	SBK Recycle
22942	Laptop HP 2014	7/2/2014	0	Obsolete	SBK Recycle
30616	BROTHER PRINTER		0	Obsolete	SBK Recycle
30609	Laptop SURFACE PRO 2	7/18/2014	0	Obsolete	SBK Recycle
30610	Laptop SURFACE PRO 3	12/5/2014	0	Obsolete	SBK Recycle
30895, 30896	Lenovo monitors		0	Obsolete	SBK Recycle
22947	Computer HP 800 G1 Ultra Slim	8/28/2014	0	Obsolete	SBK Recycle
30880, 30672	Epson Printers		0	Obsolete	SBK Recycle
30355, 31043	mobile hotspots		0	Obsolete	SBK Recycle
31056	HOTSPOT		0	Obsolete	SBK Recycle
30675, 30742, 30743, 30679, WIOA0135, 30005, 30006	BROTHER PRINTER	2002	0	Not functioning	SBK Recycle
22596, 22644, 22649, 22654, 22533, 22606, 22598, 22582, 22586, 22574, 22652, 22560, 22666, 22608, 22646, 30879, 30878, WIOA0821, 30872	19 Monitors 19" HP	2009-2011	0	Obsolete	SBK Recycle
22964, 22960, 22952, 22958, 22966, 22937, 22972, 22951, 22969, 22961, 22967, 22965, 22959, 22971,	14 Computers HP 800 G1 Ultra Slim	8/28/2014	0	Obsolete	SBK Recycle
22887, 22859, 22852, 22856, 22858	5 Computers HP ELITE 8300 DESKTOP	6/28/2013	0	Obsolete	SBK Recycle
31050, 31356, 31067, 31051, 31354, 31355, 30889, 31351, 31353, 31352	10 LAPTOPS		0	Obsolete	SBK Recycle



2022 REPORT

November 2021 — August 2022

The Hire Pierce County: Next Gen young adult internship program had a positive impact on both young adults and businesses across Pierce County. The program engaged young adults through career-building experiences and a direct connection to the workforce

with a focus on helping interns gain the skills and training needed to succeed in various industries. The paid internship placements supported businesses throughout Pierce County in bolstering their workforce while recovering from the pandemic.

YOUNG ADULT PROFILE



196

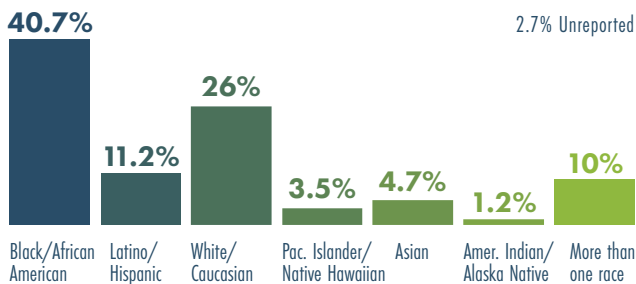
Young adults placed in paid internships



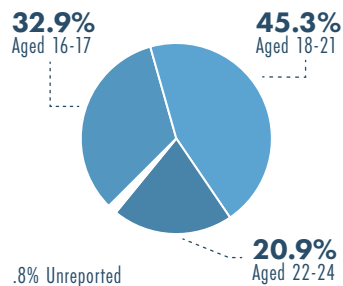
258

Young adults enrolled in the program

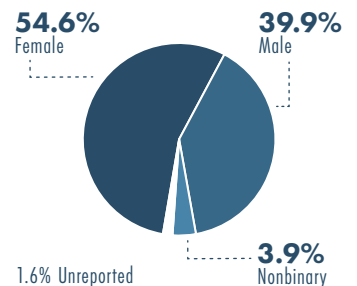
RACE & ETHNICITY



AGE



GENDER



EMPLOYER PROFILE



91

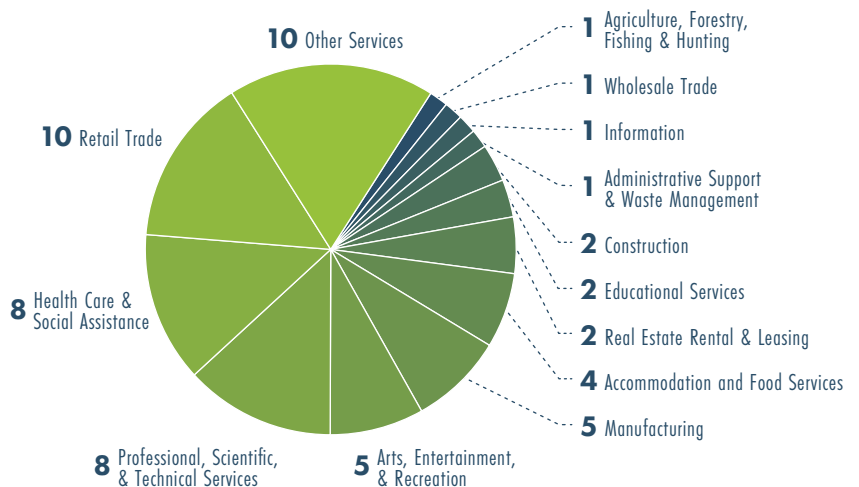
Employers were onboarded into the program



60

Employers received an intern

INDUSTRIES REPRESENTED



THE RESULTS



39,485.75

Hours worked by interns
for local businesses



\$592,286.25

In wages paid to interns
and saved by businesses



68

Young Adults were/will be
hired by their Internship Sites

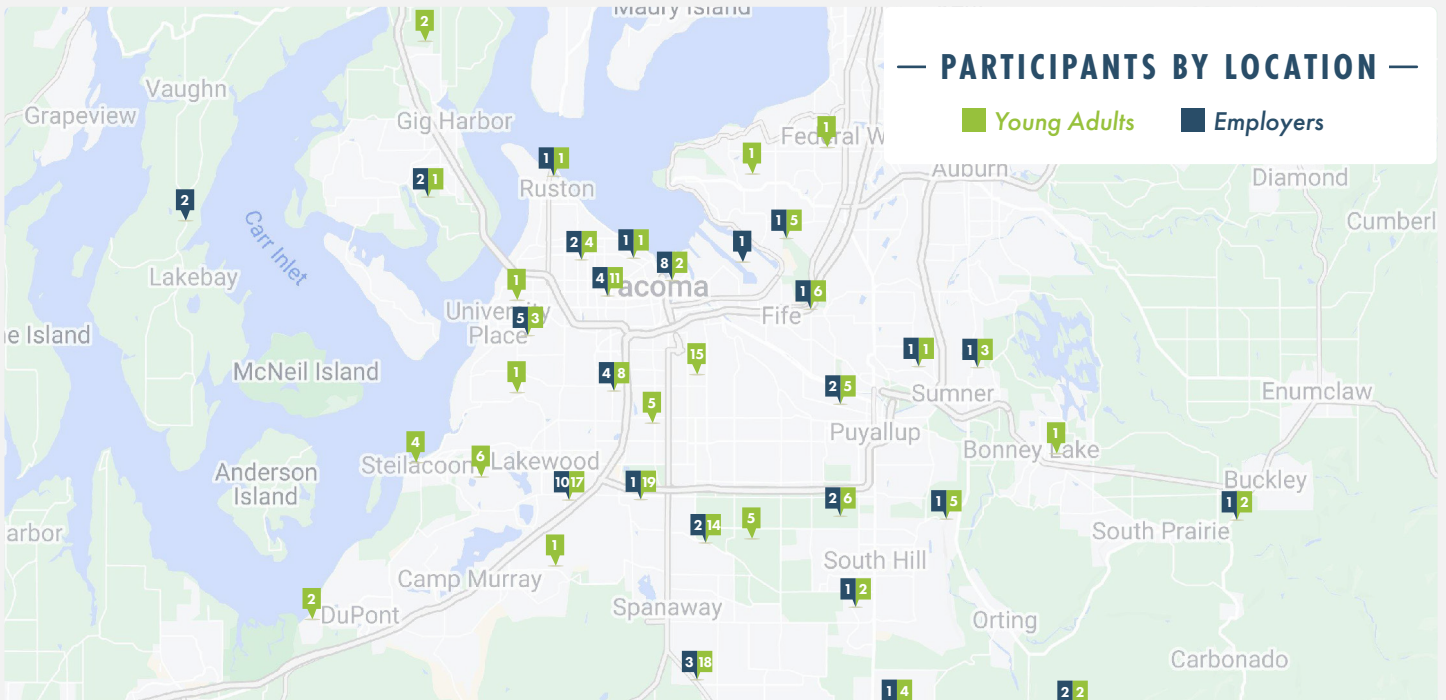
PLANS AFTER PROGRAM

- 34.7%** Young Adults were or will be hired by their Internship Site
- 9.2%** Young Adults found employment with an external employer
- 25.5%** Young Adults will be looking for employment
- 15.8%** Young Adults will be returning to high school or pursuing post-secondary education
- 14.8%** Other

PARTICIPATING EMPLOYERS

Complete list of all the employers that received an intern.

- Academy of Busy Bees LLC
- Agility, LLC
- All Access Doggy Daycare and More
- Alzheimer Memorial Church
- AMES International Inc
- Anna Childcare center
- Black Fleet Brewing
- Blk Sunflower
- Bright Ide Acres
- Caring With Compassion Community
- City of University Place
- Clean Food Farm
- Cohasset Gifts & Garden
- Craft Theory
- Crescent Moon Gifts LLC
- Dollhouse Salon
- Eight Twenty-Eight Consulting
- Full Moon Flea Market
- Godfather's Pizza
- Greater Life Church
- Harbor WildWatch
- Hooligan CrossFit
- Hulk Construction LLC
- Just Like Home Daycare Center
- Kaleidoscope Family Gym
- Katie Dean Art
- Keller Williams Tacoma
- Lakewold Gardens
- Lorene's Place II
- Love Lurra
- Lumpia Love
- Maggie Morales LLC
- Mattice Beauty Supply
- Megan R Miller DDS PS
- Multicultural Child & Family Hope Center
- Nallayer Studios LLC
- Nothing Bundt Cakes
- Paint By A Girl
- Print NW
- Push for Dreams
- RAIN Incubator
- Rebuilding Together South Sound
- SA Studio
- Salon Ish
- Snapology
- Sound Balance Physical Therapy PLLC
- South Sound Lashes
- Tacoma Rescue Mission
- Tacomaprobono Community Lawyers
- Tax Centers of America
- The Five2Five Wedding & Event Venue
- Tidy Vibe Cleaning LLC
- Undeniable Bajinya
- US FIRE EQUIPMENT LLC
- Velvet's Big Easy
- WayOut Kids
- Wolf Camp & School of Natural Science at Blue Skye Farm
- Young Black & Brilliant
- Zeta-Maya Entertainment LLC
- ZEVA



A PARTNERSHIP OF



Hire Pierce County: Next Gen is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay Service: 711.

SPECIAL THANKS TO PIERCE COUNTY FOR FUNDING HIRE PIERCE COUNTY: NEXT GEN

Outside Employment (Moonlighting) Policy

Policy Number: HR-5002

Effective Date: 9-1-2022

PURPOSE

This Policy establishes guidelines on outside employment and applies to all WorkForce Central employees.

POLICY

Employees are permitted to engage in outside employment or hold other jobs, subject to certain restrictions based on reasonable business concerns. For this policy's purpose, outside employment is defined as providing goods or services in exchange for monetary or other material compensation, including self-employment. Income received from rental properties or the sale of family or personal household goods will not be considered outside employment.

Primary employment shall be with WorkForce Central. However, employees may hold outside employment provided the employment:

- Does not create an actual, potential, or appearance of a conflict of interest.
- In no way interferes with the performance of the employee's duties.
- It is performed outside the employee's approved work schedule.
- Is facilitated off WorkForce Central premises.

POLICY GUIDELINES

WorkForce Central applies this policy consistently and without discrimination to all employees and complies with all applicable employment and labor laws and regulations.

- All employees must report outside employment to WorkForce Central. New employees that have outside employment must notify WorkForce Central of such employment before commencing work for WorkForce Central.
- An Outside Employment Disclosure and Approval form must be submitted to the Chief Executive Officer. In consultation with the employee's supervisor, the Chief Executive Officer will approve or disapprove the request. If denied, the employee will be provided justification for the denial.
- Each change in outside employment meeting the guidelines requires prior authorization.
- Failure to obtain prior approval for outside employment or engaging in outside employment when such authorization was denied may result in corrective or disciplinary action up to and including dismissal.

