



Bridging the gap between job seekers, employers, and community organizations

WFC Executive Board Meeting Minutes

December 12, 2025 • 2:00-3:30pm

WorkSource Pierce, 2121 South State Street, Suite 300, Tacoma, WA
Mayor Woodards, presiding.

- Welcome and Public Comment 2:00 – 2:05
- Consent Agenda (*Board Vote*) 2:05 – 2:15
 - June 2025 Meeting Minutes
 - October 2025 Financial Report
 - Voucher Approvals: June 2025, July 2025, August 2025, September 2025, October 2025, and November 2025
- Behavioral Health – Kari Haugen 2:15 – 2:45
- Re-entry Ecosystem – Katie Condit 2:45 – 3:00
- Board Business 3:00 – 3:15
 - Audit Results – Steve Grimstad
 - Workforce Board Renewal of Members & Leadership- (*Board Vote*)
 - Layoff Trends – Katie Condit
 - College Presidents Alignment – Katie Condit
 - Funding updates – Katie Condit & Board
- Good of the Order 3:15 – 3:30

Attachments:

June 2025 Meeting Minutes

October 2025 Financial Report

2025 Vouchers for Months June, July, August, September, October, and November

2024 WorkForce Central Summary of Audit Results

PY 24/25 WorkSource Pierce Certified Site Annual Report

WDB Member Terms Tenure – Jan 2026





Bridging the gap between job seekers, employers, and community organizations

WFC Executive Board Meeting Minutes

June 25, 2025 • 9:00-10:30am

WorkForce Central • via TEAMS

Ryan Mello, presiding.

Attendees: Ryan Mello, Kiara Daniels, Rosa Ayala, Victoria Woodards, Irene Reyes

Staff: Katie Condit, Steve Grimstad, Debbie Lean, Josh Stovall, Christian Reed, Kari Haugen

- **Welcome and Public Comment**
Ryan called the meeting to order at 9:04am. There were no public comments.
- **Jobseeker Ismaeel – Katie Condit**
Katie shared a brief compelling story of a recipient of the Community Reinvestment Funds incentive program. Ryan commented on the beautiful story told by Ismaell and thanked Katie and team for helping illustrate the good work of the WorkForce Central team.
- **Consent Agenda (*Board Vote*)**
 - April 2025 Meeting Minutes
 - April 2025 Financial Report
 - March 2025, April 2025, and May 2025 VouchersMotion to approve the consent agenda as presented by Victoria; seconded by Kiara; Approved
- **Budget Approval (*Board Vote*) – Steve Grimstad**
Steve presented the budget for Program Year 2025, which covers the period from July 2025 to June 2026. He noted that the budget for 2025-2026 reflects an approximate decrease of \$6.4 million compared to last year. Katie clarified that the contingency budget mentioned by Steve, which is included in the packet, will not be voted on today. This contingency budget outlines what we would propose to bring back to the board in the fall if there are reductions affecting workforce development, following the federal government's budget approval in September.
Motion to approve the budget as presented by Victoria; seconded by Rosie; Approved
- **Disconnected Youth in Pierce County – Josh Stovall**
Katie emphasized that one of the core tenets of our work is focusing on disconnected young adults. The federal government has consistently prioritized this demographic in workforce initiatives. Josh presented data on disconnected young adults in Pierce County, discussing the factors contributing to disconnection and highlighting why this issue is important to us. Following his presentation, a discussion ensued.





Bridging the gap between job seekers, employers, and community organizations

- **Pierce County Internships – Christian Reed**
Christian shared that in April, 650 young adults gathered at a resource and hiring event held at the South Hill Mall. They connected with over 45 local employers eager to hire motivated individuals. The event offered various training opportunities and options for career growth, catering to a wide range of interests. Staff members were present to assist with resume creation and there were opportunities for immediate interviews with employers actively hiring across diverse industries such as construction and healthcare. Board members commended Christian for the great work.
- **Behavioral Health Consortium – Kari Haugen & Katie Condit**
Kari provided a high-level overview of the strong partnership with the county, specifically regarding the Pierce County Behavioral Health Consortium and its accomplishments. The Consortium has identified strategies to reduce barriers, and our partners have benefited from the county's investment of \$2,000,000. Katie noted that apprenticeships in behavioral health did not exist in Pierce County until this initiative began. While there were a few examples, this partnership allowed us to bring in new opportunities and assess whether we could attract more people to the field. This is an important message, especially considering that years ago, before the county partnership, organizations like Hope Sparks, Comprehensive Life Resources, and a few others approached us to discuss the workforce problem that was not being addressed. Kari expressed enthusiasm about expanding behavioral health apprenticeships and continuing to explore ways to alleviate barriers for interns.
- **Good of the Order**
Ryan thanked Katie and team. These are really uncertain times with funding especially and we will get through it together and appreciates her steady calm leadership and focus on the people we get to serve.

Meeting adjourned: 10:13 a.m.



WorkForce Central
Program Year 2025/Fiscal Year 2026
Budget vs. Actual through October 31, 2025

Budget Line Item	Final PY25 Approved Budget	Year to Date Actual Expenditures	Budget Remaining
Jobseeker Solutions:			
Direct Services and Contracts	\$ 6,997,020	\$ 1,465,550	\$ 5,531,470
Business Solutions:			
Industry Trainings and Stipends	413,650	68,900	344,750
Worker Training Fund	124,000	12,946	111,054
Employer Engagement Events	14,000	1,349	12,651
Pierce County Behavioral Health Consortium	846,350	482,492	363,858
Business Navigators	200,000	28,910	171,090
Wage Reimbursement	262,000	90,629	171,371
Regional Alignment:			
System and Internal Professional Development	140,000	41,512	98,488
Common Referral System	140,750	10,625	130,125
Pierce WorkSource One-Stop Center	346,000	76,398	269,602
Workforce System Connection Site	50,000	13,778	36,222
Community Engagement	210,000	15,471	194,529
Service Delivery via Technology	157,000	32,458	124,542
Communications and Outreach	110,000	5,496	104,504
Data and Research	25,000	7,654	17,346
WorkForce Central Staff	3,706,315	1,186,401	2,519,914
WorkForce Central Operational Expenses	573,000	163,973	409,027
Reserve	1,968,620	-	1,968,620 (1)
Total	\$ 16,283,705	\$ 3,704,543	\$ 12,579,162

Notes:

(1) - Reserve represents Workforce Innovation and Opportunity Act (WIOA) annual formula funding available for Program Year 2025 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 2026 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 2025.

