



GREATER ECONOMIC VITALITY FOR ALL.

Partnering to prepare and grow the Pierce County workforce to align it with employer needs.

WFC Executive Board Meeting

AGENDA

June 22, 2023 • 8:00 - 8:45 a.m.
WorkForce Central • via Zoom
Mayor Victoria Woodard presiding

- | | | |
|------|--|-------------|
| I. | CALL TO ORDER | 8:00 |
| II. | PUBLIC COMMENT | 8:05 |
| III. | CONSENT AGENDA <i>(Board Vote)</i> | 8:10 |
| | A. Approve the April 2022 Minutes | |
| | B. Approve April and May 2023 Voucher Payments | |
| IV. | REGULAR AGENDA | |
| | A. Approve PY23/FY24 Budget <i>(Board Vote)</i> | 8:10 – 8:30 |
| | B. Adoption and amendment of budget for the calendar year and financial reporting period January 1, 2022 to December 21, 2022 (Resolution No. 884) <i>(Board Vote)</i> | 8:30 – 8:35 |
| V. | OTHER BUSINESS | 8:35 – 8:45 |
| | A. PY22 WIOA Management Letter | |
| VI. | ADJOURN | 8:45 |

Attachments

April 2023 Minutes

Vouchers – April and May 2023

PY23/FY24 Budget

Resolution 884 – Adoption and Amendment of 2022 Budget

PY22 WIOA Management Letter



WFC Executive Board Meeting
MINUTES

April 13, 2023 • 10:30 – 12:00 p.m. • Via Zoom

Mayor Victoria Woodards presiding

Attendees: Victoria Woodards, Robyn Denson, Marty Campbell, April Lynne, Bruce Dammeier

Staff: Katie Condit, Jan Adams, Karen Downing, Josh Stovall, Steve Grimstad, Deborah Howell, Tamar Jackson

Guests: Kendall King, Alexandra Jones, Jermene Easterlin, Oleksandr Burlakov, Marianna Meloyan

I. CALL TO ORDER

Victoria called the meeting to order at 10:33 a.m.

II. PUBLIC COMMENT

None

III. Consent Agenda (*Board Vote*)

A. Approve December 2022 Minutes

B. Approve December 2022, January 2023, February 2023, and March 2023 Vouchers

C. Approve January 2023 Financial Statement

Motion to approve made by April; seconded by Marty. Approved

IV. REGULAR AGENDA

A. Lens of Equity Summit – Tamar Jackson

Tamar provided an overview of the upcoming Lens of Equity Summit occurring on May 18th at the McGavick Center from 8:00am to 5:00pm. Powered by WorkForce Central and designed by the Pierce County Community Engagement Task Force, an outreach arm of WorkForce Central and the Pierce County Workforce Development Board, the Summit is an outcome of over three years of community engagement about DEI, diversity, equity and inclusion. The goal of the Summit is to elevate the understanding of how organizations and our communities can build the framework to truly implement equitable work in our region. The Lens of Equity Summit is for us to be people together. It's going to be a hard day, but we are going to celebrate at the end. Tamar noted the summit sold out in two weeks with a wait list of about 70.

B. Budget Timeline and Progress – Steve Grimstad

Steve shared and discussed the timeline noting key dates. He also discussed the three documents in the meeting packet including the budget narrative, the comparison of the first draft of the budget to last year's approved budget and the first draft of the budget. Steve then gave an overview of the budget comparison noting we are projecting a \$1.2 million decrease in funds available and that's primarily from our projected carry in of our current year funds. Steve explained this is the first draft and will change as staff updates come in. Katie noted Steve always provides us with a very conservative estimate and that is appropriate and we have surpassed that annually every year. Victoria asked about the industry cohort training being



down about \$700k and what is the effect of that \$700,000 gap and is that a place where you expect more money to come in? Katie explained that is the place as we are pursuing additional funding opportunities that we will try to make whole first. Marty noted the comparison shows approved 2022 budget vs. 2023 proposed budget and asked if we could get the actuals for 2022 for comparison. Discussion continued around the actuals and how the carryover. Steve noted the actuals are shown in the financial report provided in the meeting packet. He then went on to explain how the carryover works. Steve noted he will provide another draft via email in May and then the final proposed budget will be provided at the June 29 meeting. Bruce explained having them all on one sheet, what we budgeted, what we spent, what we're budgeting next year and the differences really just helps it flow as to why we made the choices we did to adjust funding.