- No employee shall accept or engage in any activity, business, or employment, either during or after their scheduled work hours, which would conflict with WorkForce Central's interests or interfere with their job performance on behalf of WorkForce Central.
- Employees who are invited to serve on boards or serve in an advisory capacity as a direct result of their position at WorkForce Central may do so provided they have obtained prior approval from the Chief Executive Officer. In some circumstances determined by the Chief Executive Officer, these activities may be considered part of the employee's job, carried out during regular work hours, and be eligible for reimbursement for related travel or other expenses.
- WorkForce Central resources, including but not limited to equipment, office supplies, computers, cell phones, and work email in connection with outside employment or activities, are prohibited.
- Materials, including communication materials, produced by WorkForce Central, or by the employee during their employment with WorkForce Central, are the property of WorkForce Central and shall not be used during the employee's secondary employment.
- The employee shall not represent themselves as an employee of WorkForce Central during the course of their secondary employment. Employees shall not use their position with WorkForce Central for financial gain while engaging in secondary employment.
- WorkForce Central may, at any time, withdraw approval for any situation if an outside employment negatively impacts the employee's work at WorkForce Central or if a situation is determined to present a perceived, potential, or actual conflict of interest. In writing, the Chief Executive Officer or employee's supervisor shall notify the employee and Human Resources if approval of outside employment is withdrawn. This notification should provide the reason(s) for this action.
- WorkForce Central is to maintain documentation of outside employment requests in the appropriate personnel file.

APPROVED:

Katie Condit, CEO

Date

EQUAL OPPORTUNITY – EQUAL ACCESS

WorkForce Central is an equal opportunity employer/program.

Auxiliary aids and services are available upon request for individuals with disabilities. Washington Relay Service - 711



OUTSIDE EMPLOYMENT DISCLOSURE & APPROVAL FORM

WorkForce Central employees are permitted to engage in outside employment or hold other jobs, subject to certain restrictions based on reasonable business concerns. Outside employment is defined as providing goods or services in exchange for monetary or other material compensation, including self-employment.

Primary employment shall be with WorkForce Central. However, employees may hold outside employment provided the employment:

- Does not create an actual, potential, or appearance of a conflict of interest.
- In no way interferes with the performance of the employee's duties.
- It is performed outside the employee's approved work schedule.
- Is facilitated off WorkForce Central premises.

Employees may NOT engage in outside employment until the Chief Executive Officer has provided approval on the form below.

Employees understand that failure to timely disclose outside employment, a conflict of interest arising from such employment/business activity or violates the provisions of the Outside Employment Policy in any manner is grounds for both immediate revocation of the authorization and is also grounds for discipline, up to and including termination. Employees acknowledge that the Chief Executive Officer's approval may be revoked at any time and is not subject to appeal or grievance. In writing, the Chief Executive Officer or employee's supervisor shall notify the employee and Human Resources if approval of outside employment is withdrawn.

Please complete the following and submit the form to your supervisor. Describe in detail the duties of your outside employment. Attach a separate sheet if necessary. The supervisor will review, sign, and forward the form to the Chief Executive Officer for final approval. If denied, the employee will be provided justification for the denial.

Name: _____

Job Title: _____

Name of outside employer: _____
(Indicate self-employment if applicable)

Duties of outside employment/business activity: _____

Duration of outside employment/business activity: _____

Employee Signature: _____ Date: _____

Supervisor/Manager Signature: _____ Date: _____

Chief Executive Officer Decision:

☐ Approve

☐ Disapprove

Comments: _____

Chief Executive Officer Signature: _____ Date: _____

Return to the Human Resources Department



WorkForce Central Travel Policy & Procedures

Policy Number: F-2014, Rev.

Release Date: 9/1/2022

Supersedes: Previously issued Travel Policy (no policy number or date)

PURPOSE

This policy describes WorkForce Central's processes for the authorization of travel for its employees, volunteers, and board members, and includes allowable costs and rates, documentation requirements, and instructions for requesting travel approval and travel reimbursement claims.

POLICY

WorkForce Central will pay reasonable and necessary expenses incurred by its employees, volunteers, and board members while conducting WorkForce Central business. When incurring such expenses, WorkForce Central employees, volunteers, and board members must be sensitive to public expectations as to the use of public funds and the need to use good judgment. For combined business and personal trips, WorkForce Central will pay allowable expenses incurred during the business portion of the trip, based on the business itinerary/period of travel. No added costs will be incurred by WorkForce Central because of extending the business trip for personal reasons. WorkForce Central will not pay expenses listed in this document as unallowable nor will they pay expenses judged duplicative, excessive, extravagant, unnecessary, or unreasonable.

WorkForce Central employees, volunteers, and board members who travel are accountable for compliance with this policy. WorkForce Central employees who have travel approval and administration responsibilities are accountable for travel management and oversight. This includes appropriate supervisory review of travel requests and expense reimbursement claims.

WorkForce Central follows federal guidance on reimbursement of per diems including mileage rate.

This policy will be reviewed periodically and updated as needed.

PROCEDURES

Authorization for Travel

No WorkForce Central employee, volunteer or board member may approve his/her own travel expenses. All board member travel must be pre-approved by the WorkForce Central Chief Executive Officer (CEO). WorkForce Central staff travel must be pre-approved by their direct supervisor. At the supervisor's discretion, the authority to approve travel, expense reimbursements, required pre-authorizations, and any travel exceptions may be further delegated to other management personnel as travel approvers, subject to any additional conditions.

Credit Card

For certain business expenses (e.g., meals provided for business meetings, conference/training registrations, approved lodging, airline tickets, etc.), WorkForce Central's credit cards are authorized for employee, volunteer, and board member travel purposes. Meals while traveling will be paid for by the employee, volunteer, or board member out of provided per diem.

Lodging

WorkForce Central will pay actual costs for lodging when employees, volunteers, or board members travel more than fifty (50) miles from their workstation, whether it is a home office or the business office, whichever is closest to the destination. With the prior approval of the WorkForce Central CEO, overnight lodging within the 50-mile radius may be permitted when there are back-to-back evening/early morning business events, when the traffic commute is excessively burdensome, or when overnight lodging at conferences and training seminars is an integral part of the experience.

When traveling on WorkForce Central business, employees, volunteers, and board members are expected to use mid-priced lodging appropriate for business travelers. When making reservations directly with a hotel or through the internet, a government rate should be requested. For conferences or training seminars, the standard room at the conference hotel is appropriate.

Actual costs are limited to the room rate and applicable taxes at the single occupancy rate (employees, volunteers, and board members must pay any additional amount resulting from bringing family members). If employees, volunteers, or board members share a room, only one individual may request reimbursement for the entire amount. ***A hotel receipt is required for reimbursement. Credit card receipts do not provide sufficient detail and will not be accepted for this purpose.***

Internet sites such as "Expedia" or "Priceline" may offer better values than those directly available from hotels and traditional travel agencies. However, be alert to any non-refundable reservations. These sites may also directly bill the customer's charge card and the hotel folio (bill) will not reflect the room charge billed by the travel site. When making these types of reservations, print out a copy of the confirmation provided at the time of the internet reservation and submit it along with the hotel folio receipt (confirming the overnight stay), as the source documents for reimbursement. ***Note: Internet sites that charge a membership fee are NOT authorized for use.***

Meals and Personal Expenses

When authorized travel requires lodging, employees, volunteers, and board members are entitled to be reimbursed for the ***actual and reasonable*** cost of meals and other incidental personal expenses up to the maximum daily amount. Reimbursement of tips or gratuity shall not exceed 20% of the bill. WorkForce Central follows the Federal guidance on the reimbursement of per diems, and the current rates can be found at <https://www.gsa.gov/travel/plan-book/per-diem-rates>.

WorkForce Central will not reimburse for meals previously paid for by WorkForce Central (e.g., meals included and paid as part of the conference or training registration fee), unless extenuating circumstances warrant a separate meal, such as special dietary needs.

WorkForce Central will pay the costs of meals when employees, volunteers or board members are attending training in the local area and when it is not practical to expect employees, volunteers, or board members to furnish their own meals. ***Receipt is required with a request for payment or reimbursement that includes an explanation of the business purpose.***

Airline, Rail, or other Commercial Transportation

Economy coach class airfare is appropriate for most business travel; however, the higher costs of regular coach class may be pre-approved if justified due to business requirements for refundable or changeable fares. If economy coach class fare is not used, the business justification and pre-authorization shall be approved, in writing, by the WorkForce Central CEO.

Airfare is usually paid directly by authorized administrative staff and charged to WorkForce Central's credit card. Ticket issuance fees, if any, and airline fees or penalties for ticket changes will be charged as part of the airline ticket costs.

WorkForce Central will reimburse for one checked travel bag. Additional baggage will be reimbursed, if deemed necessary, under reasonable individual circumstances pre-approved by the employee's supervisor.

Internet airfares are permissible if determined to be more cost-effective. Authorized administrative staff will make the desired internet airfare reservation and charge costs to WorkForce Central's credit card, or the employee, volunteer, or board member can make the internet reservation and seek airfare reimbursement by submitting a [reimbursement form](#). **Note: Internet sites that charge a membership fee are NOT authorized for use.**

Use of Privately Owned Vehicles and Parking

When WorkForce Central employees, volunteers, or board members are authorized to use a privately owned vehicle to travel on WorkForce Central business, the employee, volunteer, or board member will be reimbursed for the actual number of miles traveled at the maximum mileage rate allowed. **Note: The mileage reimbursement rate is periodically revised based on the IRS suggested rate.**

Mileage is calculated from the employee, volunteer, or board member's home or normal work location, whichever is closest to the airport or business destination. Airport shuttles are permissible if cost-effective to WorkForce Central when compared to airport parking and mileage. Wherever practicable, employees, volunteers, or board members should ride together to minimize costs. Only one individual is reimbursed for mileage when more than one is riding together.

When parking is necessary, it will be reimbursed on an actual cost basis. Receipts are preferred but are not required, as many lots do not issue receipts. If a receipt is not available, any form of written documentation is acceptable (e.g., email). When traveling from Seattle-Tacoma International Airport, employees, volunteers, and board members are encouraged to use lower cost, off-site parking facilities and parking lot shuttles to the airport when schedules allow.

Other Travel Related Incidentals

Bridge or road toll fees and car/passenger ferry fares are permissible and reimbursed at actual costs. Receipts are desired for ferry fares, if available. If a receipt is not available, any form of written documentation is acceptable (e.g., email).

Other Business Expense While Traveling on WorkForce Central Business

WorkForce Central will pay for other business expenses incurred while traveling if necessary for conducting WorkForce Central business. Examples of such expenses include but are not limited to internet access, facsimiles, rental of equipment or facilities necessary to conduct WorkForce Central business, or similar business-related expenses. **Receipts are required for such expenses.**

Rental Car, Taxis and Other Hired Vehicles

When it is necessary to travel by hired vehicle, employees, volunteers, and board members are expected to choose a vehicle which is appropriate for the circumstances, and which minimizes overall costs of WorkForce Central. Rental cars require prior approval by the WorkForce Central CEO as part of the pre-trip authorization and should be the least expensive available which will accommodate the number of employees, volunteers or board members traveling together. Employees, volunteers, and board members are expected to waive the insurance offered by rental car companies. Employees may choose to pay for gasoline off-site or opt to pre-pay for gasoline on-site with rental car agency. Whenever there is partial, personal use of such vehicles, only the portion of the costs applicable to WorkForce Central business can be charged to WorkForce Central. ***Receipts are required for rental cars and should be requested for taxis and other commercial vehicles, if available.***

Other Approved Expenses

WorkForce Central employees, volunteers, and board members may be reimbursed for other business-related expenses such as conference or training registrations. Employee professional membership dues may be approved for payment when authorized by their supervisor or WorkForce Central CEO.

Travel for Non-Employees or Non-Board Member

Additional costs for travel, lodging, meal or other travel expenses for spouses or other family members will not be reimbursed unless the individual has a bona fide company purpose for engaging in the travel or attending the event.

Unallowable Expenses

Regardless of any other provisions of this policy, the following cannot be paid or reimbursed by WorkForce Central:

- First class or business class airfare, if cheaper economy or coach fares are available
- Alcoholic beverages
- Entertainment except as part of a conference or training program that is included in the overall registration fee for all participants
- Theft, loss, or damage to personal property
- Airline or other trip insurance; airline upgrades or club membership
- Long distance phone calls from hotel rooms
- Duplicate payments
- Costs associated with the personal portion of a combined business/personal trip or extension of the business trip for personal reasons
- Any other expenses which are not related to WorkForce Central business

Authorization for Exceptions

No policy can anticipate and provide for all circumstances. The WorkForce Central CEO (no further delegation allowed) may authorize exceptions to any rates or restrictions imposed by this policy. Such authorization shall be by written documentation (e.g., email) addressed to the WorkForce Central CEO in advance of the travel, describing the circumstances justifying an exception to the policy and specifically identifying the exception to be authorized. ***Receipts and itemization are required when requesting reimbursement for amounts that are authorized as exceptions to the standard rates.***

PROCEDURES FOR PAYMENT AND FORMS

Procurement Approval

WorkForce Central's SharePoint Procurement Approval shall be used to pre-authorize the trip (when required). The current form and instructions can be found on WorkForce Central's SharePoint site or obtained from the Contracts and Compliance Department.