WorkForce Central
Program Year 2025/Fiscal Year 2026
Budget vs. Actual through October 31, 2025

Contract	Final PY25 Approved Budget	Year to Date Actual Expenditures	Budget Remaining	Obligation Remaining
PY2024 WIOA Adult Annual Formula	122,000	-	122,000	-
PY2025 WIOA Adult Annual Formula	1,674,462	291,695	1,382,767	1,382,767
PY2024 WIOA Dislocated Worker Annual Formula	132,000	-	132,000	-
PY2025 WIOA Dislocated Worker Annual Formula	1,294,804	305,455	989,349	989,349
PY2024 WIOA Youth Annual Formula	219,000	176,001	42,999	-
PY2025 WIOA Youth Annual Formula	1,640,334	207,623	1,432,711	1,432,711
Economic Security for All	497,400	60,949	436,451	456,799
Community Reinvestment Funds	652,620	20,151	632,469	602,449
Good Jobs Challenge - Construction	170,000	62,606	107,394	125,320
Good Jobs Challenge - Manufacturing	316,000	75,722	240,278	232,944
Pierce County Young Adult Internships	258,400	252,848	5,552	-
Port of Tacoma Training and Internship Pathways	20,000	12,500	7,500	137,500
Total	\$ 6,997,020	\$ 1,465,550	\$ 5,531,470	\$ 5,359,839

VOUCHER APPROVAL

June 2025

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)	13235	13292	\$ 475,762.61
Electronic Payments (dates)	6/5/2025	6/27/2025	\$ 1,208,884.78
TOTAL			\$ 1,684,647.39
Respectfully submitted by <u>Steve Finstad</u>			

VOUCHER APPROVAL

July 2025

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)	13293	13320	\$ 178,343.65
Electronic Payments (dates)	7/2/2025	7/30/2025	\$ 778,772.80
TOTAL			\$ 957,116.45
Respectfully submitted by <u>Steve Amstad</u>			

VOUCHER APPROVAL

August 2025

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)	13321	13368	\$ 456,514.83
Electronic Payments (dates)	8/1/2025	8/29/2025	\$ 1,292,816.55
TOTAL			\$ 1,749,331.38
Respectfully submitted by 			

VOUCHER APPROVAL

September 2025

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)	13369	13395	\$ 166,192.54
Electronic Payments (dates)	9/5/2025	9/26/2025	\$ 529,945.89
TOTAL			\$ 696,138.43
Respectfully submitted by <u>Steve Hunted</u>			

VOUCHER APPROVAL

October 2025

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)	13396	13426	\$ 170,363.53
Electronic Payments (dates)	10/8/2025	10/31/2025	\$ 916,390.97
TOTAL			\$ 1,086,754.50
Respectfully submitted by <u>Steve Linnestad</u>			

VOUCHER APPROVAL

November 2025

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)	13427	13446	\$ 146,397.10
Electronic Payments (dates)	11/6/2025	11/21/2025	\$ 693,627.42
TOTAL			\$ 840,024.52
Respectfully submitted by <u>Steve Sumstad</u>			

SCHEDULE OF FINDINGS AND QUESTIONED COSTS

WorkForce Central January 1, 2024 through December 31, 2024

SECTION I – SUMMARY OF AUDITOR’S RESULTS

The results of our audit of WorkForce Central are summarized below in accordance with Title 2 U.S. Code of Federal Regulations (CFR) Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance).

Financial Statements

We issued an unmodified opinion on the fair presentation of the basic financial statements of the governmental activities and each major fund in accordance with accounting principles generally accepted in the United States of America (GAAP).

Internal Control over Financial Reporting:

- *Significant Deficiencies:* We reported no deficiencies in the design or operation of internal control over financial reporting that we consider to be significant deficiencies.
- *Material Weaknesses:* We identified no deficiencies that we consider to be material weaknesses.

We noted no instances of noncompliance that were material to the financial statements of the Consortium.

Federal Awards

Internal Control over Major Programs:

- *Significant Deficiencies:* We reported no deficiencies in the design or operation of internal control over major federal programs that we consider to be significant deficiencies.
- *Material Weaknesses:* We identified no deficiencies that we consider to be material weaknesses.

We issued an unmodified opinion on the Consortium’s compliance with requirements applicable to each of its major federal programs.

We reported no findings that are required to be disclosed in accordance with 2 CFR 200.516(a).

Identification of Major Federal Programs

The following programs were selected as major programs in our audit of compliance in accordance with the Uniform Guidance.

<u>ALN</u>	<u>Program or Cluster Title</u>
11.307	Economic Development Cluster - Economic Adjustment Assistance
17.277	COVID-19 WIOA National Dislocated Worker Grants / WIA National Emergency Grants

The dollar threshold used to distinguish between Type A and Type B programs, as prescribed by the Uniform Guidance, was \$750,000.

The Consortium qualified as a low-risk auditee under the Uniform Guidance.

SECTION II – FINANCIAL STATEMENT FINDINGS

None reported.

SECTION III – FEDERAL AWARD FINDINGS AND QUESTIONED COSTS

None reported.



PY 24/25 WorkSource Pierce Certified Site Annual Report

Below is a combined summary of the Pierce County Workforce Boards certified WorkSource sites. This report shows our pursuit towards growth, continuous quality improvement, and performance excellence goals of the one-stop delivery system. There are eight areas of focus, and each area details the sites current status and progress towards reaching a higher quality standard.

We have 22 site locations throughout Pierce County which include WorkSource Pierce Comprehensive One-Stop, JBLM Affiliate Site, Pierce County Library System Connection sites (18 locations), Goodwill of the Olympic and Rainier Region Connection site, and specialized pilot site South Hill Mall.

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Functional and Programmatic Integration

WorkSource Pierce Comprehensive (includes South Hill Mall):

Functional Integration

Our site's functional integration is designed to provide seamless and cohesive services to job seekers, workers, and businesses by implementing a collaborative approach across all WIOA and non-WIOA partners. This integration includes the following key components:

Functionally, our Center operates as a unified workforce system rather than a collection of separate programs. Key components include:

- **Shared front-line operations**, including a centralized reception, triage, and resource room staffed collaboratively by partner personnel.
- **Use of the Common Referral System**, powered by United Way, to facilitate warm handoffs across programs and reduce the burden on customers having to repeat their stories.
- **Joint training and cross-program** staff development to build awareness and capacity across WIOA and non-WIOA programs.
- **Data-informed service coordination** through the Center Design Team, which meets monthly to review customer feedback, analyze trends, and co-create pilot solutions for improving service delivery.

Programmatic Integration

Our programmatic integration focuses on aligning the various programs and services offered by on the programmatic side, partners coordinate closely to ensure services are strategically aligned and complementary:

- **Co-enrollment strategies** are in place to maximize resources and avoid duplication, particularly between WIOA Title I, Title III, and other partner programs such as TANF/WorkFirst and DVR.
- **We maintain shared calendars** and collaborative planning for workshops, hiring events, and outreach efforts to ensure a broad, coordinated service offering.
- **The Center regularly hosts embedded partner services**, including PFMLA/FMLA assistance, re-entry support for justice-impacted individuals, and high school completion services (High School+ via CPTC), all of which are integrated into the flow of service deliver your partners to ensure a cohesive and customer-centric experience. Key aspects include:

Pierce County Library System Connection Sites

The Puyallup Public Library we have two computers designated/labeled as WorkSource computers where we guide patrons who need assistance. Currently, we have no dedicated programs for this partnership, but we do offer Book a Librarian appointments where we help with job-related

questions. We provide information to patrons about WorkSource for further work that may be needed. We also have a job resources board where we can post flyers for community job information.