C. Upcoming Investments & Funding Priorities

Katie asked for some input from the board and discussion. Katie explained that it looks like we're in a deficit but, really that is simply based on carryover and what we needed to spend in the last couple of years. She said there are a number of investments coming down from the federal level. Katie also shared we've been doing some great work and are looking forward to more, hopefully with the county, specifically around behavioral health workforce development and building a Pierce County Behavioral Health Workforce Consortium. We've been engaging with dozens of behavioral health providers in the region who are really hungry for a place to come together to align and invest in and test strategies. Katie also shared we will be, as a sort of a coalition, responding to an RFP around some additional funding for that. She also reminded the board that there will be federal funding in the areas of infrastructure funding, CHIPS and Science Act and broadband funding. She asked the board to remind folks that we are here and we stand ready to serve as the workforce development arm or impetus for a lot of that infrastructure and other investment that's really valuable.

D. Overview of data on services geographically, poverty overlay – Josh Stovall

Josh gave an overview of data showing where the people we served reside within Pierce County. He explained we're doing this for a couple reasons. When we look at specific demographic groups this way, we can see quite literally where we are and are not representing our county and this is important because we make a lot of decisions based on outreach, marketing and partnership around location. Discussion continued around areas that we serve and where we could have more presence.

E. Strategic Plan – Katie Condit & Board (Board Vote)

Katie gave a brief reminder of the Strategic Plan development process and also gave a reminder noting that one of the changes board members had requested was to increase the target of serving business that were BIPOC, women or veteran-owned from 25% to 50% and so we did. Katie shared that this is the most community-engaged and actionable plan according to our staff and our community partners that they've seen from us in a long time, we had great facilitators and we're excited about the rollout. She thanked the board members for their participation in this process. Motion to approve made by Bruce; seconded by Marty.
Approved



F. Immigrant Refugee Strategy – Katie Condit & Career TEAM Guests

Katie praised the work that is being done by Career Team in serving the refugee community and introduced Career Team's staff who were recent Ukraine refugees themselves. Career Team described their strategies for serving refugees in Pierce County.

G. Interlocal Agreement – Katie Condit & Board

Bruce shared information about the interlocal agreement that we've been working on and is confident the new agreement should be signed soon. Katie thanked Bruce for how helpful he has been. She felt it's been such a joy and learning experience working with the city and county legal teams and good questions came up that I think were important. Katie stated she was grateful for the clarity that came out of it.

V. OTHER BUSINESS & ADJOURN

Motion to adjourn made by April; seconded by Marty; Meeting adjourned at 11:47 a.m.



VOUCHER APPROVAL

April 2023

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)	12510	12533	\$ 132,182.96
Electronic Payments (dates)	4/13/2023	4/28/2023	\$ 835,675.81
TOTAL			\$ 967,858.77

Respectfully submitted by Steve Sumstad

Chairman of Board

Date

VOUCHER APPROVAL

May 2023

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)	12534	12560	\$ 198,709.31
Electronic Payments (dates)	5/1/2023	5/26/2023	\$ 969,051.65
TOTAL			\$ 1,167,760.96

Respectfully submitted by Steve Amstad

Chairman of Board Date

WorkForce Central Program Year 2023/Fiscal Year 2024 BUDGET

- The June meeting packet includes a comparison of the Program Year 2023 budget to the Program Year 2022 budget approved by the Workforce Development Board and Executive Board and the Program Year 2023 budget. The comparison of the Program Year 2023 budget to the Program Year 2022 approved budget includes a column for “Projected Expenditures to June 30, 2023”.
- This is the third version of the Program Year 2023 budget with previous versions provided for review and feedback in April and May.
- The Program Year 2023 budget presents an overall decrease of approximately \$921,000 compared to the Program Year 2022 approved budget.
- The Program Year 2023 budget is presented assuming an increase in Workforce Innovation and Opportunity Act (WIOA) annual formula funding of approximately \$413,000 from the prior program year. This increase is based on the Program Year 2023/Fiscal Year 2024 WIOA annual formula allocations and other communications received from the Employment Security Department.
- The Program Year 2023 budget reflects a decrease of approximately \$2,076,000 in projected carry in of WIOA annual formula funding awarded in the current year available to expend in the next program year.
- Other funding represents funding awarded or expected to be awarded that will continue into the next program year. Other funding primarily includes Economic Security for All, Disaster Recovery National Dislocated Worker Grant, funding from Pierce County for the Stabilization Training and Employment Program, cohorts, and Behavioral Health, and funding from City of Tacoma for cohorts and healthcare career mapping tool.
- WorkForce Central staff for Business Solutions budgeted at 6 FTEs in Program Year 2023, no increase in FTEs from the Program Year 2022 budget.
- Investment in common referral system to fund an additional workforce system navigator utilizing Disaster Recovery National Dislocated Worker Grant funding.
- Other investments due to evaluation of priorities, staff capacity, and strategic initiatives currently planned for Program Year 2023. Prioritized investing in and maintaining initiatives with direct impact for job seekers and businesses.
- WorkForce Central staff (not including Business Solutions) budgeted for Program Year 2023 at 21 FTEs compared to 21.5 FTEs budgeted in Program Year 2022.
 - a. Current WFC staff at 21.5 FTEs that include all WorkForce Central management, fiscal, and program staff.
 - b. A management staff member plans to retire during the year, management currently does not plan to hire a replacement for this position.
 - c. Management currently has no plans to hire additional staff in Program Year 2023, plan to utilize current WorkForce Central staff to support strategic initiatives and to continue to move work forward.
- Reserve represents WIOA annual formula funding available for Program Year 2023 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 Program Year 2024 WIOA annual formula funding. This allows for a period of time for continuation of services while the budget is negotiated and finalized. The reserve can also be used to leverage WIOA formula funding as other funding opportunities or initiatives come up during Program Year 2023.