Reimbursement

Where receipts are required, the original receipt is preferred although copies will be accepted when appropriate. Where special authorizations are required, written document requesting such exceptions (and approved by the WorkForce Central CEO) is to be attached to the reimbursement form.

Reimbursement claims shall be submitted no later than sixty (60) days after completion of travel; however, employees, volunteers, and board members are encouraged to submit claims for reimbursement on a timely basis as receipts are easily misplaced and lost receipts will delay payment of claims. Expense reimbursement claims must be submitted before the close of the fiscal period so that the WorkForce Central's monthly budget reports are accurately reported.

Penalties for Fraud and Abuse

WorkForce Central employees or volunteers who are found to have falsely claimed expenses under this policy are subject to disciplinary actions as provided for in the WorkForce Central's Personnel Policies and Procedures which may include termination from WorkForce Central employment. WorkForce Central board members who are found to have falsely claimed expenses under this policy are subject to disciplinary procedures as outlined in their Bylaws. In addition to these penalties, state law provides that any person intentionally submitting a false claim is guilty of perjury in the second degree. State and city laws may also provide for additional penalties for theft.

Any WorkForce Central employee, volunteer or board member who becomes aware of any fraudulent or abusive claims should inform the WorkForce Central CEO, their supervisor, or the WorkForce Central Human Resources Department. If requested, the employee, volunteer or board member may remain anonymous.

POLICY APPROVED

WORKFORCE CENTRAL CEO

Date

EQUAL OPPORTUNITY - EQUAL ACCESS

WorkForce Central is an equal opportunity employer/program.

Auxiliary aids and services are available upon request for individuals with disabilities. Washington Relay Service – 711.



**TACOMA-PIERCE COUNTY
EMPLOYMENT AND TRAINING CONSORTIUM
D/B/A WORKFORCE CENTRAL**

PERSONNEL POLICIES AND PROCEDURES
Revised and Approved by Executive Board September 23, 2022

**TACOMA-PIERCE COUNTY EMPLOYMENT AND TRAINING CONSORTIUM
D/B/A WORKFORCE CENTRAL**

**PERSONNEL POLICIES AND PROCEDURES
&
COMPENSATION PLAN**

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ARTICLE I - COMPENSATION/CLASSIFICATION PLAN

1.1 MAINTENANCE AND ADMINISTRATION

The Chief Executive Officer shall be responsible for maintenance and administration of the established Compensation/Classification Plan, and for recommending to the Executive Board any adjustments or amendments made to or regarding such plan. The Compensation/Classification Plan shall establish a salary for each class.

1.2 SALARY RANGE ADJUSTMENTS

- a) **Compensation/Classification Plan Review**
Prior to the preparation of each annual budget, as well as other appropriate times, the Chief Executive Officer, and/or designee, shall review the Compensation/Classification Plan and fringe benefit programs offered to WorkForce Central employees.
- b) **Action Following Review**
Based on information derived from such review, the Chief Executive Officer shall recommend to the Executive Board for approval such changes in salary compensation and/or fringe benefit programs as are appropriate. The rate of pay for each employee shall be adjusted to the corresponding salary for the class. Changes to any or all the fringe benefit programs will be effective on the date as set forth by the Executive Board.

1.3 SALARY POLICIES

Fair and equitable pay among employees is paramount. Effective the first pay day in July 2022, WorkForce Central will follow a fixed salary structure as set out in Attachment A - Compensation Table, as approved by the Executive Board on June 22, 2022.

1.4 ADMINISTRATION OF THE COMPENSATION/CLASSIFICATION PLAN

As of the effective date of the adoption of this Compensation/Classification Plan or any subsequent amendment thereto:

- a) **Pay Increases**
Employee salary increases will occur when staff advance from one classification to another, when there is a board-approved cost of living adjustment, or when a classification is modified based on market competitiveness.
- b) **Exceptions**
The provisions of this Article shall not prevent demotion or reduction for disciplinary reasons, or the application of service wide pay decreases by classification when such action is required by the financial condition of WorkForce Central or by changing economic conditions.

1.5 OVERTIME COMPENSATION

In accordance with the Fair Labor Standards Act (FLSA) and state law, overtime shall include only hours worked, which are performed by non-exempt employees, which exceed 40 hours in any single work week.

Non-exempt employees shall not work overtime unless explicit pre-approval is given. Working unapproved hours puts WorkForce Central at legal risk and may jeopardize working relationships with co-workers. Non-exempt employee found to be working unapproved hours and/or not complying with the overtime pre-approval process, will be subject to disciplinary action up to and including termination.

- a) Employees must complete the [Overtime Approval Form](#) prior to working overtime. Employees will typically be permitted to use compensatory time on the date requested unless doing so would unduly disrupt the operations of WorkForce Central.
 - 1. Cash compensation shall be paid at the rate of time and one-half for hours worked in excess of forty (40) hours per week. An employee may choose to be compensated with time and one-half off rather than be compensated by cash.
 - 2. If employee chooses to be compensated with time off, the compensatory time off must be taken during the pay period following the pay period the extra hours were worked. If employee is unable to do so, employee must claim pay for the overtime hours worked.
- b) Employees eligible for overtime compensation shall be those employees determined as non-exempt per the FLSA guidelines and state law.

1.6 PAY PERIODS

Employees of WorkForce Central will be paid on a bi-weekly basis in accordance with the accrual dates and pay dates established by WorkForce Central.

ARTICLE II - PERSONNEL ACTIONS

2.1 POLICY

It is the policy of WorkForce Central to maintain personnel procedures, which are conducive to and supportive of the highest professional standards of employee performance and personal conduct on the job. These policies and procedures are to be used as guidelines and are not to be construed as an employment agreement.

2.2 TYPES OF APPOINTMENTS

All positions are designated "at will" and serve at the pleasure of WorkForce Central. The Chief Executive Officer may terminate the employment relationship at any time, with or without cause or advance notice. In the event the employment relationship is terminated for any reason, the employee shall be entitled to receive earned, but unpaid base salary and

any other compensation or benefit earned by or owed to employee through and including the date of termination, payable in a lump sum on the next regularly scheduled payroll date following the date on which employment terminated, or at such other date as agreed to by employee and Chief Executive Officer.

a) Full-Time Appointment

A Full-Time Appointment is an agreement where the appointee works forty (40) hours per week. Full-time appointments shall be considered in permanent service, unless designated as a Temporary Appointment, and shall receive all benefits afforded employees.

b) Part-Time Appointment

A Part-time Appointment is an agreement where the appointee is hired to work no less than thirty (30) hours per week. Part-time appointments shall be considered in permanent service, unless designated as a Temporary Appointment, and shall receive all benefits afforded employees, with vacation leave and sick leave accrued on a prorated basis.

c) Temporary Appointment

Temporary Appointment may be made for a maximum period of 12-months, with the approval of the Chief Executive Officer, when services are required for a special job or project of limited duration.

When possible, temporary appointments will be hired through a temporary staffing agency and will not be eligible for employer provided benefits. If a temporary appointment is hired by WorkForce Central directly, the temporary appointment shall receive vacation leave, sick leave pursuant to Washington State's Paid Sick Leave law, paid holidays, and floating holidays.

At any time during a temporary appointment, the Chief Executive Officer may, with the supervisory authority's input, evaluate whether the assignments and ongoing body of work be converted to a regular part-time or full-time position. If this is the case, the Chief Executive Officer may offer said permanent position to the individual holding the temporary appointment without being required to follow the Recruitment and Placement process as outlined in Article III.

d) Internship Appointments

Internship Appointments may be approved by the Chief Executive Officer and shall be for less than ten (10) months with a work schedule of no more than twenty-five (25) hours per week.

Paid Internship Appointments shall only receive sick leave benefits pursuant to Washington State's Paid Sick Leave law.

2.3 DEMOTION

No employee(s) will be demoted to a position for which they do not possess the minimum qualifications. An employee being demoted will receive appropriate notice of the intended action.

2.4 RESIGNATION

Any employee wishing to leave WorkForce Central service in good standing shall provide formal written notification to their immediate supervisor at least two (2) weeks before leaving. A written resignation should state the date the resignation shall become effective and the reason for leaving. Written resignations of less than two (2) weeks' notice due to extenuating circumstances must be approved by the supervisor in order to be in good standing. Failure to comply with this procedure may be considered cause for denying such employee future employment.

2.5 RETIREMENT

WorkForce Central employees may be members of the Washington Public Employees Retirement System and as such, are subject to the requirements of, and eligible for, the benefits provided by that System. Information and eligibility requirements on the Retirement System is available from the Washington State Department of Retirement Systems. Employees who are determined to be eligible, must be enrolled with the Washington State Department of Retirement Systems.

2.6 NEPOTISM

It is the policy of WorkForce Central that no relative shall be employed where they might be in a position to be supervised by or supervise the other. "Relative" is defined as spouse, state recognized domestic partners, sibling, parent, child, child-in-law, and parent-in-law.

2.7 PERSONNEL FILES

A personnel file will be maintained by WorkForce Central for each individual employed by WorkForce Central. The personnel file shall contain all official documents related to an individual's employment.

a) Exclusions

Personnel records do not include records of an individual relating to the conviction, arrest or investigation of conduct constituting a violation of state or federal criminal laws, confidential reports from previous employers, financial/credit reports, medical information, supervisor's notes, or records maintained in compliance with existing local, state, or federal law unrelated to employment.

- b) **Review of Files**
Employees may review their personnel files during regular office hours once per year. At the request of the employee, copies of materials included in such files shall be furnished. No material that reflects critically upon an employee shall be placed in an employee's personnel record without the employee's knowledge.
- c) **Public Disclosure**
Certain information in personnel files may be exempt from public disclosure as provided by the Washington Public Records Act.
- d) **Maintenance of Files**
Personnel records of employees who no longer are employed with WorkForce Central will be maintained on file in accordance with WorkForce Central's Record Retention and Public Access Policy.
- e) **Removal of Materials**
Normally, once material has been entered into an employee's personnel file it shall remain in accordance with WorkForce Central's record retention policy. However, an employee, or former employee, may request of the Chief Executive Officer that letters of warning or reprimand be removed from the file after a one (1) year period if no recurrence of a similar infraction occurs. The Chief Executive Officer shall have full discretion in deciding whether to approve the request. Even if the record is removed, the record retains status as a public record and will be retained in accordance with WorkForce Central's records retention schedule.

ARTICLE III – RECRUITMENT AND PLACEMENT

3.1 EQUAL EMPLOYMENT OPPORTUNITY

It is WorkForce Central's policy to employ, retain, promote, discharge, and otherwise treat all employees and job applicants based on merit, qualifications, and competence. This policy shall be applied without regard to status or characteristic protected by federal, state, or local law.

3.2 APPLICATION PROCEDURES

WorkForce Central employees and external applicants shall submit their applications in accordance with instructions contained in the vacancy announcement.

3.3 EVALUATION OF APPLICANTS

- a) **Applicant Screening by Review Committee**
 - 1) A Review Committee will normally be comprised of at least two (2) persons: the immediate supervisor of the position and their designee.

- 2) The immediate supervisor of the position may also choose to select additional individuals from within WorkForce Central and/or from partner organizations to serve on the Review Committee.
- b) Ranking of Applicants
- 1) All applicants will be ranked by the committee in a numerical sequence.
 - 2) In the process of screening and ranking applicants, the Review Committee will use an "[Applicant Ranking Form](#)."
 - 3) The Review Committee chairperson has the responsibility for coordinating all activities of the committee which includes the notification in writing of applicants concerning written tests (when applicable), and oral interviews.
 - 4) The Review Committee chairperson will submit to the Chief Executive Officer, a list containing the names of the highest ranked applicants and the name of the candidate being recommended for hire highlighting their qualifications.
 - 5) A Veterans Preference may be applicable to an eligible veteran, as defined in RCW 41.04.007, with percentages added to scoring criteria pursuant to RCW 41.04.010 for all competitive examinations, or a general preference where two or more candidates have equal qualifications, pursuant to RCW 73.16.010.

3.4 SELECTION FOR APPOINTMENT

- a) Selecting Official
Normally, the selecting official is the immediate supervisor of the position to be filled. However, the Chief Executive Officer has the option of designating the Chief Operating Officer or him/herself as the selecting official.
- b) Review and Selection Approval
The Chief Executive Officer will review and approve or disapprove all hiring selections and position appointments.

3.5 NOTIFICATION TO APPLICANTS

All applicants for all positions shall be notified of the status of their application (selected/not selected).