Pierce College Connection Site

Leadership at Pierce College is a system of roles, individuals, and groups to carry out the Mission and Core Outcomes of the District. Included in our governance are: Five-Member Board of Trustees, District Chancellor, two College presidents, Executive Team, Policy and Governance Cabinet, Multiple Councils, Budget Team, Associated Student Body, Pierce College Federation of Teachers, and Washington Public Employee Association. The Management Team (Workforce Director and Managers) plan, organize and manage the affairs of the Career Connections /WorkSource Connections Site and assess its achievements and effectiveness. Workforce Administrators and staff engage in regular planning and assessment activities specific to providing services within the Career Center/WorkSource Connection site. The Office of Institutional Research (IR) compiles data for Pierce's Institutional Effectiveness Report, providing a summary of Pierce's mission fulfillment defined by metrics measuring our Core Themes which impact change in the Career Center /WorkSource Connection Site and guide objectives and outcomes for continuous improvement.

The Career Center / WorkSource Connections leadership advocates, subscribes to, and exemplifies high ethical standards in managing and operating, including its dealings with the public, and external organizations, and in the fair and equitable treatment of Community members (to include; community constituencies, students, faculty, administrators, and staff). Pierce College's approach to ethics is to be proactive by assisting employees with compliance rather than reacting to violations. Employees whose positions require them to view, access, or maintain confidential information are responsible for maintaining the security and confidentiality of the information and for using the information only to conduct authorized business. Pierce complies with the State Public Records Act, Ethics training, Civil Rights training, Mandatory Reporter training, and the Family Educational Rights and Privacy Act (FERPA). Career Center /WorkSource Connections leaders promote an organizational environment that results in legal and ethical behavior by conducting a semi- annual staff update on intake procedures and required documentation, comprehensive procedure manuals have been created for each program within the Workforce department for quick reference and review. Legal and ethical behavior are further reinforced through ongoing in-person and automated training modules in Bridge to review FERPA for Higher Education, Title IX and Sexual Harassment Awareness and compliance. The Director convenes Team meetings to set Career Center/WorkSource Connections Site expectations and responsibilities that are reflected in the department's outcomes and objectives and staff's Performance Development Plan (PDP). The annual PDP process is a collaborative effort between the Director and individual staff to create a plan that reflects the shared values, outcomes and analysis of processes/practices that lead to improvements in service delivery.

WorkSource JBLM Affiliate Site

WorkSource JBLM is a fully integrated partnership that caters to the individual needs of its

collective customers throughout the military transition lifecycle. The seven partners of America's first inside-the-gate job center provide a comprehensive menu of wrap-around services (defined in item 5). Each partner is trained to understand the services and resources offered by the others, which empowers each partner to effectively perform triage that is meaningful to our customers. Effective triage facilitates a system of warm handoffs whereby customers are introduced to each partner that can best serve their needs. Lastly, this integrated model also enables synergies in performing outreach to inform customers on the services offered. Our motto is "no wrong door" describing a goal of ensuring customers are connected with the right service(s) or resource(s) the first time, every time.

This integrated model is supported by a structure of teams that seek improvements and innovate integrated service delivery processes. These are the leadership, operations, and continuous quality improvement teams, each with cross-organizational representation from varied levels of the service provision model. The JBLM partnership provides customers a menu of services without burdening them with figuring out what partner provides the service needed; the partner organizations present as "WorkSource" in what has been described as a "no hats, no logos" approach.

Goodwill of the Olympic and Rainier Region Connection Site

The Job Resource Room Connection Site is a fully integrated support hub designed to assist job seekers through both functional resources and programmatic services. Functionally, the site is equipped with essential tools for job searching, including multiple computers, printers, phones, and a fax machine. It also provides access to job postings, work guides, and other employment-related materials. These resources are available to both Goodwill clients and the general public, with walk-in access for general job search and computer use, and appointment-based services for more in-depth support.

Programmatically, the site is embedded within Goodwill's broader workforce development ecosystem. It is located in the Milgard Work Opportunity Center and staffed by trained professionals who connect individuals to a wide range of services. These include:

- **Resume and Cover Letter Development (by appointment)**
Personalized support to help job seekers create professional application materials.
- **Career Navigation and Job Training Referrals**
Staff guide clients toward appropriate Goodwill job training programs and WorkSource workshops.
- **Skills Development and Education**
Access to free training courses in areas such as digital literacy, healthcare, and trades, aimed at building long-term career success.
- **Individualized Support**
Whether clients are exploring career options or pursuing specific goals, staff provide tailored assistance to help them gain the knowledge, skills, and confidence needed to succeed.

This integration of physical resources with personalized, programmatic support ensures that every visitor to the Resource Room receives comprehensive assistance tailored to their employment journey.

Performance and Accountability Tracking

Performance and Accountability rating across all sites: 4.5 / 5

WorkSource Pierce Comprehensive One-Stop

Tracking performance and ensuring accountability are critical components of our operations at the WorkSource Pierce One-Stop System.

We employ a multifaceted approach that includes data collection, analysis, regular monitoring, and continuous improvement processes. Here's how we accomplish this:

1. Performance Monitoring and Data Review

We regularly monitor performance using a combination of federal, state, and local performance metrics, including:

- WIOA performance indicators (employment rates, credential attainment, measurable skill gains, etc.)
- Workshop attendance, customer flow, and service utilization data
- Partner-specific performance outcomes and deliverables

Data is pulled from state reporting systems, WorkSource Management Information Systems, and customer tracking tools, and is analyzed monthly and quarterly to identify trends, gaps, and opportunities for improvement.

2. Center Design Team and Continuous Quality Improvement (CQI)

The Center Design Team plays a vital role in integrating real-time customer feedback and operational data into CQI efforts. This team meets monthly to:

- Review feedback from workshops and partner interactions
- Analyze service delivery data
- Propose and implement pilot initiatives for service enhancement
- Share outcomes and track progress on shared action items

3. Partnership Collaboration and Communication

To maintain mutual accountability among partners, we facilitate:

- Quarterly partner meetings to review center performance and align goals
- Cross-agency workgroups to support priority initiatives such as co-enrollment, justice-involved services, and youth engagement
- Shared referral tracking and follow-up processes through the Common Referral System, ensuring partners are responsive and customers receive timely support

4. Staff and Partner Development

We incorporate accountability into staff onboarding, cross-training, and leadership development, ensuring all partners are aligned with center goals and performance expectations. We also track participation in staff trainings and measure impacts on service delivery quality.