- WorkForce Central has accumulated unencumbered cash reserves from prior years due to performance-based contracts that allowed for revenues that exceeded actual costs. These funds are used for unexpected expenses such as litigation fees, unexpected invoices from previous funding sources that have closed, or other unanticipated occurrences that require payment to reconcile.

WorkForce Central
Program Year 2023 Proposed Budget vs.
Approved Program Year 2022 Budget

Budget Line Item	Proposed PY23 Budget	Approved PY22 Budget	Difference	Projected Expenditures to June 30, 2023
Revenue:				
WIOA Annual Formula Funding	6,888,871	6,476,056	412,815	
Projected Carry-In WIOA Annual Formula Funds	3,002,996	5,078,599	(2,075,603)	
Other Funding	3,754,800	3,012,600	742,200	
Total Funds Available	<u>13,646,667</u>	<u>14,567,255</u>	<u>(920,588)</u>	<u>12,127,720</u>
Investment Areas:				
Jobseeker Solutions:				
Projected Carry-In Obligation	523,500	608,335	(84,835)	150,263
Direct Services - WIOA Annual Formula Contracts	3,024,900	3,930,000	(905,100)	3,681,236
Direct Services - Other Funding Contracts	2,037,913	2,134,060	(96,147)	2,292,767
Business Solutions:				
Business Solutions WorkForce Central Staff	828,723	780,228	48,495	785,555
Industry Cohort Trainings	1,066,830	1,860,250	(793,420)	737,308
Employer Reskill Upskill Fund	100,000	100,000	-	39,139
Job Fairs and Events	50,000	50,000	-	45,000
Pierce County Behavioral Health	239,000	-	239,000	-
Regional Alignment:				
System and Internal Professional Development	85,000	118,000	(33,000)	118,000
Common Referral System	215,500	197,750	17,750	91,041
Pierce WorkSource One-Stop Center	328,700	321,075	7,625	265,823
Workforce System Connection Site	45,000	50,000	(5,000)	38,700
Community Engagement	42,500	25,000	17,500	25,000
Service Delivery via Technology	194,000	199,500	(5,500)	187,100
Communications	62,500	61,000	1,500	54,000
Data and Research	31,500	55,500	(24,000)	39,800
Total Investments	<u>8,875,566</u>	<u>10,490,698</u>	<u>(1,615,132)</u>	<u>8,550,731</u>
WorkForce Central Staff	3,045,705	3,085,921	(40,216)	3,106,989
WorkForce Central Operational Expenses	522,000	530,000	(8,000)	470,000
Reserve	1,203,396	460,636	742,760	-
Total Budget Need	<u>13,646,667</u>	<u>14,567,255</u>	<u>(920,588)</u>	<u>12,127,720</u>
Surplus/(Deficit)	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>

Notes:

Certain amounts in the Approved PY22 Budget column have been reclassified to be consistent with the presentation in the proposed PY23 Budget. These reclassifications had no effect on the amount of Total Funds Available or Total Budget Need presented in the approved PY22 budget.