ARTICLE IV - HOURS OF WORK, ATTENDANCE AND APPEARANCE

4.1 HOURS OF WORK

Supervising staff are responsible for ensuring that all programs/operations are adequately staffed during business hours and the overall needs of the organization are met. Supervisors shall establish a schedule of regular working hours for their employees.

a) Flexible Work Schedules

Flexible work schedules are to be worked out between employee and their immediate supervisor with final approval of the Chief Executive Officer. Conditions that will be taken into consideration when approving a flexible work schedule include those listed in 1) below.

1) Consideration

In considering requests for flexible work schedules, the immediate supervisor and the Chief Executive Officer will ensure the adjustment in hours worked will not reduce the level of productivity and service provided by the section, nor interfere with the ability of others in the section and/or other sections to perform their duties. Eligibility is determined by the duties of the position, not by employee. Specifically, the supervisor and the Chief Executive Officer will consider the following:

- i The quality and quantity of work output and customer service shall remain at least at the levels maintained before adoption of the flexible work schedule.
- ii Coverage for the employee's work functions will be maintained during the employee's time out of the office.
- iii Normal business hours can be maintained during the employee's absence.
- iv The flexible work schedule will not appreciably add to WorkForce Central's costs.
- v The flexible work schedule will not present a security or building access problem for WorkForce Central.
- vi The flexible work schedule will not impose an undue burden on WorkForce Central business or other WorkForce Central employees.
- vii The ability to supervise staff will be maintained.

2) Approval of Flexible Work Schedules

All requests for flexible work schedules will be submitted using the [Alternative Schedule Request Form](#). The supervisor has the responsibility to inform the employee making the request of the final decision, whether the request has been approved or denied.

3) Discontinuation of Flexible Work Schedule

Once approved, the flexible work schedule will remain in place until either one or both parties provide at least five (5) business days' written notice to the other that the alternate schedule will be discontinued, and the standard work schedule is to be reinstated.

4) Leveraging Workplace Flexibility

Workplace flexibility is a mutually beneficial arrangement between employees and WorkForce Central. Employees are encouraged to work with their immediate supervisor to determine a work schedule that benefits productivity and the employee's work-life balance.

- b) Wages and Timekeeping
 - 1) Compensation

Compensation of employees may not be increased as a result of working flexible work schedules.
 - 2) Vacation Leave and Sick Leave

Vacation leave and sick leave will continue to accrue at the regular rate. When an employee requests a day of leave, the time charged will be equivalent to the full number of hours the employee was scheduled to work. This compensates for actual time absent for regularly scheduled work hours.
 - 3) Paid Holiday on Workday

When a paid holiday falls on an employee's regularly scheduled workday, the employee will be paid eight (8) hours of holiday pay.
 - 4) Paid Holiday on Flex Day Off

A paid holiday represents eight (8) hours of work time. If a paid holiday falls on a flexible day off for an employee, the employee should work with their immediate supervisor to factor paid holidays into their assigned working hours for that week.
 - 5) Exempt Employees

For FLSA-exempt employees in positions eligible for a flexible work schedule, the focus continues to be on getting the job done, regardless of the number of hours worked. The Chief Executive Officer will endeavor to honor exempt employee's flexible work schedules; however, there is no guarantee that exempt employees will not have to work on the flex day off or beyond their scheduled start and stop times.
 - 6) Miscellaneous
 - i Meal Periods and Breaks

The policies, procedures, and rules pertaining to meal periods and breaks remain the same under a flexible work schedule. (Section 4.2)
 - ii Personal Appointments

Employees are encouraged to schedule personal appointments (doctor, dentist, etc.) on their flex day off, whenever possible.
 - iii Alterations

Employees may be asked to alter their flexible work schedule to substitute for employees who are absent from work, as coverage needs dictate. When an employee is needed to alter their flexible work schedule, supervisors and fellow employees will provide as much advance notice as possible.

4.2 REST PERIODS AND MEAL PERIODS

Rest periods and meal periods shall adhere to federal and state regulations.

4.3 ATTENDANCE

Employees are generally expected to be working and available during their scheduled work hours. Employees who are unable to meet this expectation shall directly notify their immediate supervisor as soon as possible in advance of their scheduled work hours.

An employee absent without authorization or protected leave shall be subject to disciplinary action, including suspension or discharge.

4.4 PROFESSIONAL APPEARANCE

WorkForce Central honors individual identity and trusts all staff to show up in attire and presentation that meets the professional standards of their given workday. The expectation is that staff will know what is appropriate to wear for particular occasions.

ARTICLE V – PERFORMANCE STANDARDS/REVIEWS

5.1 PERFORMANCE STANDARDS POLICY

It is the policy of WorkForce Central to keep employees informed of their overall job performance, to provide the means and opportunity for employees to improve their performance in order to increase effectiveness, and to strengthen supervisory and employee relations. One means of accomplishing these objectives is by fairly and periodically reviewing employee performance.

5.2 NEW EMPLOYEE/SUPERVISOR CHECK IN MEETINGS

In lieu of a formal probationary period, during the first ninety (90) days of employment, employee shall schedule regular check in meetings with their supervisor. The check in meeting will assist in keeping the lines of communication open between supervisor and employee in order to effectively engage, discuss challenges, set goals, and give/receive feedback. As with any time during employment, at any time during employee's first ninety (90) days, an employee's supervisor may determine an individual is not the right person for the position they were hired for and, after consultation with WorkForce Central's Chief Executive Officer, may choose to terminate employment.

5.3 PROFESSIONAL DEVELOPMENT REVIEWS

Professional development reviews will be conducted annually and in partnership between an employee and their direct supervisor. The purpose of a review is to develop goals, communicate expected standards of performance, areas where improvement may be needed, career development potential, and possible opportunities. Reviews will be conducted in a private meeting between employees and their immediate supervisors. Employees will complete a self-reflection of their goals and performance to be included in their evaluation process and will receive a copy of all goal setting and evaluation materials.

ARTICLE VI – AGENCY PROVIDED BENEFITS

6.1 HEALTH/DENTAL/VISION PLANS

Except for temporary and internship appointments, all regular full-time and part-time employees working thirty (30) hours or more are eligible to participate in the health, dental and vision plans offered through providers approved by the Chief Executive Officer. For coverage eligibility and details, contact Human Resources designee.

6.2 RETIREMENT PLANS

401K Plan: Employees eligible under the established rules will have the option to enroll in a 401K retirement plan that is administered by ICMA Retirement Corporation. If the employee elects to be enrolled, WorkForce Central will match 50% of the employee's contribution up to 2.5% of their base pay.

401A Plan: Employees eligible under the established rules will be enrolled in a 401A Plan administered by ICMA Retirement Corporation. The employer contributes a percentage of the employee's earnings as approved by the Executive Board and the employee is not required to contribute toward the plan.

6.3 WORKERS COMPENSATION

If you are injured on the job or diagnosed with an occupational disease, receive prompt medical attention as needed, and notify your supervisor right away. Worker's compensation is administered through the State Department of Labor and Industries (L&I). For further information, contact your supervisor or, L&I can be contacted at the Office of Information and Assistance (OIA): 1-800-LISTENS or 1-800-547-8367. For WorkForce Central employees working out of state, please contact the HR Department for further information.

6.4 UNEMPLOYMENT INSURANCE

Unemployment insurance is provided to WorkForce Central employees working in Washington State by the Washington State Employment Security Department (ESD) in accordance with State law. Information is available from ESD at 1-800-318-6022 or online at: <https://esd.wa.gov/unemployment/eligibility-and-general-questions>. For WorkForce Central employees working out of state, please contact the HR Department for further information.

6.5 HOLIDAY LEAVE

a) Holidays

WorkForce Central shall observe the following holidays:

- New Year's Day
- Martin Luther King Day
- Washington's Birthday
- Memorial Day
- Juneteenth
- Fourth of July
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Day After Thanksgiving Day
- Christmas Eve
- Christmas Day
- January 1st
- Third Monday of January
- Third Monday of February
- Last Monday of May
- June 19th
- July 4th
- First Monday of September
- November 11th
- Fourth Thursday in November
- Fourth Friday in November
- December 24th
- December 25th

WorkForce Central employees shall receive pay for the above holidays provided they are in a paid status on either the regular scheduled workday immediately preceding OR immediately following the holiday.

- 1) Employees, except for interns, shall receive sixteen (16) hours floating holidays per calendar year, in addition to legal holidays and for which time off shall be mandatory. The hours are to be mutually agreed to by both employee and supervisor.
- 2) Whenever a holiday falls on a Sunday, the following Monday shall be observed as the holiday, and any holiday falling on a Saturday shall be observed the preceding Friday.
- 3) A new employee, whose first working day is the day after a paid holiday, shall not be paid for that holiday.
- 4) An employee who is terminating employment for reasons other than paid retirement, and whose last day as a paid employee is the day before a holiday, shall not be paid for that holiday.
- 5) A regular part-time employee shall receive the full eight (8) hours of all paid holidays which fall on their regularly scheduled working days. If the paid holiday is not on the part-time employee's regularly scheduled workday, employee may work with their immediate supervisor to factor eight (8) hours paid holidays into their working hours for that week. To ensure an adjustment to the timesheet system can be made, supervisor approval of a change in the employee's working days must be sent to the Accounting Technician (Payroll Department).

- b) In addition to the above, employees shall be granted such additional holidays as may be determined by the Chief Executive Officer, from time to time, by official proclamation.

6.6 PAID VACATION LEAVE

WorkForce Central values the importance of time and the balancing of a fulfilling work and personal life. Therefore, employees are encouraged to take full advantage of the leave afforded them.

Except for employees who have a separate formal agreement with WorkForce Central's Executive Board, all full, temporary and part-time employees are eligible for vacation leave benefits as follows:

- a) Effective January 1, 2022, all regular, full time employees shall accrue vacation leave at a rate of 7.69 hours per a bi-weekly (80 hour) pay period, equivalent of twenty-five (25) 8-hour days per year. All qualifying employees working fewer than forty (40) hours per week will earn vacation leave on a prorated basis. Any current employee who has earned and qualified for vacation leave that exceeds twenty-five (25) days per year, shall maintain that number of vacation days, no more no less, prorated on a bi-weekly (80 hour) pay period.
- b) Eligible employees begin accruing vacation leave immediately upon hire and may use the leave as it is earned. Vacation leave shall be taken in no less than one-half hour (.50) increments.
- c) The maximum vacation leave year-to-year carry over is three hundred twenty (320) hours. Beginning January 1, 2022, employees shall not accrue Vacation Leave above three hundred twenty (320) hours.
- d) Vacation should be scheduled in advance and with prior approval from the employee's supervisor. To maintain adequate staffing at all times, employees are asked to submit within the first months of the year any vacations planned for that year. WorkForce Central will attempt to grant employees vacation leave at the time they desire to take it. When conflicts occur, they will be resolved fairly as deemed appropriate by management and affected employee.
- e) Upon separation of employment, employees will be eligible for compensation, at their current rate of pay, up to a maximum of 320 hours of unused vacation leave. The rate of pay at the time of separation shall be the rate used for calculating said cash out.

6.7 PAID SICK LEAVE

WorkForce Central recognizes that employees will need *days* off from work from time to time to address their medical needs or medical needs of family members.

- a) Effective January 1, 2022, regular full-time employees shall earn sick leave at a rate of two (2) hours for every forty (40) hours worked, equivalent of thirteen (13)

days per year. Employees working less than forty (40) hours per week will earn a prorated portion of their scheduled hours.

- b) During any portion of a pay period, paid interns will have their sick leave accrual prorated based upon one (1) hour for every 40 hours worked pursuant to Washington State Paid Sick Leave Law effective January 1, 2018.
- c) Employees begin accruing sick leave immediately upon hire and may use the leave as it is accrued. Sick leave shall be taken in no less than one-half hour (.50) increments.
- d) Effective immediately, the maximum paid sick leave accrual that may be carried over year-to-year is one hundred ninety-two (192) hours. All other unused sick leave shall be forfeited.
- e) Per the Washington Paid Family and Paid Sick Leave Law, employees may use Paid Sick Leave:
 - 1) To care for themselves or a family member (defined below) for mental or physical illnesses, injuries, or health conditions; for medical diagnosis, care, or treatment of the same; or for preventive medical care.
 - 2) When the employees' workplace or their child's school or place of care has been closed by a public official for any health-related reason.
 - 3) For absences that qualify for leave under the state's Domestic Violence Leave Act.
 - 4) Family member bereavement leave in excess of the forty (40) hours of bereavement allotted. Family member is defined below.
 - 5) For the use of paid sick leave under this section, a family member is defined as: a spouse; registered domestic partner; a parent (including biological, adoptive, de facto, or foster parent, stepparent, or legal guardian of an employee or the employee's spouse or domestic partner, or a person who stood in loco parentis when the employee was a minor child); a sibling; a child (including a biological, adopted, or foster child, stepchild, or a child to whom the employee stands in loco parentis, is a legal guardian, or is a de facto parent); a grandparent; or a grandchild of the employee.
 - 6) Illness or disability due to pregnancy or conditions related thereto.
- f) Whenever reasonable the employee will give prior notice of sick leave request.
- g) Scheduling sick leave is the responsibility of the employee and immediate supervisor, as appropriate. Employees who are absent due to illness or accident, in excess of three (3) consecutive working days may be required to have a medical release confirming that the reason for the absence was for an authorized purpose as defined in this policy, prior to the employee returning to work. Days when the employee is not regularly scheduled to work are not considered consecutive days, e.g., weekends. Whenever possible, the employee shall be notified in advance if

such a medical release is required. If providing a doctor's note creates a hardship to the employee, the employee can provide a written explanation for approval.