5. Reporting and Compliance

We submit quarterly reports to the Workforce Development Council and One-Stop oversight bodies, outlining:

- Center performance highlights
- Progress on integration and CQI initiatives
- Partner contributions and engagement levels
- Action plans for areas needing attention

Through this multifaceted approach, WorkSource Pierce maintains a culture of shared responsibility, transparency, and excellence, where every partner is invested in delivering high-quality, outcome-driven services to our community.

Pierce County Library System Connection Sites

Circulation statistics, door counts, and terminal use stats. Our workstations are self-service, so we typically don't hear from the patrons unless they need assistance on a site. Desk staff frequently assist patrons at these stations, but we don't have tracking.

Pierce College Connection Site

Exempt employees and classified staff are scheduled to be assessed annually. Both groups use a two-part Performance Development Plan (PDP) form to evaluate the previous year's expectations for key results and key competencies and also set up expectations for the upcoming year. Pierce College District identified core competencies based upon a competency master list developed and posted by the State HR/Department. At the annual assessment meeting, the Workforce Director, Managers, and employees discuss the evaluation each has prepared. During the PDP, the employee completes a self-evaluation and develops a plan with goals for the coming year that will be discussed with the supervisor. PDPs are scheduled to be completed annually with Career Center / WorkSource Connections meeting the expected 100% compliance rate.

WorkSource Pierce JBLM/American Lake

We believe that the most telling indicator of successful performance and accountability is the qualitative data provided through the eyes of our customers. In calendar year 2024 the WorkSource JBLM partnership scored a 97% positive customer service rating from 661 customer responses. This **survey measures satisfaction in six key areas**: communication, customer service, wait times, service options, technology, and location. The three aforementioned teams (in item 1) use information from the surveys to make informed decisions around service delivery that meets the needs of those we serve.

Annually, the partner organizations come together to complete a Wagner-Peyser self-assessment that is a comprehensive evaluation of processes, including: administrative, intake/triage, information systems, job seeker services, unemployment claimant services, veteran services, disability services, employer services, and other key areas. Our last assessment (2023) rated all areas between 3 and 5 on a scale of 1 to 5.

Lastly, each partner tracks individual agency/organization performance measures depending on the requirements of their funders and the programs they are implementing.

Goodwill of the Olympic and Rainier Region Connection Site

At the Goodwill Job Resource Room Connection Site, performance and accountability are tracked through a combination of data collection, staff oversight, and continuous improvement practices. Key methods include:

Client Engagement Tracking

We maintain records of daily usage, including the number of walk-ins and appointments for services such as resume development and job search assistance. This helps us monitor demand and ensure adequate staffing and resource availability.

Service Outcome Monitoring

Staff document the outcomes of individual appointments and training referrals, such as completed resumes, job applications submitted, or enrollment in job training programs. This allows us to assess the effectiveness of our services in supporting job seekers.

Referral and Program Participation Metrics

We track referrals to Goodwill job training programs, career workshops, and WorkSource events, as well as participation and completion rates. This data helps evaluate how well we are connecting clients to broader employment resources.

Staff Accountability and Support

Resource Room staff are trained professionals who follow structured service protocols and receive regular supervision. Performance reviews and team meetings ensure alignment with service goals and provide opportunities for feedback and development.

Client Feedback and Continuous Improvement

We actively seek feedback from job seekers through surveys and informal check-ins. This input is used to refine our services, improve client satisfaction, and ensure we are meeting the evolving needs of the community.

Together, these practices ensure that the Resource Room operates efficiently, delivers high-quality support, and remains accountable to both our clients and organizational mission.

Service Provision

Overall Customer Satisfaction rating across all sites: 4.75 / 5

Includes services provided, methods of access, hours of access, equitable service delivery, and affirmative outreach to populations with barriers

WorkSource Pierce Comprehensive One-Stop

Service Provision at WorkSource Pierce One-Stop System

Services Provided

The WorkSource Pierce One-Stop System offers a comprehensive range of services designed to meet the needs of job seekers, workers, and businesses. These include:

- **Job Seeker Services (Wagner-Peyser):** Connecting job seekers with employers, job listings, and hiring events.
- **Career Counseling and Guidance (WIOA):** Personalized career advice, job search strategies, resume and cover letter assistance, and interview preparation
- **Training and Education Programs:** Access to vocational training, apprenticeship opportunities, certification programs, and educational resources.
- **Workshops and Seminars:** Sessions on job readiness, soft skills development, digital literacy, and other relevant topics.
- **Referral to support service partners (CRS):** Assistance with transportation, childcare, housing, and other barriers to employment.
- **Business Services:** Recruitment assistance, labor market information, and support for workforce development initiatives.
- **Hiring and Customized recruitment events**
- **Labor market and wage data**
- **Work-based learning (OJT, Internships, and apprenticeships)**
- **Business retention and layoff aversion services**

Methods of Access

We ensure that our services are accessible through multiple channels to accommodate the diverse needs of our clients:

- **In-Person Services:** Clients can visit the WorkSource Pierce comprehensive center and South Hill Mall location for face-to-face interactions with staff and access to resources.
- **Online (Virtual) Services:** Many of our services are available online, including virtual workshops, job search tools, and career counseling sessions conducted via video conferencing.

- **Telephone Support:** Clients can receive assistance and guidance over the phone, including scheduling appointments and accessing information.

Hours of Access

To accommodate various schedules and needs, we maintain flexible hours of operation:

- **Regular Hours:** The WorkSource Pierce comprehensive center is open Monday through Friday, from 8:00 AM to 5:00 PM. South Hill Mall location is open Wednesday-Thursday 10am – 4pm with appointments available on Monday and Tuesday.
- **Special Events:** Hours may be adjusted for job fairs, hiring events, and community outreach programs.

Equitable Service Delivery

Ensuring equitable access to our services is a core priority. We implement several strategies to achieve this:

- **Universal Service Access:** All clients receive access to a common set of services, regardless of their background or circumstances.
- **Reasonable Accommodations:** We provide accommodations for individuals with disabilities, including accessible facilities and adaptive technologies.
- **Language Access:** Bilingual staff and translation services are available to assist non-English speaking clients.
- **Cultural Competency:** Staff are trained in cultural competency to provide respectful and relevant services to clients from diverse backgrounds.
- **Veterans and Military Spouses**
- **Youth and Young Adults**

Affirmative Outreach to Populations with Barriers

We actively engage in outreach efforts to ensure that populations with barriers to employment are aware of and can access our services:

- **Targeted Outreach Campaigns:** We conduct outreach campaigns focused on underserved communities, including individuals with disabilities, veterans, minorities, and those experiencing long-term unemployment.
- **Partnerships with Community Organizations:** We collaborate with local non-profits, faith-based organizations, and other community groups to reach populations facing barriers.
- **Special Programs and Initiatives:** Tailored programs are designed to address the unique needs of specific groups, such as financial coaching, reentry programs for justice-involved individuals and youth employment programs.
- **Community Events and Workshops:** We host and participate in community events to raise awareness and provide direct access to our services. By offering a wide range of services

through various methods of access, maintaining flexible hours, ensuring equitable service delivery, and conducting affirmative outreach, the WorkSource Pierce One-Stop System is committed to meeting the needs of all clients, especially those facing significant.