**WorkForce Central
Program Year 2023 Other Funding**

Funding Awarded or Expected to be Awarded:

Description	Amount
Economic Security for All	1,558,000
QUEST Disaster Recovery National Dislocated Worker Grant	1,191,200
Pierce County Reskill-Upskill Initiative	255,700
Pierce County Stabilization Training and Employment Program	204,400
Pierce County Behavioral Health	375,400
City of Tacoma	148,600
Community Engagement	21,500
Total Other Funding	<u><u>3,754,800</u></u>

Other Pending Funding in Progress:

Description	Amount
Employment and Training Administration Building Pathways to Infrastructure Jobs H1B Grant Program	1,750,000
Pierce County Reskill-Upskill Initiative	950,000
Department of Commerce Community Reinvestment	1,000,000
Total Other Pending Funding in Progress	<u><u>3,700,000</u></u>

		ADULT	DW	YOUTH	OTHER FUNDING	ADMIN	Total
REVENUE							
WIOA Annual Formula Funding		\$ 2,076,234	\$ 2,039,655	\$ 2,084,096		\$ 688,886	\$ 6,888,871
Projected PY22/FY23 WIOA Annual Formula Carry-in Funds		\$ 1,137,929	\$ 895,347	\$ 664,985		\$ 304,735	\$ 3,002,996
Other Funding					\$ 3,754,800	\$ -	\$ 3,754,800
Total Funds Available		\$ 3,214,163	\$ 2,935,002	\$ 2,749,081	\$ 3,754,800	\$ 993,621	\$ 13,646,667
INVESTMENT AREAS							
Job Seeker Solutions							
PY22/FY23 Carry-in Obligations - Projected (Detail Below)		\$ 185,000	\$ 126,500	\$ 212,000		-	\$ 523,500
Direct Services:							
WIOA Adult Annual Formula		\$ 1,136,500					\$ 1,136,500
WIOA Dislocated Worker Annual Formula			\$ 879,400				\$ 879,400
WIOA Youth Annual Formula				\$ 1,009,000			\$ 1,009,000
Economic Security for All					\$ 1,197,913		\$ 1,197,913
QUEST Disaster Recovery National Dislocated Worker Grant					\$ 840,000		\$ 840,000
Business Solutions							
WorkForce Central Staff	6 FTEs	\$ 218,921	\$ 242,740	\$ 152,694	\$ 214,367		\$ 828,723
Industry Cohort Trainings		\$ 307,988	\$ 231,111	\$ 59,431	\$ 468,300		\$ 1,066,830
Employer Reskill Upskill Fund		\$ 50,000	\$ 50,000	\$ -			\$ 100,000
Job Fairs and Events		\$ -	\$ -	\$ 50,000			\$ 50,000
Pierce County Behavioral Health		\$ -	\$ -	\$ -	\$ 239,000		\$ 239,000
Regional Alignment							
System and Internal Professional Development		\$ 28,188	\$ 31,006	\$ 25,806			\$ 85,000
Common Referral System		\$ 41,619	\$ 45,780	\$ 38,102	\$ 90,000		\$ 215,500
Pierce WorkSource One-Stop Center		\$ 93,893	\$ 101,412	\$ 72,395	\$ 61,000		\$ 328,700
Workforce System Connection Site		\$ 14,923	\$ 16,415	\$ 13,662			\$ 45,000
Community Engagement		\$ 6,964	\$ 7,660	\$ 6,376	\$ 21,500		\$ 42,500
Service Delivery via Technology		\$ 64,335	\$ 70,767	\$ 58,898			\$ 194,000
Communications		\$ 12,436	\$ 13,679	\$ 11,385	\$ 25,000		\$ 62,500
Data and Research		\$ 10,446	\$ 11,491	\$ 9,563			\$ 31,500
WorkForce Central Staff (not including Business Solutions)	21 FTEs	\$ 636,735	\$ 698,472	\$ 630,656	\$ 501,811	578,032	\$ 3,045,705
WorkForce Central Operational Expenses		\$ 94,754	\$ 102,635	\$ 86,480	\$ 95,908	\$ 142,223	\$ 522,000
Reserve		\$ 311,461	\$ 305,933	\$ 312,634	\$ -	\$ 273,367	\$ 1,203,396
Total Budget Need		\$ 3,214,163	\$ 2,935,002	\$ 2,749,081	\$ 3,754,800	\$ 993,621	\$ 13,646,667

DETAIL CARRY-IN OBLIGATIONS - PROJECTED

Career Team PY22 WIOA Youth Annual Formula	-	-	161,000	161,000
Palmer Scholars PY22 WIOA Youth Annual Formula	-	-	51,000	51,000
Career Team PY22 WIOA Adult Annual Formula	185,000	-	-	185,000
Career Team PY22 WIOA Dislocated Worker Annual Formula	-	126,500	-	126,500
TOTAL	185,000	126,500	212,000	523,500



GREATER ECONOMIC VITALITY FOR ALL.
Partnering to prepare and grow the Pierce County workforce to align it with employer needs.