- h) Upon separation of employment, any unused sick leave hours earned **after** the adoption of these Personnel Policies and Procedures will not be paid out at termination. Upon separation of employment, any unused sick leave hours earned **prior** to the adoption of these Personnel Policies and Procedures shall be paid out at termination at current rate of pay. The rate of pay at the time of separation shall be the rate used for calculating said cash out. As sick leave is taken, hours earned prior to the adoption of these Personnel Policies and Procedures will be used first.

6.8 OTHER LEAVE OF ABSENCE WITH PAY

- a) Paid Family and Medical Leave Benefits will be administered by the State of Washington Employment Security Department pursuant to state law. Deductions from employee pay began January 1, 2019, with benefits available beginning January 1, 2020. Benefits will be available for most employees who work at least 820 hours in a qualifying period and allows employees to receive up to 12 weeks of paid leave for:
 - 1) Bonding after the birth or placement of a child.
 - 2) An employee's serious health condition.
 - 3) A serious health condition of a qualifying family member.
 - 4) Certain military events.

For more information to determine eligibility and how to apply, visit www.paidleave.wa.gov

- b) Service on a Jury
Jury service shall be with pay for up to four weeks, provided that the salary paid to the employee for the period of absence shall be reduced by the amount of monies they received for jury service, excluding mileage and/or meal reimbursement.
- c) Military Leave of Absence
 - 1) General Policy
Any employee who is a member of the Washington National Guard or any branch of the Armed Forces of the United States or any organized reserve component of the Armed Forces or Coast Guard, shall be entitled to and shall be granted Military Leave of Absence from such employment for a period not to exceed twenty-one (21) workdays during each calendar year. Such leave shall be granted in order that the person may take part in active-duty training in such a manner and at such time as they may be ordered to active-duty training. Such military leave of absence shall be in addition to any vacation leave to which the employee might otherwise be entitled, and shall not involve any lessening of performance rating, benefits, or pay. During the period of military leave, the employee shall receive from WorkForce Central, their normal rate of pay.

- 2) **Extension of Military Leave**
Where the number of days of active-duty training exceeds twenty-one (21) workdays, the period granted as leave with pay will in each case be the first twenty-one (21) workdays of such active-duty training period. The additional time needed for completion of active-duty training and for travel time must be accounted for as vacation leave, compensatory time off, or leave without pay.
 - 3) **Request for Military Leave**
Upon receipt of written orders for active-duty training, the employee must immediately submit a copy of such orders with a written request for leave of absence and a copy of their training orders. The employee, upon return to WorkForce Central employment, must submit to their supervisor a certified copy of the training orders showing the date they reported for duty and the date of release from active-duty training.
- d) **Bereavement Leave**
Employees are allowed up to forty (40) hours off from regularly scheduled duty with regular pay in the event of the death of the employee's spouse, domestic partner, child, stepchild, parent, stepparent, father-in-law, mother-in-law, son, son-in-law, daughter, daughter-in-law, brother, brother-in-law, sister, sister-in-law, stepbrother, stepsister, grandparent, grandchild or spouse's grandparent. Bereavement leave granted must be used within sixty (60) days after employee receives notice of the qualifying event.

Upon approval of the Chief Executive Officer, an employee may request a bereavement leave exception for a family member or non-traditional family member not listed above.

6.9 LEAVE OF ABSENCE WITHOUT PAY (LWOP)

- a) In addition to job-protected leave under state and federal law, in instances where the work will not be seriously impaired by the temporary absence of an employee, the Chief Executive Officer may, upon recommendation of the supervisor, grant a leave of absence without pay. Such leave will normally not exceed ninety (90) calendar days. However, the Chief Executive Officer may, when circumstances dictate, extend a period of leave without pay for an indefinite period.

In case of an employee who is granted extended LWOP due to a disabling illness or injury, the Chief Executive Officer may, on a periodic basis, require the employee to submit a certificate from the attending physician or a designated physician. In the event of a failure or refusal to supply such certification, OR if the certificate clearly shows insufficient reasons for extending leave, the Chief Executive Officer may cancel such leave without pay and require the employee to report for duty on a specified date.

- b) In accordance with RCW 1.16.050, employees are entitled to two (2) unpaid holidays per calendar year for a reason of faith or conscience or an organized

activity conducted under the auspices of a religious denomination, church or religious organization. Employees may select the days on which they would like to take the unpaid holiday(s), after consultation with their supervisor. An unpaid holiday request may be denied if the employee's absence would unduly disrupt operations, impose an undue hardship on WorkForce Central, or the employee is necessary to maintain public safety. The two unpaid holidays do not carry over from one calendar year to the next.

- c) Accommodation protections for pregnant employees are also provided pursuant to the Healthy Starts Act (RCW 43.10.005). Please contact Human Resources for assistance.
- d) Temporary medical conditions may be eligible for Paid Family and Medical Leave benefits beginning in January 2020.

6.10 SHARED VACATION LEAVE

- a) An employee, except for interns, is eligible to request shared vacation leave under this policy if:
 - 1) The employee suffers from an illness, family emergency, or other unpredictable and/or uncontrollable and extraordinary circumstances and which has caused or is likely to cause the employee to:
 - i. Go on leave without pay status; or
 - ii. Terminate WorkForce Central employment
 - 2) The employee has depleted or will shortly deplete their leave reserves.
- b) Approval to take shared vacation leave is required from both the employee's supervisor and the Chief Executive Officer according to the criteria set forth in a).
- c) An employee who has an accrued vacation leave balance of more than ten (10) days may request that WorkForce Central transfer a specified amount of vacation leave to another employee authorized to receive such leave. In no event may an employee donate vacation leave in an amount that would result in their vacation leave account going below ten (10) days.
- d) No employee shall receive a total of more than three hundred twenty (320) hours of shared vacation leave.
- e) After employee has depleted their own vacation leave, sick leave and floating holidays, donated vacation leave shall be utilized in the order of receipt by WorkForce Central (first in, first out). Such leave shall be donated in eight (8) hour increments.
- f) While an employee is on leave transferred under this section, he or she shall continue to be classified as a WorkForce Central employee and shall receive the same treatment in respect to salary, wages, and employee benefits as the employee

would normally receive if using accrued vacation leave or sick leave. All such current accruals shall also be depleted prior to any continuing use of donated hours.

- g) The amount of any leave transferred under this section, which remains unused shall be returned at its original amount to the employee or employees who transferred the leave when WorkForce Central finds that the leave is no longer needed or will not be needed at a future time in connection with the illness or injury for which the leave was transferred.

ARTICLE VII – EMPLOYEE CONDUCT

7.1 PURPOSE

The proper operation of WorkForce Central requires that employees be reliable, impartial and responsible to the people that they serve; that decisions and policy be made in the proper channels of WorkForce Central's structure; that WorkForce Central not be used for personal gain and that the public have confidence in WorkForce Central's integrity. The purpose of this policy is to establish standards of conduct for all employees by setting forth those acts or actions that are incompatible with the best interests of the public and by directing disclosure by employees of private financial or other interests in matters affecting WorkForce Central.

WorkForce Central is a high performing organization that embraces Continuous Quality Improvement. As such, WorkForce Central has adopted expectations of all its employees, which can be found in Attachment B.

7.2 EMPLOYEE CONDUCT GENERALLY

The expected standard of conduct for all WorkForce Central employees, shall be the highest standards in both their official conduct and their private conduct, insofar as it affects job performance. The tenure of every employee shall be conditioned on proper conduct on the job and satisfactory performance of duties.

7.3 IMPROPER EMPLOYEE CONDUCT

The term "improper conduct" shall mean any improper action by an employee in their official capacity, which tends to affect the employee's ability to perform assigned duties or any improper use of their position as an employee for personal gain. Improper conduct while an employee includes, but is not limited to, the following:

- a) Disregard of Equity Inclusion
Exhibiting a blatant disregard to WorkForce Central's commitment to advance an equitable, diverse, and inclusive culture.
- b) Intoxication
Being under the influence of intoxicants while on duty.

- c) Insubordination
Unwillingness to follow a lawful directive of a supervisor or other administrative authority.
- d) Abusive Conduct
Offensive or abusive conduct or language toward the public or toward fellow employees or officers.
- e) Use of Public Property
Using, permitting the use of or unauthorized use of WorkForce Central owned or leased equipment, materials or property for personal convenience or profit except when such services are available to the public generally or employees in the conduct of official business, or willful damage to or negligence in the care and handling of WorkForce Central property.
- f) Abuse of Leave or Benefits
Use of leave or benefits under false pretenses, or misuse of leave.
- g) Conviction of Any Criminal Act
Conviction of any criminal act, which in WorkForce Central's judgment would render the person unfit to perform in the particular position.
- h) Unauthorized Absence Not Protected Under State or Federal Law
Absence from duty without leave, or failure to report after leave of absence has expired or after such leave of absence has been disapproved or revoked by proper administrative authority.
- i) Violation of Policy
Willful or continued violation of any of these policies, procedures or rules, which may be prescribed and published by the Chief Executive Officer.
- j) Acceptance of Gifts and Favors
Acceptance of any remuneration in addition to regular compensation of an employee, whether in the form of service, loan, material item or promise, from any person who to their knowledge is interested directly or indirectly in any manner whatsoever in business dealings with WorkForce Central; or granting in the discharge of their duties any improper favor, service or thing of value.
- k) Solicitation of Public for Money, Goods or Services
Solicitation, in an official capacity as an employee of WorkForce Central, of the public for money, goods, or services not specifically authorized by the Chief Executive Officer.

7.4 CONFLICT OF INTEREST

No employee whether paid or unpaid shall engage in any business or transaction or shall have a financial or personal interest, direct or indirect, which is incompatible with the proper discharge of the official duties or which would tend to impair their independence of judgment or action in the performance of official duties. Personal as distinguished from financial interest includes an interest arising from blood or marriage relationships or close business or political association.

Specific conflicts of interest are enumerated below for the guidance of employees:

- a) **Interest in Appointments**
Canvassing by employees of members of WorkForce Central, directly or indirectly, in order to obtain preferential consideration in connection with any appointment except with reference to positions filled by appointment by the Chief Executive Officer.
- b) **Preferential Treatment to Individuals Generally**
Granting any special consideration, treatment or advantage to any citizen beyond that which is available to every other citizen.
- c) **Incompatible Employment**
Engaging in or accepting private employment or rendering services for private interests when such employment or service is incompatible with the proper discharge of one's duties or would tend to impair one's independence of judgment or action in the performance of official duties.
- d) **Disclosure of Confidential Information**
Disclosure of confidential information concerning property, government or affairs of WorkForce Central or a member government without proper legal authorization or, using such information to advance one's or others financial or private interest.
- e) **Representing Private Interests**
Representing private interests before the WorkForce Central Executive Board, the Workforce Development Board (WDB), its sub-recipients, and contractors or Courts. No person whose salary is paid in whole or in part by WorkForce Central shall appear on behalf of private interests before any agency-related (WorkForce Central and WDB) activities. They shall not represent private interests in any action or proceedings against the interests of WorkForce Central and the WDB in any litigation to which WorkForce Central and the WDB is a party.

An employee may appear before WorkForce Central Executive Board, the WDB and its committees on behalf of constituents in the course of their duties as a representative of WorkForce Central or in the performance of their obligations. However, no person shall accept a retainer or compensation that is contingent upon a specific action by a WorkForce Central agency.

f) Interest in Contracts with WorkForce Central

No employee of WorkForce Central shall have any interest in any contract made by them in their official capacity or by any committee, board or commission of which they are a member, agent or employee. In addition, members of any WorkForce Central employee's immediate family may enroll in or be served by any program offered by WorkForce Central only if the employee does not provide any supervision to the family member and is not involved at all or under any circumstance in the management of the family member's case, service or record. Employees shall disclose to their supervisor any familial relationships to applicants or participants and supervisors shall take appropriate action to ensure that the employee has no influence over the provision of any services. For the purpose of this section, the term "member of the immediate family" includes spouse, state-registered domestic partner, child, parent, sibling, sibling-in-law, child-in-law, and parent-in-law.