Pierce County Library System Connection Sites

Services and access include 53 hours of open hours as well as 24/7 access to holds pick up lockers and electronic materials and resources. We have ongoing programming and outreach designed for vulnerable populations. Two dedicated WorkSource computers are available anytime we're open Monday - Saturday (Monday, Tuesday, Thursday 9am – 7pm, Wednesday 12pm – 7pm, Friday and Saturday 9am – 5pm). Patrons who need assistance have reference desk staff available to help with the computer.

Pierce College Connection Site

Basic/Key or Individual Service, Job Search Assistance, information about in-demand industries, information about non-traditional employment, Business Services such as recruitment Referrals, Labor Market Information, Assistance in establishing eligibility for programs/ financial aid and funding, English Language Acquisition and integrated education and training programs, & Training Services

1. Maintain open walk-in hours M-F and offer appointments in the afternoons.
2. Through staff-assisted, collaborative discussions or through self-directed resources.
3. Able to meet with any Career Center staff member.
4. In-person, remote via TEAMS/Zoom, or phone
5. Disability Services (ADS) specialize in providing a broad range of retention and support services for special population students. Staff provides students and community members with the resource and support needed to learn and prepare for success in education, training, and employment. Staffs are knowledgeable concerning: ABE and Transitional Education programs; short-term and certificate programs; and local resources, Access and Disability Services (ADS) work to increase community members' and students' access to programs and services. Equipment with Adaptive technology is available including adjustable desks, screen readers, headsets, and zoom technology.
6. Open to any and all individuals.
7. Offered in person at the Fort Steilacoom campus and Puyallup Campus.
8. Transitional Education staff and instructors

WorkSource JBLM Affiliate Site

The full menu of basic and individualized career services will be provided by email as a separate attachment. Additionally, the partnership provides the following: Child Support Services (DSHS), Food and Cash Assistance (DSHS), VA Disability, Apprenticeship, and Veteran Benefits (WDVA), Education Planning (Military Service to Education – MSE), Financial Readiness Advisement (USO), digital literacy education (Operation Military Family) and Military to Business Mentorships (Goodwill Boots to Shoes Program).

Recognizing that over half of the service members exiting service at JBLM will return to other states after their military commitment, WorkSource JBLM uses a system of warm handoffs to promote a seamless transition. This includes reaching out to the gaining state to introduce the departing service member. This process does not detract from the high-quality services provided at JBLM for all service members and their families, regardless of where their post-military travels make take them.

All core WorkSource services are available either virtually or in person, as requested by the customer. Our customer service hours are 9:00 am – 4:00 pm, Monday through Friday.

We pride ourselves in our ability to engage populations with the greatest need for services. At our American Lake collocation, the state’s only presence on a VA medical campus, we have two veteran representatives who specialize in serving veterans and transitioning service members with significant employment barriers, including but not limited to those with justice involvement and homelessness. We routinely outreach or provide outstation support to various locations, including (but not limited to) Roosevelt Barracks and the Orting Tiny Home Community homeless shelters, veteran resource fairs, and the annual JBLM TAP Summit which is the base’ largest employment event.

Goodwill of the Olympic and Rainier Region Connection Site

Services Provided

The Goodwill Job Resource Room Connection Site offers a wide range of employment support services, including:

- Job search assistance and access to job postings
- Resume and cover letter development (by appointment)
- Access to computers, printers, phones, and a fax machine
- Career navigation and referrals to job training programs
- Information on and connections to WorkSource workshops
- Support with online applications and digital literacy
- Guidance on career skills training in fields such as career readiness, digital skills, and trades

Methods of Access

- Walk-in Access: Available for general job search, computer use, and resource browsing.

- Appointment-Based Services: Required for personalized support such as resume and cover letter development.
- Staff Support: On-site staff are available to assist with all services and provide referrals to additional programs.

Hours of Access

Monday through Friday, 9:00 AM to 4:30 PM

Equitable Service Delivery

The Goodwill Job Resource Room Connection Site is open to all job seekers, including the general public, regardless of background or employment history. Services are designed to be inclusive and accessible, with staff trained to provide respectful, culturally competent support. We ensure that all individuals have equal access to tools and guidance needed for successful employment outcomes.

Affirmative Outreach to Populations with Barriers:

Goodwill is committed to serving individuals who face barriers to employment, including but not limited to:

- People with disabilities
- Individuals experiencing homelessness
- Justice-involved individuals
- Veterans
- Youth and older workers
- People with limited digital literacy or English proficiency

Outreach efforts include partnerships with community organizations, targeted referrals, and participation in local events and job fairs. Staff work one-on-one with clients to identify and address specific barriers, connecting them with appropriate training, resources, and support services.

Staff competence and staff training participation

WorkSource Pierce Comprehensive One-Stop

Staff Competence and Training Participation at WorkSource Pierce One-Stop System

Staff Competence

Our staff at the WorkSource Pierce One-Stop System are highly competent and dedicated professionals who possess the necessary skills and expertise to provide exceptional service delivery. Key aspects of staff competence include:

Training & Development Activities

1. Center-Wide Human-Centered Design (HCD) Training

Staff from all partner organizations participate in HCD workshops focused on reimagining service delivery from the customer's perspective. These sessions empower staff to:

- Map customer journeys
- Identify service pain points
- Co-create pilot projects that test new approaches (e.g., intake redesigns, youth service enhancements)
- Partner presentations and service deep-dives
- Peer-led training on best practices
- Guest speakers from community organizations This has improved staff cohesion, knowledge-sharing, and confidence in cross-referrals.

2. Frontline-Led Innovation Teams

Staff are invited to participate in Center Design Team and CQI pilot groups to develop new service solutions. These teams:

- Analyze customer feedback
- Lead small tests of change
- Present results to OSO and partner leadership. This approach builds staff leadership skills and promotes a culture of innovation from the ground up.

3. WIOA Youth Intern Training Model

Our WEX intern model includes a multi-week training pathway in which interns shadow staff, learn customer service fundamentals, and participate in team meetings. Interns contribute to service delivery and even co-present project results to staff and partners, reinforcing a pipeline of future workforce professionals.

Impact on Service Delivery

These efforts have led to measurable improvements, including:

- More confident and informed staff interactions with customers
- Increased referrals between programs
- Faster customer triage and more targeted support
- Stronger alignment across partners

Through our intentional investments in staff development, WorkSource Pierce continues to build a high-performing, customer-focused team that is adaptable, collaborative, and committed to excellence.

Pierce County Library System Connection Sites

It's been a while since we had additional training on the WorkSource offerings. We'd love any training documentation or videos you may have to offer. Staff are trained to assist with general computer issues and navigating websites.