RESOLUTION NO. 884

**ADOPTION AND AMENDMENT OF BUDGET
FOR THE CALENDAR YEAR AND FINANCIAL REPORTING PERIOD
JANUARY 1, 2022 TO DECEMBER 31, 2022**

BE IT ORDAINED BY TACOMA-PIERCE COUNTY EMPLOYMENT & TRAINING CONSORTIUM dba WORKFORCE CENTRAL:

That the fiscal staff has analyzed and calculated WorkForce Central’s entity-wide annual budget for the reporting year ending December 31, 2022 and the amount calculated is \$14,885,000.

The Board hereby adopts this resolution to adopt and amend the annual budget to be \$14,885,000 for the financial reporting year ending December 31, 2022.

Passed _____
Date

Executive Board Chair



June 9, 2023

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

RE: PY22 WIOA Management Letter

Dear Katie 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 2022 (PY22). The purpose of this letter is to describe the scope of the review and communicate any findings, items to address, or questioned or disallowed costs, if applicable, in the administrative/fiscal and programmatic operations 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. 6)
- 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 Program

- Eligibility
- Priority of Service
- All Direct Participant Costs
- MIS/ETO-Data Element Validation

WIOA Dislocated Worker Program

- Eligibility
- Program Enrollment
- Basic and Individualized Services
- All Direct Participant Costs
- Training Services
- Outcomes
- Program Completion

- Follow-up Services
- Self-Attestation
- MIS/ETO- Data Element Validation
- Case Notes
- TAA/DW Co-enrollment

WIOA Youth Program

- Eligibility
- All Direct Participant Costs
- MIS/ETO-Data Element Validation

Statewide Discretionary Contracts Program Review

Federal and State Economic Security for All (EcSA)

- Eligibility
- Program Enrollment
- Basic and Individualized Services
- All Direct Participant Costs
- Training Services
- Outcomes
- Program Completion
- Follow-up Services
- Self-Attestation
- MIS/ETO
- Case Notes

WIOA Title I Formula Administrative and Fiscal Review

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

Statewide Discretionary Contracts Administrative and Fiscal Review

Federal and State Economic Security for All; COVID-19 Disaster Recovery Dislocated Worker Grant, and COVID-19 Employment Recovery Dislocated Worker Grant.


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

If applicable, the monitoring review included any elements from the PY21 monitoring cycle identified in your PY21 Daily Observation Reports required to be included in your next round of monitoring.

There was one finding but no questioned or disallowed costs. The 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 Program Policies Review

Support Services Policy

Items to Address

Policy P-1003, Revision 7, lacks clarity for the purchase of junk food which could lead to an inconsistent application of the local policy. TEGL 09-22 requires consistent application of standards when providing supportive services.

“Local areas should have written policies and procedures in place for purchasing and distributing food to ensure consistent treatment of these types of expenses.”

Specifically, the current local policy allows “junk food” to be purchased for Youth participants as a supportive service if the purchase does not consist of “mainly” junk food. The lack of definition as to the term “mainly” as well as what constitutes “junk food” leaves it to the discretion of the case manager to determine what is an allowable purchase and could lead to inconsistent treatment across participants.

Actions Required

1. WorkForce Central must update their Policy P-1003, Revision 7, to eliminate ambiguity and ensure consistent treatment of expenses for the purchase of food for participants.
2. WorkForce Central will provide the ESD Monitoring unit with the updated policy by 5/31/2023.
3. WorkForce Central will notify their service providers of the updated policy and provide documentation of this to the ESD Monitoring unit by 5/31/2023.

WorkForce Central Response

On 5/4/2023, Karen Downing emailed:

"Good morning, Greg and Team, please find attached WFC's revised Supportive Service policy and the email communicating the updated policy and reason for the policy revision delivered to Career Team and Palmer Scholar staff this morning. This corrective action was due to you by 5/31/23. Crossing this first one off my list. Thank you again for your valuable feedback. It was very much appreciated."

Status – Resolved

No additional actions required.

WIOA Adult Program Review

MIS

Items to Address

Five (5) of ten (10) records reviewed had services entered in ETO beyond the allowable timeframes.

Actions Required

1. WorkForce Central will provide the ESD Monitoring unit with a plan by 5/31/2023 on how they will ensure their subrecipients are entering timely, accurate data in ETO.
2. WorkForce Central must include this element in their ongoing monthly monitoring.
3. During the PY23 monitoring review, WorkForce Central will provide the ESD monitoring unit with documentation of their review outcomes, including any additional corrective actions, of their subrecipients, if applicable.