An employee who has financial or other private interest and who participates in discussion with or gives an official opinion to WorkForce Central Executive Board and/or the WDB shall disclose on the records of WorkForce Central and/or the WDB, or other appropriate authority, the nature and extent of such interest.

7.5 RESTRICTION ON POLITICAL ACTIVITIES

a) Election to Public Office

No permanent service employee of WorkForce Central shall simultaneously hold an elective public office or position in a WorkForce Central member government.

b) Political Activities During Working Hours

No employee of WorkForce Central shall solicit any money, influence, service or other thing of value or otherwise aid or promote any political committee or the nomination or election of any person to public office while on the job during working hours; however, nothing in this subsection is intended to restrict the right of the employee to express their personal political views.

c) Use of Position for Political Influence

No employee shall promise an appointment to any WorkForce Central position, favorable treatment or the influence of their office or other favor or reward in return for partisan political activity on their behalf, or on behalf of any candidate of cause.

ARTICLE VIII – ANTIHARASSMENT/ANTIDISCRIMINATION POLICY

WorkForce Central is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment.

8.1 DEFINITION

It is unlawful for certain employment decisions to be made based upon an individuals' status in a protected class, as defined by federal, state, and local laws. These include, but are not limited to, discrimination based on an employee's race, creed, color, religion, national origin, age, sex (including pregnancy, gender identity, and sexual orientation), marital status, honorably discharged veteran or military status, or the presence of any physical, sensory or mental disability, or any other status or condition protected by applicable federal, state or local laws is prohibited.

8.2 PROHIBITED CONDUCT

Prohibited conduct shall be any unlawful discrimination, including but not limited to actions that may create a hostile work environment, derogatory comments, slurs, jokes, innuendos, cartoons, pranks, physical harassment, etc., related to an employee's protected class status. Harassment is also a form of discrimination that can include but is not limited to conduct demonstrating bias toward a protected class that is so pervasive as to alter conditions of employment. An example is a sexual harassment. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature.

Another example of harassment may include retaliation based upon an employee's participation in activities identified with or promoting the interests of a protected group. Employees have the right to be free from such harassment on the job, either from co-workers, supervisors, or managers.

8.3 NOTIFICATION OF DISCRIMINATION

Any employee who believes he or she is being discriminated against by co-workers, outside vendors, contractors or customers should notify their supervisor. Where the employee believes that he or she is being harassed by their supervisor or has complained to their supervisor of harassing conduct but is dissatisfied with the action, the employee should contact the Chief Executive Officer. No employee will be subject to retaliation for bringing a complaint of discrimination to management.

8.4 VIOLATION OF POLICY

It is the responsibility of each employee, regardless of job position, to maintain a work force free from all forms of discriminatory conduct. Any employee found in violation of this policy shall be subject to appropriate discipline, including possible discharge. Further, any supervisor or manager who witnesses an act of harassment and fails to take appropriate action or who receives a complaint of harassment and fails to take appropriate action is also subject to disciplinary action.

ARTICLE IX - GRIEVANCE AND APPEALS

9.1 GRIEVANCE POLICY

It is the policy of WorkForce Central to provide for an orderly process whereby employees may have their complaints considered as fairly and as rapidly as possible without fear of reprisal. WorkForce Central has established a grievance procedure for the purpose of securing solutions to the complaints alleged by employees, which may from time to time arise. This procedure will be kept informal, consistent with the ultimate goal of resolving the grievance.

9.2 DEFINITIONS

- a) **Grievance**
As used in this policy, the term "grievance" means an alleged violation of a specific provision or provisions of personnel policies by an employee, or group of employees, whose rights or benefits provided for in the personnel policies have been violated or that the personnel policies have been misapplied or misinterpreted. A grievance shall not include, and this grievance procedure shall not apply to, any of the following:
 - 1) Any matter on which WorkForce Central is without authority to act.
 - 2) Any proceeding for dismissal, suspension, reduction in rank or of a permanent service employee.
 - 3) The evaluation of an employee's performance.
 - 4) Any matter related to the recruitment, selection, examination or promotion of applicants for permanent service positions.
- b) **Aggrieved Party**
The "aggrieved party" shall be defined as the person or persons who were directly affected by the alleged violation, misinterpretation or misapplication of the Personnel Policies and Procedures and who suffered personal loss or injury as a result.
- c) **Days**
Days shall mean workdays for the purpose of this policy.
- d) **Representative**
A "representative" shall mean an individual identified by the employee to assist him/her through the grievance process. Representatives shall not include an employee's attorney, spouse, or relative, unless mutually agreed to by the Employee and WorkForce Central.
- e) **Immediate Supervisor**
The "immediate supervisor" is the person who has direct administrative or supervisory responsibility over the aggrieved.

9.3 GENERAL INFORMATION

- a) **Time Limits**
A grievance should be processed as rapidly as possible to avoid unnecessary strain on the employee and interruption in the workflow of WorkForce Central. The number of days indicated for settlement or appeal at each step of the procedures should be considered a maximum. The time limits can be extended by mutual consent of the parties involved at any step of the procedures.
- b) **Employee Protection**
There shall be no restraint, interference, discrimination, or reprisal exerted on any employee choosing to use the procedures for resolution of grievances.
- c) **Failure to Respond**
Failure at any step of this procedure by the aggrieved to carry a grievance to the next step within the specific time limits shall be deemed to be acceptance of the decision rendered at that step. Failure at any step of the procedure to communicate the decision in writing on a grievance within the specified time limits shall permit the aggrieved to proceed to the next step.
- d) **Files**
All documents, communications, and records of a grievance will be filed separately from the personnel files. References to the records, such as a summary, may be placed in the appropriate personnel file(s).
- e) **Initiation of Grievance**
Every attempt must be made to ensure each grievance is initiated within thirty (30) days of the occurrence, or within thirty (30) days after an employee knew or should have known, of the cause of the complaint.
- f) **Right of Representation**
An employee presenting a grievance has the right to be accompanied, represented, and advised by a representative of their choice after the first step (informal process) has been completed.
- g) **Written Notification of Representation**
The representative chosen must be designated by the employee in writing and this designation must accompany the written grievance when filed. An employee may change their designated representative but must promptly provide written notification of such change to the official(s) reviewing the grievance.

9.4 GRIEVANCE PROCEDURES

If the employee feels comfortable in doing so, they should attempt to address the issue directly with the person(s) involved in the grievance. The employee may find the other

person was not aware of their grievance and the matter can be resolved directly. If the employee is not comfortable addressing the grievance directly or is not satisfied with the outcome of the direct communication, the following steps shall be followed.

STEP 1

Since the purpose of this grievance procedure is to settle equitably, and informally if possible, disputes constituting a grievance, at the lowest possible administrative level, a thorough discussion of the claim shall be conducted by the aggrieved and their immediate supervisor to seek grounds for the resolution of the problem. If the supervisor is the person with which the employee has a grievance, the employee should feel empowered to bring their grievance to the appropriate Human Resources representative. Given a circumstance where the employee's grievance is directed at Human Resources personnel or their supervisor, the aggrieved party should be empowered to bring their grievance to the Chief Executive Officer. In instances where the employee's grievance is against the Chief Executive Officer and aggrieved does not feel comfortable addressing the issue through the internal process under this Step 1, the aggrieved may contact the appropriate designated Executive Board member to assist in resolution of the grievance.

STEP 2

In the event the problem has not been resolved within ten (10) days at Step 1, the aggrieved shall prepare a written statement of the facts constituting the complaint and setting forth:

- a) The section of the policy allegedly violated;
- b) The nature and extent of the injury or loss they suffered;
- c) The results of previous discussion of the grievance;
- d) Their dissatisfaction with the decision rendered at the informal conference at the lowest possible administrative level; and
- e) The remedy sought.

This information shall be sent to the next highest administrative level who shall, within ten (10) days of receipt of the complaint, meet with the grievant, and if necessary, the supervisor, to attempt to resolve the matter. Within ten (10) days of the formal conference, the highest-level administrator involved shall prepare a written statement of the reasons for their decision.

STEP 3

Within ten (10) days of receipt of the decision or within ten (10) days after the formal conference held at Step 2, the aggrieved may file their grievance in writing to the Chief Executive Officer, setting forth the grounds upon which the grievance is based and reasons why the aggrieved considered the decision rendered at Step 2 to be unacceptable. Copies of the decision and statement of reasons from Step 2 above shall be filed with the appeal.

a) Review Procedures

Grievances will normally fall into one of two categories:

1) A matter of interpretation of personnel policy:

If the grievance is based on a question regarding an interpretation of a policy (personnel policy, administrative memorandums, program bulletins, or other written documents that establish WorkForce Central policy), an appropriate party as determined by the Chief Executive Officer shall write a response clarifying the meaning and intent of the policy in question and provide this response to both the aggrieved and Chief Executive Officer before a final decision is reached.

OR

2) A matter of personal supervisory judgment:

If the grievance is based on a matter of judgment, the Chief Executive Officer shall meet with the aggrieved prior to reaching a final decision.

STEP 4

Within ten (10) days after receiving the appeal, the Chief Executive Officer shall meet with the aggrieved for a discussion of the claim. The Chief Executive may ask the immediate supervisor and/or the next highest-level administrator to participate in this meeting. The aggrieved may request that their representative accompany them to this meeting. The purpose of the meeting shall be to resolve the complaint. The Chief Executive Officer shall try to render a decision regarding the complaint at this meeting. If they are unable to render a decision during the meeting, within five (5) days following the meeting a written decision shall be provided to the aggrieved. The decision of the Chief Executive Officer shall be final. Should the aggrieved disagree or feel the decision of the Chief Executive Officer is inadequate in solving the issue at hand, the aggrieved may bring their complaint in writing to the designated Executive Board member who shall assist with facilitating a meeting with a mutually agreed upon dispute resolution expert for further pursuance of the personnel issue.

ARTICLE X – OTHER POLICIES

10.1 TRAVEL POLICY

Employees of WorkForce Central shall adhere to its current [Travel Policy](#). Itemized receipts are required for all expenses not covered by per diem.

Allowable expenses:

- 1) Reasonable transportation costs to and from the airport.
- 2) Parking at the airport while out of state on business.
- 3) Baggage check in costs.
- 4) Transportation costs to meetings and meal sites away from main meeting facility.

- 5) Meals if not included as part of the conference/workshop/training should comply with the federal GSA per diem schedule at <https://www.gsa.gov/travel/plan-book/per-diem-rates>.

10.2 EXPENSE REIMBURSEMENT POLICY

Employees of WorkForce Central shall be reimbursed each pay period for all mileage, travel related and out-of-pocket expenses incurred during each pay period. All expenses should be included on the payroll tracking system and/or a [Staff Reimbursement Form](#).

Employees must document mileage in the payroll tracking system and complete the Staff Reimbursement Form for items not tracked in the payroll system. Employee expenses will be reimbursed as follows:

- a) Mileage is reimbursed at the standard IRS rate for the time period.
- b) Other Travel related expenses will be reimbursed under the Travel Policy guidelines.
- c) All out-of-pocket expenses (examples: supplies for meetings, textbooks, emergency office supplies, etc.) will require a document showing business purpose and a receipt for the purchase.

All requests for reimbursement received after sixty (60) days from the end of the month for which expenses are claimed will require a letter explaining the delay.

10.3 WEAPONS POLICY

Purpose: To assist employees in reducing the risk from workplace violence and to promote the highest standard of health and safety for WorkForce Central employees and visitors during the conduct of business at offices and facilities.

- a) WorkForce Central prohibits physical (on their person) possession and use of firearms and other dangerous weapons by its officers, employees, interns, and volunteers while conducting WorkForce Central business.
- b) Firearms or other dangerous weapons carried in a personal vehicle while on WorkForce Central property or conducting WorkForce Central business must be concealed from sight, unloaded or disengaged, and must be stored in a locked or secured compartment. Employees who carry firearms and dangerous weapons in their personal vehicles are expected to comply with all applicable federal, state, and local laws regarding dangerous weapons.
 - 1) Dangerous Weapons
Any device or implement designed, intended or used as an instrument for inflicting bodily injury.
 - 2) Firearms
Weapons capable of discharging a projectile by means of compressed air or chemical combustion.

Employees who carry mace or pepper spray for their personal protection may carry these devices onto WorkForce Central facilities. However, in WorkForce Central facilities, these devices need to be concealed from sight and stored in a secured compartment, e.g., desk, cabinet.

Violation of this policy may subject the employee to disciplinary action by WorkForce Central.