Pierce College Connection Site

Exempt employees and classified staff are scheduled to be assessed annually. Both groups use a two-part Performance Development Plan (PDP) form to evaluate the previous year's expectations for key results and key competencies and also set up expectations for the upcoming year. Pierce College District identified core competencies based upon a competency master list developed and posted by the State HR/Department. At the annual assessment meeting, the Workforce Director, Managers, and employees discuss the evaluation each has prepared. During the PDP, the employee completes a self-evaluation and develops a plan with goals for the coming year that will be discussed with the supervisor. PDPs are scheduled to be completed annually with Career Center / WorkSource Connections meeting the expected 100% compliance rate.

WorkSource JBLM Affiliate Site

As mentioned above, providing cross-partner shadowing and training has resulted in seamless and meaningful service delivery to our customers.

WorkSource JBLM recently completed the curriculum for a civilian job search workshop that will help transitioning service members navigate their transition into post-military employment. This course will be taught by volunteers from all organizations within the partnership, providing the broadest possible perspectives and expertise.

Additionally, in 2023 we launched Operation Military Culture (OMC), an initiative to increase military culture informed services to our customers once they become veterans. OMC is an innovative approach that provides employment specialists across the state's largest region with the opportunity to gain a first-hand insider's view of military culture through a 12-day training

opportunity through a specific training and experience regimen at WorkSource JBLM. During their time at our nation's fourth largest military base, they gain insight into military culture by working alongside JBLM staff and partners with their primary role being intake and triage of military affiliated job seekers, hearing and responding to barriers and needs of military populations. Participants also receive training on common military terms/acronyms, attend military-specific workshops, hiring events, briefings, and spend immersion time with our DVOPs at American Lake VA Medical Center. OMC graduates return to their regular offices with new expertise that's shared with the hundreds of other staff in these offices. This program continued to thrive in 2024 and is preparing to take on additional candidates in the coming months.

Goodwill of the Olympic and Rainier Region Connection Site

The effectiveness of the Goodwill Job Resource Room Connection Site is rooted in the competence and dedication of its staff. Our team is composed of trained professionals who are passionate about workforce development and committed to helping individuals overcome employment barriers.

1. Staff Competence

Staff members are equipped with a strong foundation in career services, digital literacy, and community resource navigation. They are skilled in:

- Resume and cover letter development
- Job search strategies and application support
- Digital tools and platforms used in modern hiring processes
- Providing trauma-informed, culturally competent service
- Navigating and referring clients to Goodwill and WorkSource programs

2. Ongoing Training Participation

To maintain high service standards, staff regularly participate in professional development activities, including:

- Goodwill and Partner-led workshops on employment trends, digital tools, and client engagement strategies
- Equity and inclusion training to ensure services are accessible and respectful to all populations
- Technology training to stay current with job search platforms, virtual hiring tools, and assistive technologies

3. Innovative Activities That Improved Service Delivery

Several innovative practices have enhanced our service delivery:

- Cross-training with partner organizations: Staff participate in joint training sessions with WorkSource and other community partners to streamline referrals and improve client

outcomes.

- Digital literacy coaching modules: Staff developed and implemented short, hands-on digital literacy sessions to help clients navigate online applications and virtual interviews more confidently.
- Feedback-informed service adjustments: Staff use client feedback to adapt services in real time, such as offering more flexible appointment scheduling and creating quick-reference guides for common job search tasks.

These efforts ensure that staff remain knowledgeable, adaptable, and responsive to the evolving needs of the job seekers we serve.

Partnerships

Partnership is critical to our ecosystem in Pierce County. Below is a consolidated list of partnerships that work collaboratively to ensure we provide the best possible services and support.

- Nine Line Veterans Service
- Sea Mar
- The Change Program
- Levelled UP
- Puyallup Public Library
- Pioneer Human Services
- NAPCA
- St Francis House
- Center for Strong Families
- Molina
- Tacoma Multicultural Center
- Bright Spark
- City of Tacoma
- City of Lakewood
- Fife Court Systems
- Hope Sparks
- Edgewood Community Center
- Rainbow Center
- Puget Sound Energy
- Mi Centro
- DSB - re-engaged them
- Asian Pacific Cultural Center
- MDC
- Job Corp
- Puyallup Food Bank
- New Hope and other local churches
- Parks & Rec and other City departments
- Tacoma Community House
- Pierce County Human Services Homeless Programs
- Puyallup School District
- Puyallup Mainstreet Association
- Puyallup Kiwanis
- Puyallup Rotary
- Puyallup Chamber of Commerce
- Many other local organizations

Partnerships that were formed and/or grown this last year in regard to our Job Resource Room include:

- Coordinated Care
- Hope Sparks
- Comprehensive Life Resources Peer Counseling
- Clover Park Technical College High School Plus program
- NW Education Access regular attendance
- Pierce County Family Resource Center network
- Pierce County Library system
- Department of Social and Health Services
- Tacoma Community College
- Multicare
- City of Tacoma

Military Partnerships

WorkSource JBLM's integrated service delivery model includes seven core and optional partners' team members (USO, Goodwill, WA Department of Veteran Affairs, WA Department of Social and Health Services, Career Team (Title 1), DOD Transition Assistance Program, and Military to College

Program) each of which represents the WorkSource brand and totality of its services. Most recently, WorkSource JBLM welcomed non-profit Operation Military Family (OMF) to the partnership. Recognizing that many of our customers lack the technology means and skills to succeed in a modern job market, OMF and ESD leveraged expertise and partnering to create a digital literacy workshop for veterans with employment barriers at the American Lake VA medical center and Roosevelt Barracks homeless veteran housing. Our teams crafted and delivered curriculum that empowered technology-challenged veterans to use online tools, processes, and resources to secure employment. Upon completion of the training, OMF provided each graduate with their own tablet computer. In the words of one homeless veteran “Most jobs nowadays want you to apply online and now I can easily do that using the laptop that you guys gave me.” Additionally, these teams built and offered separate instruction for our military spouse population with workshops that provided more advanced skills while still offering a free tablet computer to ensure graduates were able to put their new skills to use.

Newly formed partnerships within the last year for all sites:

Evergreen State College, Anew, One Stop Cell and Internet Services, Leveld UP Re-entry, The Moore Wright Group, The Puyallup Tribe of Indians

Employer Engagement

WorkSource Pierce Comprehensive One-Stop

WorkSource Pierce is deeply committed to building strong, responsive relationships with local employers to support business growth, talent development, and equitable access to career opportunities for job seekers. Our approach to employer engagement is proactive, collaborative, and aligned with regional economic needs.

Key strategies for employer engagement include:

1. Business Solutions Team and Business Services Team

Our dedicated Business Solutions Team (WFC) and Business Services Team (ESD) works closely with employers to understand their workforce needs and tailor support accordingly. Services include:

- Job posting assistance and labor market insights
- Customized hiring events and recruitment campaigns
- Candidate screening and referral coordination
- On-the-Job Training (OJT) and work-based learning programs
- Wage Reimbursement Programs
- Layoff aversion and Rapid Response support

2. Onsite Hiring Events and Job Fairs

- This past quarter, WorkSource Pierce hosted hiring events that attracted over 1,000 job seekers.
- Events are designed in partnership with employers to maximize visibility and hiring efficiency, often resulting in same-day interviews and offers.
- We host industry-specific job fairs (e.g., healthcare, construction, logistics) that allow employers to connect with pre-screened, qualified candidates.