WorkForce Central Response

On 5/31/2023, Karen Downing emailed:

"WFC CAP: Career Team is an experienced WIOA Title I provider of Adult services and has been WFC's Adult provider for 5 years. This is the first-year late services have been identified as an issue in ESD monitoring. After ESD brought this to our attention, we reassessed Career Team's timeliness of ETO service entries and recognized a drop from a high of 98% of timeliness at the beginning of the program year (July 1, 2022) to 91% of services recorded within 7-days as of January 2023. WFC determines a percentage below 95% requires corrective action. WFC addressed the issue of late service entries with Kendall King, Career Team's Exec Director on 4/12/23 and asked Career Team to provide us with an action plan that describes how they will ensure services are recorded within 7-days. CT provided WFC with the following action plan: CT CAP: Over the course of Q2 and Q3 during PY22, CT did experience a decline in timeliness in ETO entries. This was largely due to turn over experienced, and the time needed to onboard and train qualified candidates. Going forward, during periods of staff transition, CT will prioritize not only continuation of quality participant service, but emphasis on documenting service in real time. To support the team on an ongoing basis, we have also reintroduced the Late Services Report, which will be shared and reviewed on a monthly basis. WFC's monitoring of real-time ETO data entry (within 7-day policy) is documented on the Adult Expenditure/Invoice Review template and on a Monthly Observation Report (MOR). On a monthly basis, using the ETO Local Reporter Report, we identify how many services are recorded in ETO from the start of the program year (July 1st) to the date of the ETO review. We divide the number of timely services by the total of services recorded in ETO and determine the percentage of records recorded within our 7-day policy. WFC has now determined that if the percentage of timely data entry across all services recorded in ETO from the beginning of the program year to the date of the review remains 95% or above there are no issues with the provider complying with our 7-day policy. If the percentage falls below 95%, we will now require an action plan from the provider, which is also documented on the Adult Expenditure/Invoice Review template, MOR, and through email communications. We will continue to provide real time technical assistance if we observe concerns in the integrity of data recorded in ETO and ensure the provider is implementing corrective action if required. Failure to improve timeliness or accuracy of data in ETO may lead to increased monitoring, increased corrective actions, renegotiation of the provider's contract or termination."

Status-Plan Received; Ongoing actions required.

WIOA Dislocated Worker Program Review

MIS

Items to Address

Five (5) of ten (10) records reviewed had inaccurately recorded data and services.

Actions Required

1. WorkForce Central will provide the ESD Monitoring unit with a plan by 5/31/2023 on how they will ensure their subrecipients are entering accurate data in ETO.
2. WorkForce Central must include this element in their ongoing monthly monitoring.
3. During the PY23 monitoring review, WorkForce Central will provide the ESD monitoring unit with documentation of their review outcomes, including any additional corrective actions, of their subrecipients, if applicable.

WorkForce Central Response

On 5/31/2023, Karen Downing emailed:

"WFC CAP: WFC brought the issues ESD identified to Career Team's attention on 4/19/23 and asked Career Team to provide an action plan for how they will ensure data is correctly recorded in ETO. Career Team provided the following plan:

CT CAP: Career Team will provide retraining to all Career Advisors (CAs) who serve DW participants on MSG and CAR obtainment with specific focus on documentation requirements. We will review recording of outcomes on a monthly basis, and provide feedback to CAs and their leads from this internal review. We will also ask for and review corrections to be made. For support service dates, we have updated our internal process and all CAs have been trained on this process so that going forward, support services will be entered on the date they're provided, or within 7 days of service per local policy. We will continue to review support service entry on a monthly basis, identify corrections needed, and communicate and follow up on those corrections.

WFC will monitor Career Team's CAP by reviewing ETO records on a minimum monthly basis and address issues/concerns in real time. WFC will also check in on Career Team's progress with their CAP during monthly meetings. WFC will document our monitoring of accurate ETO data entry on the DW Expenditure/Invoice Review template, Monthly Observation Report (MOR) and through email communications."

Status-Plan Received; Ongoing actions required.

TAA/DW Co-enrollment Review

Items to Address

All three (3) files reviewed were found to not be compliant with local policy and procedure for TAA / DW Co-enrollment.

Actions Required

1. WorkForce Central will provide the ESD Monitoring unit with a plan by 5/31/2023 on how they will ensure their subrecipients are following local policy and procedure for co-enrollment or declination of co-enrollment of TAA participants into the Dislocated Worker program.
2. WorkForce Central must include this element in their ongoing monthly monitoring.
3. During the PY23 monitoring review, WorkForce Central will provide the ESD monitoring unit with documentation of their review outcomes, including any additional corrective actions, of their subrecipients, if applicable.