10.4 DRUG-FREE WORKPLACE POLICY

- a) This statement is to notify all employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance including marijuana is prohibited in the workplace and specific actions will be taken against employees for violation of this prohibition.
- b) As a condition of employment under the federal workforce legislation employees will
 - 1) Abide by the terms of this policy.
 - 2) Notify the Chief Executive Officer of any criminal drug statute conviction for a violation occurring in the workplace no later than five (5) days after such conviction.
 - 3) Notify the Chief Executive Officer within ten (10) days after receiving notice from an employee or otherwise receiving actual notice of such conviction.
- c) One of the following actions, within thirty (30) days of receiving notice, will be taken against any employee who is so convicted.
 - 1) Taking appropriate personnel action against such an employee, up to and including termination; or
 - 2) Requiring the employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a federal, state, or local health, law enforcement, or other appropriate agency. If disallowed by other benefits, WorkForce Central will not provide or pay for rehabilitation programs.

10.5 POLICY STATEMENT – DRUG-FREE WORKPLACE ACT OF 1988

WorkForce Central certifies that it will provide a drug-free workplace by notifying employees via this section of the Personnel Policies and Procedures that:

- a) The unlawful manufacture, distribution, dispensing, possession or use of a controlled substance including marijuana is prohibited in the workplace and specifying the actions that will be taken against employees for violation of such prohibition.
- b) As a condition of employment, the employee will:

- 1) Abide by the terms of the statement; and
 - 2) Notify the employer of any criminal drug statute conviction for a violation occurring in the workplace no later than five (5) days after such conviction.
- c) Taking one of the following actions, within thirty (30) calendar days of receiving notice, with respect to any employee who is so convicted -
- 1) Taking appropriate personnel action against such an employee, up to and including termination; or
 - 2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a federal, state, or local health, law enforcement, or other appropriate agency. (WorkForce Central will not provide or pay for rehabilitation programs.)
- d) Making a good faith effort to continue to maintain a drug-free workplace through implementation of this section of the Personnel Policies and Procedures.

10.6 INCLEMENT WEATHER POLICY

In general, each individual is responsible to notify their immediate supervisor if they will not be able to start work on time due to inclement weather. Vacation leave may be used for any unworked hours and/or time used may be flexed within the pay period. This does not apply when the Chief Executive Officer or designee authorizes a late start due to inclement weather. In that case, the delay will not cause an interruption in pay, and those hours will be considered floating holiday.

If an employee fails to begin work due to weather related conditions and WorkForce Central is open, the employee has the option to use vacation leave, flex their hours or work from home, if possible.

On certain rare occasions WorkForce Central will close for the day; however, a work closure is at the sole discretion of the Chief Executive Officer or designee. This is not an individual employee decision. In the Chief Executive Officer's absence and with no designee appointed, WorkForce Central will close when all Pierce County Offices are closed to the public (Open for emergency services only).

10.7 WHISTLEBLOWER PROTECTION

No employee of WorkForce Central may be discharged, demoted, or otherwise discriminated against for disclosing information they reasonably believe is evidence of mismanagement or waste; a substantial and specific danger to public safety related to the implementation; or an abuse of authority; or a violation of law, rule, or regulation related to an agency contract or grant, awarded, or issued relating to any public funds.

- a) **Reporting Potential Violations**
Violations must be reported immediately to your immediate supervisor.

If you do not feel comfortable reporting as listed above or if you did report and are not satisfied with the response, then you should direct your report or dissatisfaction to the Chief Executive Officer.

b) **Retaliation Prohibited**

Retaliation can include, but is not limited to harassment, discrimination, or any other unfair treatment or abuse of power.

If you believe you are being subjected to retaliation for reporting a violation of this policy or, participating in an investigation of a violation of this policy, you should report the retaliation immediately in the manner provided above. Please note that you do not have to confront the person who is the source of the retaliation before reporting it, but to help prevent retaliation from continuing, you must report it.

Any employee who retaliates against another employee for making a good faith complaint of a violation of this policy, or for assisting in an investigation of a complaint of a violation of this policy, is subject to discipline or termination.

c) **Workplace Investigations**

A report of retaliation for reporting a violation of this policy or a report of a violation of this policy that is made to those listed above will result in an appropriate investigation of the allegations. WorkForce Central may use third parties to investigate allegations. All employees have a responsibility to cooperate fully with any investigation. The interviews, allegations, statements, and identities will be kept confidential, on a need-to-know basis, consistent with the law and the investigation process and goals. Unreasonable refusal to participate in an investigation may lead to discipline, including termination.

Those found to have retaliated against another in violation of this policy or who have violated this policy are subject to discipline including, but not limited to, termination, consistent with the law, the results of the investigation, the severity of the conduct, and the policy violator's employment history, including any similar reports of policy violations and/or retaliation.

d) **Knowingly False Reports Prohibited**

Any employee or workplace participant who makes a knowingly false report of a violation of this policy or retaliation will be subject to discipline, including termination.

10.8 OUTSIDE EMPLOYMENT (MOONLIGHTING) POLICY

Employees are permitted to engage in outside employment or hold other jobs, subject to certain restrictions based on reasonable business concerns pursuant to WorkForce Central's Outside Employment (Moonlighting) Policy. Primary employment shall be with WorkForce Central. However, employees may hold outside employment provided the employment:

- Does not create an actual, potential, or appearance of a conflict of interest.
- In no way interferes with the performance of the employee's duties.
- It is performed outside the employee's approved work schedule.
- Is facilitated off WorkForce Central premises.

Employees must complete the [Outside Employment Disclosure and Approval form](#) prior to engaging in outside employment. For further guidance, please refer to the [Outside Employment \(Moonlighting\) Policy](#).

ARTICLE XI – AMENDMENTS AND ADOPTION OF PERSONNEL POLICIES AND PROCEDURES

Personnel Policies and Procedures & Compensation Plan amendments may be initiated by the Executive Board or the Chief Executive Officer. All amendments shall be submitted to the Executive Board for approval and adoption. When approved by the Executive Board, amendments shall become effective on the date of approval unless otherwise designated by the Executive Board.

The Chief Executive Officer, or designee, shall develop appropriate procedures to implement the Personnel Policies and Procedures & Compensation Plan adopted by the Executive Board. Such procedures shall become effective on the date stated in a written memorandum from the Chief Executive Officer to all employees.

ATTACHMENT A

TACOMA-PIERCE COUNTY EMPLOYMENT & TRAINING CONSORTIUM D/B/A WORKFORCE CENTRAL	
COMPENSATION TABLE	
Approved by Executive Board June 22, 2022	
JOB CLASSIFICATION	HOURLY RATE
Chief Officer	\$60.10
Senior Director	\$53.85
Director	\$51.93
Manager	\$44.24
Senior Specialist	\$36.54
Specialist	\$35.58
Coordinator	\$34.62
Assistant	\$32.70

*Chief Executive Officer compensation is determined and approved by the Executive Board

ATTACHMENT B

These expectations may be reviewed periodically and updated accordingly

High Performance Expectations of All WorkForce Central Employees – adopted 2018

1. Quality Service/Exceed Customer Expectations
 - Be fast and accurate (responsive)
 - Be unfailingly civil and respectful
 - Following up should be second nature and systematic
 - Own up to mistakes with humility
 - Make relationship more valuable than anything else (i.e., financial reason, performance reasons)
 - Effective listening
2. Manage Time to Meet Deadlines and Work Activities
 - Systematic method to track work
 - Communicate/negotiate new timeline if needed prior to deadline
 - When relying on others, don't wait until last minute
3. Take Initiative
 - Do things before being asked
 - Recognize and act upon opportunity
 - Create opportunity or minimize potential problems by anticipating and preparing for in advance
 - Willing and eager
4. Embrace/Engage in CQI
 - Leading or participating in CQI plan implementation
 - Use tools/ processes learned
 - Be data driven
 - Mindset of good is never good enough
5. Professional Demeanor
 - Neat in appearance and dress for situation
 - Be confident, polite and well spoken; not cocky
 - Keep calm, even during tense situations
 - Be reliable, respond promptly and follow through on promises in a timely manner
 - Be competent in role and field
 - Display ethical behavior – follow WFC policies and training provided
 - Respectful communication – verbal, non-verbal and written
 - Be organized – find what you need immediately to be responsive
 - Accountable for all actions at all times – own mistakes, try to fix if possible, don't place blame

6. Problem Solving Oriented – Get to Win-Win Attitude First
 - Fully understand problem before coming up with or executing solution
 - Embrace ignorance and don't be afraid to ask questions and look at problem and potential solution with fresh eyes
 - Make fact-based decision, don't make decisions on opinions, votes, authority or any other subjective system
 - Stay focused on finding best solution – there is a solution for every problem
 - Ask for help – check ego at the door
7. Team Orientation
 - Work effectively with others
 - Actively contributes to achievement of group and organization goals
 - Accept shared responsibility and ownership
 - Maintain open communication among team members
 - Utilize strengths of individuals within the group to the benefit of the team
8. Adaptability/Flexibility
 - Respond to change with willingness to learn new ways to accomplish work objectives and with a positive attitude
 - See merits of new or different approaches
 - Ask questions to understand objectives of changes
 - Seek opportunities to make changes work
 - Make suggestions for increasing the effectiveness of changes
 - Able to shift strategy in response to changes

I acknowledge that I have received a copy of the Personnel Policies and Procedures handbook, which describes important information about WorkForce Central, and understand that I should consult the Human Resource Designee if I have questions. I have entered into employment with WorkForce Central voluntarily and acknowledge that it is for no specified length of time. Accordingly, either I or WorkForce Central may terminate the relationship at will, with or without cause, at any time, for any lawful reason. I understand that neither this handbook nor any other WorkForce Central policy, practice or procedure is intended to provide any contractual obligations related to continued employment, compensation or employment contract.

Since the information, policies and benefits described here are subject to change, I acknowledge that revisions to the Personnel Policies and Procedures may occur.

I understand and agree that I will read and comply with the policies contained in the Personnel Policies and Procedures handbook and any revisions, and that these policies apply to my employment.

Employee Name (Printed)

Employee Signature

Date

July 1, 2022

Katie Condit, Chief Executive Officer
Workforce Central
3640 South Cedar Street, Suite E
Tacoma, WA 98409

RE: PY21 WIOA Management Letter

Dear Ms. Condit:

Employment Security Department's Workforce Monitoring Unit (ESD's Monitoring Unit) completed the compliance review of Workforce Central regarding the oversight and administration of the Workforce Innovation and Opportunity Act (WIOA) for Federal Program Year 2021 (PY21). The purpose of this letter is to describe the scope of the review and communicate any items to address, questioned or disallowed costs, if applicable, in the administrative/fiscal and programmatic operations of Workforce Central.

The review included the following:

WIOA Title I Formula Program Review

WIOA Program Policies

- Eligibility Guidelines and Documentation Requirements (ESD Policy 1019, Rev. 5)
- Supportive Services and Needs-Related Payments (ESD Policy 5602, Rev. 3)
- All other policies and/or procedures, memos, technical assistance guides, etc. developed for the implementation of your WIOA formula and/or discretionary grants edited or published since the last state review

WIOA Adult and Dislocated Worker Program

- Eligibility
- Priority of Service (Adult Program Only)
- Supportive Services
- MIS/ETO – Data Element Validation

WIOA Youth Program

- Eligibility
- Supportive Services
- MIS/ETO – Data Element Validation

COVID-19 Disaster Recovery Dislocated Worker Grant; and COVID-19 Employment Recovery Dislocated Worker Grant

- Data Element Validation

WIOA Title I Formula Administrative and Fiscal Review

- Design and governance of the LWDB including sunshine provisions
- MOU/IFA/RSA
- One-Stop Operator, if applicable
- Policies/Procedures
- Administrative controls and monitoring (Subrecipient/Contractor and Pass-Through Entity)
- Internal controls
- Cash and financial management
- Procurements & Contracts
- Cost allocation plan or rate
- Property & Inventory
- Single audit
- Personnel
- Grievance and complaint
- Support services & needs related payments
- Incumbent Worker, if applicable

Statewide Discretionary Contracts Compliance Review

Economic Security for All (EcSA); Increased Employment (Rapid Response); COVID-19 Disaster Recovery Dislocated Worker Grant & COVID-19 Employment Recovery Dislocated Worker Grant

Administrative and Fiscal

- Cash and financial management/A19 reimbursements
- Administrative controls (Sub-recipient monitoring)
- Procurements & Contracts
- Personnel Activity Reports and Cost Allocation

If applicable, the monitoring review included any elements from the PY20 monitoring cycle, identified in your PY20 Daily Observation Reports, required to be included in your next round of monitoring.

There were no findings or disallowed costs. Items to address that were identified during the review are listed below with their status.