3. Sector-Based Outreach

- We partner with local chambers, economic development organizations, and education providers to align our services with priority industry sectors (e.g., healthcare, manufacturing, transportation/logistics).
- We participate in regional sector partnerships and workforce coalitions to ensure that our strategies align with real-time business needs.

4. Embedded Employer Support

- Employers are regularly invited to participate in workshops, panels, and community

events held at the Center, promoting their brand and talent pipeline programs.

- We offer space at the Center for employer interviews, testing, or onboarding—removing logistical barriers for both employers and job seekers.

5. Feedback and Relationship Management

- We regularly collect employer feedback to assess satisfaction and identify areas for service improvement.
- Ongoing engagement is maintained through site visits, follow-up calls, and Business Solutions and Business Services Team relationship management, ensuring a continuous feedback loop.

Impact & Outcomes:

- Improved time-to-hire for participating employers
- Increased co-enrollment of job seekers into training and employment programs aligned with employer demand
- Enhanced visibility and access to jobs for populations with barriers
- Partnerships that support the broader economic development goals of Pierce County

Future Opportunities:

- Expanding our reach to small and mid-sized businesses that may be unaware of WorkSource services
- Deepening engagement with apprenticeship and pre-apprenticeship programs
- Employer use of retention strategies, such as incumbent worker training or supportive services

Pierce County Library System Connection Sites

We have not No employers have engaged with us. We'd love to get more engagement to post information on our job resources board.

Pierce County Library System Connection Sites

Career Center/WorkSource Connection site staff interact with community members on the phone, in person, and email to listen to what their needs are and create a comprehensive plan on how to access services and resources. When working with business partners, information is provided about our Career Center /WorkSource Connections services based on their specific needs. This enables staff to provide in greater detail information about connecting employers to Handshake for postings jobs, internships, and work study jobs. Additionally, the Career Center /WorkSource Connections welcomes employer participation and feedback through Employer of the Month, attending Job Fairs, advisory boards to include local community members, business, and college

representatives who meet regularly to address satisfaction of business and community members, changes in needs, new technologies, course options, and demand. Of the employers who attended the 2024 Employment & Education Fair, 92% of responders indicated they would attend again next year if hiring, 8% responded they may attend again if hiring.

WorkSource JBLM Affiliate Site

To better serve the needs of our employer and job seeker customers alike, we host a monthly cross-agency business services forum that synergizes efforts of all partners and utilizes data to match needs of the local job market to the desired occupations of our job seekers. In addition to the JBLM partners, the WorkSource Pierce business services and Local Veteran Employment Representative also participate. Recently, the Thurston Chamber of Commerce has also begun sharing employment sector briefings during these meetings, ensuring partners are apprised of the local demand for workers. This collaboration results in data-informed decisions on what industries/employers should be targeted for various events and maximizes the limited time our transitioning families have in selecting a career and employer that meets their individual needs.

Teaming with WA Department of Revenue we continue to offer a “Getting Hired in State Government” workshop. This popular quarterly event provides tips and strategies from a state-service talent acquisition specialist on transitioning from military into state service with any of WA’s many agencies. During this period, WorkSource JBLM continued to partner with our DoD hosts and the state Veterans Employment Resource Group to offer customers discussions with panels of state agency talent acquisition experts.

The WorkSource JBLM partners also connected employers with bi-weekly on-site hiring events held by our DoD hosts. Other employer-focused activities include helping to plan and participating in the annual JBLM Summit mentioned in item 5 above (200+ employers; 800+ attendees), sector-based “Career Boost” events, and various other hiring events on JBLM and in the local area.

Goodwill of the Olympic and Rainier Region Connection Site

At the Goodwill Job Resource Room Connection Site, employer engagement is centered on connecting job seekers directly to employment opportunities. We work closely with local businesses to:

- Host on-site hiring events and employer spotlights that lead to immediate job placements.
- Provide targeted referrals of job-ready clients to employers with open positions.
- Align our training and coaching with employer needs to ensure candidates are prepared for successful placement and retention.

This hands-on approach helps streamline the path from job search to employment, especially for individuals facing barriers to work.

Physical and programmatic accessibility

WorkSource Pierce Comprehensive One-Stop

Physical Accessibility

- **ADA Compliance:** All our facilities are fully compliant with the Americans with Disabilities Act (ADA), ensuring that individuals with disabilities can access our services without barriers. This includes accessible entrances, restrooms, parking spaces, and pathways.
- **Assistive Technologies:** We provide a range of assistive technologies, such as screen readers, magnifiers, and adaptive keyboards, to help clients with disabilities access digital resources and complete necessary paperwork.
- **Welcoming Environment:** Our centers are designed to be welcoming and inclusive. Clear signage, comfortable seating areas, and well-organized spaces ensure that all visitors can navigate the facility with ease.
- **Digital and Remote Accessibility:** Services are available both in-person and virtually, ensuring access for individuals with transportation, mobility, or health-related challenges.
- **Language Access and Communication Support:** Bilingual staff and onsite interpreter services through Language Link are available in multiple languages. Program materials are translated into Spanish, Russian, and Ukrainian.

Programmatic Accessibility:

- **Inclusive Service Design:** We design our programs to be inclusive and accessible to all individuals, regardless of their background or abilities. This includes developing materials in multiple languages and formats (e.g., braille, large print, audio).
- **Cross-Agency Training:** Regular training for staff on cultural competency, disability awareness, and inclusive service delivery ensures that all team members are equipped to provide accessible and respectful services.
- **Universal Service Access:** All clients have access to a common set of services, and we ensure that support is available to help individuals overcome barriers to employment.
- **Targeted Outreach:** We conduct affirmative outreach to populations with barriers to employment, including individuals with disabilities, veterans, and those experiencing long-term unemployment. This ensures that our programs reach those who need them most.
- **Outreach and Partnerships:** We partner with local organizations that serve individuals with disabilities, veterans, and other underserved populations to ensure our services are known and accessible to those who need them most.

Areas for Improvement and Future Considerations:

- **Expanded Assistive Technology**
While screen readers and basic accessibility tools are available, we are exploring options for

more advanced assistive technology, such as speech-to-text software and customized digital interfaces for visually impaired customers.

- **Feedback from Customers with Disabilities**

Developing a more formal mechanism—such as a focus group or survey specific to customers with disabilities—would help us gain insight into lived experience and tailor services more effectively.

- **Frontline Staff Refresher Training**

Offering refresher courses on accessibility, accommodations, and assistive tools will ensure that new and existing staff remain confident and up-to-date on best practices.