WorkForce Central Response

On 5/31/2023, Karen Downing emailed:

"WFC CAP: WFC will monitor the following action plan submitted by Career Team during monthly meetings with Career Team and monthly review of applicable ETO records to ensure compliance with WFC TAA-DW co-enrollment policy:

Career Team CAP:

Retraining of the TAA/DW co-enrollment policy was provided to CT Specialist on 5/4/2023. During this time, we reviewed previous records and identified and completed corrections needed to bring record into compliance with policy. New internal guidance was established to create more accountability in chain of communication. Policy, clarification, and internal guidance were shared with CT Specialist, CT Program Manager and CAs in writing. Going forward, QA team will review referral tracker and records on a quarterly basis to ensure guidance is being followed."

Status-Plan Received; Ongoing actions required.

WIOA Youth Program Review

MIS

Items to Address

Seven (7) of ten (10) files had inaccurately recorded support services entered in ETO. The services do not align with the definitions in the service catalog.

Actions Required

1. WorkForce Central will provide the ESD Monitoring unit with a plan on how they will ensure their service provider(s) are recording services correctly in ETO by 5/31/2023.
2. WorkForce Central will include this element in their ongoing monthly monitoring.
3. During the PY23 monitoring review, WorkForce Central will provide the ESD monitoring unit with documentation of their review and the outcome, including any additional corrective actions, of their subrecipient, if applicable.

WorkForce Central Response

On 5/31/2023, Karen Downing emailed:

"Youth EMAP services (incorrectly recorded as supportive services and change to youth guidance and counseling):

WFC provided technical assistance to Career Team on 3/30/23 via email and followed up during regularly scheduled meetings in April to ensure understanding of the change in recording the EMAP referral in ETO from supportive services to youth guidance and counseling. WFC will monitor EMAP services in ETO on a monthly basis to ensure the correct service is recorded in ETO.

Career Team action plan: This change has been communicated to CT Young Adult Career Advisors verbally and in writing. CT CAs understand this change should be applied to all records going forward. QA team will review record to ensure accurate service is utilized as part of their post-enrollment review."

Status-Plan Received; Ongoing actions required.

Items to Address

Two (2) of the three (3) files for Palmer Scholars had inaccurately recorded data and/or late data entry in ETO.

Actions Required

1. WorkForce Central must provide ESD Monitoring Unit with a plan by 5/31/2023 that includes, at a minimum:
 - a. Identifying all the corrective actions that will be taken to resolve this issue and due dates associated with each task.
 - b. Continue providing staff with technical assistance training on timely data entry in ETO.
 - c. Identifying the frequency, number of files and the timeframes when WorkForce Central will be monitoring this element.
2. WorkForce Central must ensure implementation of their corrective action plan by 6/30/2023.
3. WorkForce Central must provide the ESD Monitoring Unit during the PY23 ESD monitoring review, documentation this element was included in their reviews and the results of monitoring this element, including any corrective actions implemented, if applicable.

WorkForce Central Response

On 5/31/2023, Karen Downing emailed:

"Late services: Corrective actions that will be taken to resolve this issue and due dates associated with each task:

1. *During the months of March-May 2023, WFC spoke with both WIOA Title I youth providers-Career Team and Palmer Scholars about the ongoing issues with late*

service entries in the youth program observed during ESD monitoring over the past few years. Due to the fact the issues were identified primarily in Palmer Scholars youth records this year, WFC asked Palmer Scholars to provide WFC with their corrective action plan to ensure services are recorded within WFC's 7-day timeline. Palmer Scholars submitted the following action plan:

Palmer Pathways Corrective Action Plan: to ensure services are recorded within 7 days, per WFC policy.

Weekly Outlook Calendar invites have been scheduled as a reminder for navigators to submit their case notes to the enrollment coordinator to enter the database. Weekly Outlook Calendar invites have been scheduled as a reminder for the Enrollment Coordinator and Department Head. An ETO Case Note Tracker has been developed. The ETO Case Note Tracker is attached.

Internal staff process:

- 1. PPPA staff must ensure that all their weekly scholar check-ins are added to the ETO case note tracker by Thursday at the close of business.
 - a. An Outlook calendar reminder has been sent out reminding the navigators to submit their case notes.*
 - b. Mondays PPPA staff will meet to discuss upcoming events and projections for the coming weeks' ETO touchpoints.**
- 2. PPPA Staff have dedicated time on Wednesdays and Fridays for ETO data entries.
 - a. The enrollment coordinator and the department head have scheduled Outlook meetings time to complete all ETO entries.**
- 3. Team meetings are held every Monday to ensure all communications and touchpoints have been discussed and addressed and added to the ETO case note tracker.*
- 4. An ETO Case Note Tracker has been developed.
 - a. Individual scholar tabs have been created to keep the case notes as weekly check-in case notes. If the services provided during the weekly check-in do not meet the WorkSource Catalog definition of any of the 14 youth elements, that information will be entered as a stand-alone case note.*
 - b. By-week tabs have been added to ensure weekly entries are being added per cohort week phase
 - i. i.e. Week 1 see example below.***
- 5. During our review, it appeared that several of the standalone case notes entered were updates to the PPPA. Updates regarding the WEX should be entered in the WEX Pre-apprenticeship TP. i.e. certificates earned, any challenges that come up, and the steps taken to overcome those challenges.*
- 6. To reduce the amount of data entry staff will complete; Updates regarding the WEX will be completed at the end of phases 1 and 2.*
- 7. If the young adult decides to end their WEX early, then those notes will be entered in real-time and the WEX TP would be closed at that time.*