On behalf of ESD's Monitoring Unit, I would like to thank you and your staff for the courtesy you showed us during our review. Please let me know if you have any questions.

Sincerely,



Greg Ferland
Director, Workforce Monitoring

cc: Dan Zeitlin, Director of Employment System Policy and Integrity, Employment Security
Department

WIOA Title I Program Policies Review

TAA and Dislocated Worker Co-enrollment Policy

Items to Address

The TAA and WIOA Dislocated Worker Co-enrollment policy still includes Adversely Affected Incumbent Workers (AAIW) under all co-enrollment circumstances.

Actions Required

1. WorkForce Central must update their TAA and WIOA Dislocated Worker Co-enrollment policy to take account the allowability of co-enrollment for Adversely Affected Incumbent Workers (AAIW) consistent with ESD WIOA Title IB policy 5617, Rev. 1.
2. WorkForce Central will send an updated copy of the policy and notification to staff of the updated policy to the ESD Monitoring Unit by 6/30/2022.

WorkForce Central Response

On 05/25/22, Karen Downing emailed, “Greg and Team, please find attached WorkForce Central’s revised TAA-DW Co-enrollment policy and our email below delivered this morning to our local Dislocated Worker and TAA staff. The revised policy and procedures contained within were reviewed and approved by TAA and DW staff and leadership.”

Status – Resolved

WIOA Youth Program

MIS

Item to Address

Nine (9) of ten (10) files reviewed for the WIOA Youth program participant files sampled had late service entries beyond the 7-day local data entry requirement in accordance with WorkForce Central’s ETO Data Validation and Documentation Policy.

Actions Required

1. WorkForce Central will provide the ESD Monitoring Unit with a plan by 6/30/2022 on how they will ensure their service provider(s) are recording services within their 7-day local policy in ETO.
2. WorkForce Central must include this element in their next round of monitoring.
3. WorkForce Central must provide the ESD Monitoring Unit during the PY22 ESD monitoring review, documentation this element was included in their review and the results of monitoring this element.

WorkForce Central Response

On 5/24/2022, Karen Downing emailed, “WorkForce Central takes timely and accurate ETO data entry seriously, which is why we expect our providers to record data within 7-days versus the state’s 14-day policy. Despite ongoing and repeated technical assistance and corrective actions, and the development of a local “ETO Data Validation and Documentation Policy” that prescribes in detail how and where to record information in ETO, our provider was unable to meet this requirement which is one reason WorkForce Central opted not to

renew this providers' WIOA Title I youth contract at the end of this program year. WorkForce Central contractually requires it's subrecipients to conduct internal ETO reviews to ensure accurate and timely data entry and will continue our practice of real-time ETO monitoring reviews and facilitate technical assistance to our new WIOA Title I youth providers on an ongoing basis. If needed, WorkForce Central will enforce corrective actions."

Status – Plan Received

Workforce Central submitted their plan on 5/24/2022. WorkForce Central will include this element in their next round of monitoring and provide the ESD Monitoring Unit documentation this element was included in their review, including the results of monitoring this element during the PY22 ESD monitoring review.

Administrative / Fiscal Review

1.1 Design and Governance of LWDB

Item to Address

Workforce Central ran a competitive procurement for a youth service provider. The committee formed to review the responses to the RFP made recommendations to Pierce County WDC. This occurred in between scheduled meetings of the Board, so a vote was taken via email. The Board, via individual emails from its members, voted to authorize the selection. There were no minutes that reflect the action that was taken by the Board. Moving forward WorkForce Central has agreed to take actions taken in between Board meetings and document at the next scheduled Board meeting the action that was taken. Since Youth service providers are required to be approved by the WIOA Board and one of the items DOL had identified was needed to have on the website the selection of Youth service providers, WorkForce Central will need to ensure that the actions taken by the Pierce County WDC to approve Youth service providers are documented on their website.

Actions Required

WorkForce Central is required to take an action for Board adoption to commemorate in minutes the prior action the Pierce County WDC took to approve the Youth service providers by 6/9/2022.

WorkForce Central Response

On 04/28/22, Karen Downing emailed, "Good morning Greg, please find attached the Workforce Development Board meeting minutes from last week (April 21st) commemorating their electronic votes that occurred via email in May 2021 approving Career Team as the OSO and April 2021 approving the selection of the YA providers. You will find it on the last page of the minutes under "Other Business".

We will ensure a link to these board minutes are placed on our website where we posted the awardees. "

Status – Resolved

Item to Address

While it is noted that WorkForce Central, the Tacoma-Pierce County WDC and chief elected officials are working to revise the interlocal agreement, until it is adopted the 2010 agreement is in place. One

of the items that must be addressed and resolved in a new interlocal agreement is clarifying that hiring the Executive Director-Chief Executive Officer of the entity that staff the Local Workforce Development Board under WIOA is under the authority of the Local Workforce Development Board, not the chief elected officials. In addition, the adoption of the local plan for the area and budget for the Local Workforce Development Board is a joint responsibility, requiring approval from both the chief elected officials as well as the Local Workforce Development Board.

Actions Required

WorkForce Central must work with its chief elected officials to revise the existing interlocal agreement to address items of noncompliance with the Workforce Innovation and Opportunity Act. WorkForce Central is required to share the revised interlocal agreement with the Monitoring Unit, once it is complete.

Status – Pending

WorkForce Central response was due 6/30/2022. WorkForce Central emailed on 06/30/22, letting the ESD Monitoring Unit know that they the final version of the interlocal agreement has been sent to the County for signature and they would send the completed agreement once signed.

1.7 Procurements and Contracts

Item to Address

According to TEGL 15-16, "Consistent with WIOA sec. 121(d)(4)(A) and (C), any organization or entity that has been selected to perform multiple functions in a Local Area must develop a written agreement with the Local WDB and the CEO to clarify how the organization will carry out its responsibilities while demonstrating compliance with WIOA and corresponding regulations, the Uniform Guidance, and conflict of interest policies of both the State and the organization or entity performing multiple functions." WorkForce Central did not have such an agreement for their subrecipient-one stop operator-service provider, Career Team.

Actions Required

By 6/9/2022 WorkForce Central must ensure a conflict of interest agreement consistent with the requirements of TEGL 15-16 is signed between the chief elected official (s), Tacoma Pierce County Workforce Development Council and Career TEAM, the entity that serves as both the WIOA Title IB Adult and Dislocated Worker services provider and the one-stop operator.

WorkForce Central Response

On 05/11/22, Karen Downing emailed, "Good afternoon Greg, I hope your journey up north is going well. Please find attached WorkForce Central's One Stop Operator Conflict of Interest statement. This was modeled after South West's.

Please confirm receipt and let me know if this is sufficient to close out this item to address.

Thank you,"

Status – Resolved



**Employment
Security
Department**

WASHINGTON STATE

Issue Date:
September 14

2022

PY21 WIOA Monitoring Report

WorkForce Central

Serving Pierce County

Workforce Monitoring Unit Review Team

Administrative & Fiscal:

Greg Ferland

Program Policy & WIOA Programs:

Brooke Zielinski

Maria Cheeseman

Greg Ferland, Director of Workforce Monitoring
workforcemonitoring@esd.wa.gov

Monitoring Review Dates:

April 11- 27, 2022

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EXECUTIVE SUMMARY

Background and Monitoring Objective

Employment Security Department's Workforce Monitoring Unit (ESD's Monitoring Unit) conducted an annual compliance review of WorkForce Central on April 11 – 27, 2022. The review was conducted in accordance with the Uniform Administrative Requirements 2 CFR Part 200; the Workforce Innovation and Opportunity Act (WIOA), Sec. 184(a)(4); and additional requirements established by Department of Labor Employment and Training Administration (DOLETA) and ESD policies, rules, and regulations.

Scope

In keeping with general monitoring practices, not all transactions and activities were examined. ESD's Monitoring Unit randomly selected individual participant files and administrative/fiscal documents for review.

The following areas were examined and tested during this review period:

WIOA Title I Formula Program Review

WIOA Program Policies

- Eligibility Guidelines and Documentation Requirements (ESD Policy 1019, Rev. 5)
- Supportive Services and Needs-Related Payments (ESD Policy 5602, Rev. 3)
- All Other policies and/or procedures, memos, technical assistance guides, etc. developed for the implementation of your WIOA formula and/or discretionary grants edited or published since the last state review.

WIOA Adult and Dislocated Worker Programs

- Eligibility
- Priority of Service (Adult Program Only)
- Support Services
- MIS/ETO- Data Element Validation

WIOA Youth Program

- Eligibility
- Support Services
- MIS/ETO- Data Element Validation

COVID-19 Disaster Recovery Dislocated Worker Grant; and COVID-19 Employment Recovery Dislocated Worker Grant

- Data Element Validation

WIOA Title I Formula Administrative and Fiscal Review

- Design and Governance of the LWDB including sunshine provisions
- MOU/IFA/RSA
- One-Stop Operator, if applicable
- Policies/Procedures
- Administrative Controls and Monitoring (Subrecipient/Contractor and Pass-Through Entity)
- Internal Controls
- Cash and Financial Management
- Procurements & Contracts
- Cost Allocation Plan or Rate
- Property & Inventory
- Single audit
- Personnel
- Grievance and Complaint
- Support Services & Needs Related Payments

Statewide Discretionary Contracts Compliance Review

Economic Security for All (EcSA); Increased Employment (Rapid Response); COVID-19 Disaster Recovery Dislocated Worker Grant; COVID-19 Employment Recovery Dislocated Worker Grant

Administrative and Fiscal

- Cash and Financial Management/A19 Reimbursements
- Administrative Controls (Sub-recipient Monitoring)
- Procurements & Contracts
- Personnel Activity Reports and Cost Allocation

MONITORING REVIEW COMMUNICATIONS

To ensure transparent communication occurred during the monitoring review, ESD's Monitoring Unit conducted an on-site entrance meeting with WorkForce Central staff on the first day of the review. The entrance meeting provided an opportunity for the monitoring agenda to be finalized, points of contact identified and confirmation of other monitoring related activities. The entrance meeting also provided an opportunity for WorkForce Central staff to share changes that occurred in their area since the last ESD monitoring review, challenges, and successes they have experienced, and future endeavors.

There were regularly scheduled daily meetings with ESD's Monitoring Unit and WorkForce Central's administrative, fiscal, and program staff to maintain engagement and communication during the on-site review.

The exit meeting provided WorkForce Central staff with a summary of the compliance review, outstanding items to address (if applicable), noted practices observed during the visit, and next steps in the ESD monitoring process.

DOCUMENTATION OF REVIEW

Daily Observation Reports (DORs) were shared with WorkForce Central staff throughout the review summarizing ESD Monitoring Unit's activities and observations up to that point. DORs included any items to address, questioned or disallowed costs (if applicable), and documentation of items to address that may have been resolved during the review. The final DOR from the review was provided to WorkForce Central staff on April 27, 2022.

MONITORING OBSERVATIONS

Program – WIOA Youth:

ESD's Monitoring Unit reviewed ten (10) WIOA Youth files. There were no findings, unresolved questioned costs, or disallowed costs.

Program – WIOA Adult:

ESD's Monitoring Unit reviewed ten (10) WIOA Adult files. There were no findings, unresolved questioned costs, or disallowed costs.

Program – WIOA Dislocated Worker:

ESD's Monitoring Unit reviewed ten (10) WIOA Dislocated Worker files. There were no findings, unresolved questioned costs, or disallowed costs.

Administrative & Fiscal Review:

The Monitoring Unit found the following administrative and fiscal procedures to be compliant with State and Federal requirements:

- Design and Governance of the LWDB
- MOU/IFA/RSA
- One-Stop Operator
- Policies/Procedures
- Administrative Controls and Monitoring (Subrecipient/Contractor and Pass-Through Entity)
- Internal Controls
- Cash and Financial Management
- Procurements & Contracts
- Cost Allocation Plan or Rate
- Property & Inventory
- Single Audit
- Personnel
- Grievance and Complaint
- Support Services & Needs Related Payments

NOTED PRACTICES

Noted practices observed during the program review included:

- **Program Monitoring and Technical Assistance (All programs)**
WorkForce Central staff conduct monthly monitoring to help address issues early on and provide ongoing technical assistance throughout the year. The monthly monitoring starts when the service providers submit their monthly reimbursement invoices. A program review includes a comprehensive file review for the participants the provider is seeking reimbursement for, including data validation. Fiscal review ensures the provider allocated the costs to the program correctly and that the costs are allowable. This is a great strategy and noted practice, not only to help avoid questioned or disallowed costs, but to help train and support their service provider on an ongoing basis.

RESULTS

ESD's Monitoring Unit determined, as a result of the review, there were no findings, unresolved questioned costs, or disallowed costs.