WorkSource Pierce is committed to ensuring that all customers have meaningful and equal access to our services, regardless of physical, cognitive, or systemic barriers. By building on our current best practices and addressing identified improvement areas, we will continue to evolve into a fully inclusive, welcoming, and responsive workforce center.

Pierce County Library System Connection Sites

While we have two dedicated computers for WorkSource, all computers have the websites bookmarked for easy access. Possible improvement could be more training resources for library staff.

Pierce College Connection Site

Pierce College Career Center staff are integrated with ADA staff to consult on options to support customers and make adjustments to our area to as appropriate. Customers who require reasonable accommodation for a disability, ESL support, or other help will be provided assistance upon request. Adaptive equipment including adjustable desks, able to adjust screen height, screen reader and zoom text technology, and headsets. Space is open for easier access, mobile furniture and open door access to cubicles. Staff have access to Language Link for interpretation services.

WorkSource JBLM Affiliate Site

In addition to complying with all State and Federal laws concerning equal opportunity, reasonable accommodation, and non-discrimination/harassment, all partners are expected to conform to related standards and expectations in policies set forth by DOD, JBLM Installation Command, WIOA, ESD, WorkSource Pierce, and Workforce Central. Other service-related reasonable accommodation, equal opportunity, and non-discrimination/harassment concerns are the responsibility of the partner providing the service. All WorkSource JBLM technology meets DOD and State disability accessibility requirements. Clients who require reasonable accommodation for a disability, ESL support, or other help are provided assistance upon request. Compliance has been reinforced during annual equal opportunity audits.

Goodwill of the Olympic and Rainier Region Connection Site

The Goodwill Job Resource Room Connection Site and the main Goodwill facility are fully ADA compliant, ensuring that all individuals, including those with disabilities, can access our services safely and comfortably.

Key Accessibility Features

- Accessible parking spaces located near the entrance
- Wide, unobstructed doorways and hallways for wheelchair access
- Clear, open spaces within the Resource Room to allow easy navigation

Best Practices

- Maintaining a barrier-free environment that exceeds minimum ADA standards
- Providing in-person staff support to assist individuals with mobility, vision, or hearing challenges
- Offering appointment-based services to allow for personalized accommodations

Areas for Future Improvement

- Expanding assistive technology options, such as screen readers or adaptive keyboards
- Increasing language accessibility, including multilingual signage and interpretation services
- Enhancing virtual access to services for individuals who cannot visit in person

These efforts reflect our ongoing commitment to inclusive service delivery and continuous improvement in accessibility.

Final Remarks and Overall Summary Feedback

WorkSource Pierce Comprehensive One Stop

The past year has provided new opportunities through our growing partnership with the communities throughout Pierce County. We have embedded ourselves within the eastern pierce county region and are showing the needs to our partnership, which continues to evolve our eco-system of service provision. We have added unspoken needs such as financial coaching and seek to pursue having a consistent mental and behavioral health professional onsite.

Pierce County Library System Connection Sites

None at this time.

Pierce College Connection Site

Pierce College is currently exploring how AI resources may be integrated into our services.

WorkSource JBLM Affiliate Site

The WorkSource JBLM partnership The WorkSource JBLM partnership continues to be a one-of-its-kind model that exudes success and draws the attention of others interested in learning from its achievements. Among others, the site has enjoyed visits from other state workforce agencies, most recently Michigan and Pennsylvania), as well as military-connected leaders, such as a contingent from Navy bases across the state.

WorkSource JBLM also completed its bi-annual site certification, receiving notification of its continued certified status through April 2028. This notification included accolades such as “The partnership between the organizations/community services is inspiring,” and “Addressing the real-life concerns of the entire family to include the spouse, shows the well-structured process and commitment to ensure the success of the veteran once they leave the service.”

The JBLM partnership continues to serve with professionalism, innovation, and empathy that has become its trademark and a standard of excellence.

Goodwill of the Olympic and Rainier Region Connection Site

The Goodwill Job Resource Room Connection Site is more than just a place to search for jobs—it’s a welcoming, inclusive space where individuals can access the tools, support, and guidance they need to move forward in their employment journey. Whether someone is just starting out, changing careers, or overcoming barriers to employment, our team is here to help every step of the way.

We are proud of the partnerships, training opportunities, and personalized services we offer, and we remain committed to continuous improvement to meet the evolving needs of our community.

Our goal is to empower every job seeker with the confidence, skills, and connections to achieve lasting success.

PIERCE COUNTY WORKFORCE DEVELOPMENT COUNCIL

	Public/Non-Profit members	Position	1st Term	2nd Term	3rd Term	4th Term	5th Term	6th Term
1	Jenna Pollock, Associate Dean, Transitional Studies	Title II-ABE	2020-22	2023-24	2025-26			
2	Lin Zhou, President, Bates Technical College	Higher Ed-Other	2018-20	2021-23	2024-25			
3	Mandy Kipfer, Supervisor, Dept of Vocational Rehabilitation	Title I Rehab	2017-19	2019-21	2022-23	2024-25		
4	Nino Gray, Regional Director, Employment Security Department	Wagner-Peyser	2020-22	2023-24	2025-26			
5	Deanna Keller, Port Commissioner, Port of Tacoma	Economic Development	2020-22	2023-24	2025-26			
6	Nathe Lawver, Secretary/Treasurer, PC Central Labor Council	Reps of WF-Labor	2018-20	2021-23	2024-25			
7	John Adams, Business Manager & Sec/Tres Laborers' Local 252	Reps of WF-Labor	2026-27					
8	Dona Ponepinto, President & CEO, United Way of Pierce County	Reps of WF-Other	2015-17	2018-20	2021-23	2024-25		
9	Lynn Strickland, Executive Director, AJAC	Reps of WF- Reg. Apprentice	2020-22	2023-24	2025-26			
	Private Sector Members							
1	Dave Shaw, CEO, Intuit Corporation	Cybersecurity	2017-21	2022-23	2024-25			
2	Blaine Wolfe, Project Executive, Absher Construction Company	Construction	2015-21	2022-23	2024-25			
3	Deborah Tuggle, Owner, Bite Me, Inc	Small Business	2021-22	2023-24	2025-26			
4	Ann Medalia, VP Operations, Terra Staffing Group	Staffing	2021-22	2023-24	2025-26			
5	Irene Reyes, CEO/Owner, Excel Supply Company	Small Business	2021-22	2023-24	2025-26			
6	Rachael Pease, Dir Business Dev & Strategy, Kiewit Building Group	Construction	2021-22	2023-24	2025-26			
7	Robin J. Baker, Chief, WorkForce Development, Amazon	Technology	2021-22	2023-24	2025-26			
8	Jolita Perez, System Manager- Workforce- MultiCare	Healthcare	2022-23	2024-25				
9	Misty Sullivan, Care Center Administrator, Proliance Surgeons	Healthcare	2024-25					
10	Umi Waggoner, Owner, ETC Tacoma	Retail	2025-26					

- Board Terms are 2 years as of 2022
- Span indicated in term column covers both years