WFC will monitor Palmer's progress in implementing their new process described above through ETO reviews and during regularly scheduled meetings with Palmer staff.

Frequency, number of files and the timeframes when WorkForce Central will be monitoring this element:

2. *WFC will continue to monitor timely ETO data entries on a monthly basis by pulling reports from ETO. WFC communicates ETO data entry observations via email during our monthly invoice/ETO review, followed by ongoing communication and technical assistance to address deficiencies."*

Status-Plan Received; Ongoing actions required.

State EcSA Program Review

MIS

Items to Address

Four (4) of five (5) records reviewed had services entered in ETO beyond the allowable timeframes. Three (3) of five (5) had inaccurately recorded services.

Actions Required

1. WorkForce Central will provide the ESD Monitoring unit with a plan by 5/31/2023 on how they will ensure their subrecipients are entering timely, accurate data in ETO.
2. WorkForce Central must include this element in their ongoing monthly monitoring.
3. During the PY23 monitoring review, WorkForce Central will provide the ESD monitoring unit with documentation of their review outcomes, including any additional corrective actions, of their subrecipients, if applicable.

WorkForce Central Response

On 5/31/2023, Karen Downing emailed:

"WFC CAP: WFC will continue to monitor real time data entry during the monthly invoice/ETO reviews and address deficiencies (if applicable) with Career Team during regularly scheduled meetings or sooner if necessary. Career Team provided WFC with the following action plan to address late entries:

Career Team CAP:

CT will communicate our team wide late service entry and individual late service entry on a monthly basis. We have communicated to CAs that the expectation, both on the team level and on the individual level is that no more than 5% of services are recorded late each month. If we notice and increase above 5%, or other concerning trend, QA will work with leadership and appropriate CAs to determine the reason for the change and address the issue."

Status-Plan Received; Ongoing actions required.

Administrative / Fiscal Review

1.1 Design and Governance

Finding(s)

The draft Interlocal Agreement between the City of Tacoma and Pierce County includes language that allows the Executive Council (Body made up of 2 elected representatives of the City of Tacoma, 2 elected representatives of Pierce County, and the Chair of the Pierce County Workforce Development Board) to confirm or reject the appointment by the Pierce County WorkForce Development Board the Director of WorkForce Central who also serves as the Director of the Pierce County Workforce Development Board. In addition, the Executive Council is given authority to terminate the WorkForce Central Director. This is inconsistent with federal requirements at WIOA Section 107(f)(1)-(2) and 20 CFR 679.400(a)-(d).

Actions Required

WorkForce Central must work with its chief elected officials to revise the existing interlocal agreement to address items of non-compliance 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.

WorkForce Central Response due August 31, 2023.

1.2 MOU/IFA

Item to Address

The current MOU that runs through June 30, 2024, is missing some requirements that were added to state policy since the original MOU was adopted.

Actions Required

When WorkForce Central develops the MOU for the period beginning July 1, 2024, it must ensure that all the elements within State Policy 1013 (rev 4) WorkSource Memorandum of Understanding are included.

WorkForce Central Response due June 30, 2024.

1.4 Administrative Controls and Monitoring

Item to Address

WorkForce Central took action to recertify all its one-stops in May through July 2022. The certifications were awarded for two-year periods. WorkForce Central policy WFC CQI Policy 2017 establishes a very thorough process for recertification of one-stops that includes site visits for centers seeking certification. Due to concerns about the pandemic WorkForce Central did not follow the requirements in its policy that certification include site visits.

Actions Required

WorkForce Central must develop a plan to ensure that future one-stop certification processes follow the policy adopted by the Pierce County Workforce Development Council and if the policy cannot be followed there is notification to the Pierce County Workforce Development Council at a public meeting and such notification is recorded in the minutes of the meeting. The plan is due to the Monitoring Unit by August 31, 2023.

WorkForce Central Response due August 31, 2023.