

## Quality Assurance Committee Meeting Minutes

March 5, 2025

### Actions Taken:

- Approval of November 6, 2024 Quality Assurance Committee meeting minutes

### I. Call to Order:

The meeting was brought to order at 9:03 am by Chair, Lori Province.

### II. Minutes:

Review and Approval of November 6, 2024 Quality Assurance Committee Meeting Minutes. **Mark Vorobik moved to approve, Tammie O'Dell seconded and the motion passed unanimously.** Approved NWC committee and board minutes are available on the Council's website [www.nwboard.org](http://www.nwboard.org).

### III. Board Business

#### A. Quality Assurance Committee Implementation:

September 11 / October 9 / November 6

**January 15 / March 5:** Continue work as defined with staff reports on status and challenges, if any, for implementation.

Lori noted that this meeting marked the conclusion of the interim committee rehabilitation phase. Moving forward, the board will resume a quarterly meeting schedule, with a two-week gap reinstated between committee activities and Executive Committee meetings.

#### B. Oversight of System Quality

##### a. Northwest Workforce Council Performance Reporting

Lori invited NWC Data and Accounting Specialist, Polly Carpenter, to provide a brief overview of NWC's PY 2024 2nd Quarter performance metrics, which are available on the Board's website. Polly reviewed key performance indicators from the Department of Labor reports, focusing on the Dislocated Worker, Adult, and Youth programs. She compared current program year performance with the previous year, highlighting areas of improvement.

Malinda Bjaaland, NWC Director of Programming, noted when staffing levels were at 30%-40% capacity in 2023, this impacted performance outcomes. As staffing has stabilized, performance metrics have shown significant

improvement. She also shared that NWC is now ranked among the top four workforce boards in youth program performance nationwide.

**b. Final PY24/PY25 Statewide Performance Targets**

Malinda referred members to the finalized statewide PY24-PY25 local area WIOA IB performance target spreadsheet available in their meeting packets. She then provided an overview of the process for establishing the local bi-annual negotiated performance targets, which begin with Washington State's negotiations with the U.S. Department of Labor (DOL), with expectations for continuous improvement based on the average performance of the previous two years.

She noted that she and Marissa met with the Washington State Workforce Training and Education Coordinating Board (WTECB) earlier this program year to negotiate NWC's local performance targets. During these discussions, they successfully secured a significant reduction in the young adult earnings target, arguing that the prior year's unusually high earnings were an anomaly and unlikely to be replicated. Malinda also highlighted that NWC continues to have some of the highest performance targets in the state despite operating in a local labor market with earnings well below the state average.

**c. WIOA & Non-WIOA Grant Summary YTD**

Marissa invited Elena VanVoorhees to provide an overview of the PY24 2nd Quarter WIOA Grant Summary Year-to-Date (YTD) and the Non-WIOA Grant Summary YTD, both of which were included in the meeting packets.

Elena reviewed the reports, detailing expenditures across the three WIOA funding streams as well as non-WIOA grants, including all PY allocations currently open, grant periods of performance, and remaining budgets. During the discussion, members explored the potential for increasing supportive services and training expenditures and requested that obligations be clearly reflected in the financial charts to provide a more comprehensive projection of available funding.

Lori shared as part of the committee restructuring, budgetary items have been reassigned to the Executive Committee, while the Quality Assurance Committee (QAC) will continue to oversee overall system and program quality. Consequently, these reports will now be presented to the Executive Committee moving forward.

**d. One Stop System Operator PY24 Q1 & Q2 Reports**

Marissa noted that the One Stop System Operator (OSSO) PY24 Quarters 1 and 2 reports were included in the meeting packets. She shared a condensed overview of activities to date.

In Quarter 1, efforts focused on stabilizing the Partner Management Team (PMT) amidst personnel changes, with all positions filled except for an OIC of Washington representative. The team prepared for focus groups targeting system partners, worker customers, and business customers, with the first session held in October. Additionally, certification preparation remained a priority, ensuring WorkSource centers aligned with past recommendations ahead of the 2025 re-certification process. The OSSO also committed to increasing engagement with Center staff through in-person and virtual visits.

In Quarter 2, the OSSO facilitated a Partner Focus Group on October 16, 2024, attended by 17 agency representatives. Key takeaways included recognition of WorkSource's value as a strong safety net and training provider, while challenges identified included system complexity, unclear communication, and difficulty navigating services. Patrick continued WorkSource Center engagement, attending Center Use meetings to improve staff understanding of certification and system processes. He also launched the certification process kickoff, meeting with staff to provide training on the MOU and local certification requirements.

**C. Voice of the Customer**

Lori deferred this discussion to the next Quality Assurance Committee meeting to accommodate time constraints.

**D. WorkSource Certification – Timeline 2025**

Lori provided an update on the upcoming certification process, noting that the application is due to the Board's Certification Team by April 1, 2025. She highlighted Patrick Baldoz, One-Stop Operator, for his ongoing efforts in engaging center staff, delivering training, and gathering input to support the application.

The Certification Team, comprised of board and community members, will reconvene in April to review applications, conduct site visits, and meet with Center and Partner staff. Lori emphasized the urgency of initiating recruitment efforts, particularly at the Executive Committee level, and underscored the importance of strengthening business representation on the 2025 Certification Team.

She requested Mark's assistance in identifying business community representatives, either from within or outside the Board. Marissa asked that all recommendations be submitted by next Friday to allow for timely follow-up and scheduling.

**IV. 2025 Meeting Calendar**

Lori directed the committee to their packets and explained the enclosed calendar includes key dates and times for upcoming meetings. She encouraged members to review the schedule in advance to ensure availability and preparedness for discussions.

**Old Business –**

Malinda announced that Washington State received approval for a waiver permitting an increase in in-school youth enrollments and expenditures from 25% to 50% for the next two program years.

Marissa provided context, explaining that under WIOA regulations, youth funding allocations require a minimum of 75% to be directed toward out-of-school youth, limiting in-school youth expenditures to 25%. The approved waiver temporarily adjusts this allocation, allowing up to 50% of youth funding to support in-school youth programs.

**New Business - None****Public Comment – None**

**Adjourn:** The meeting was adjourned by Lori Province, at 10:02 AM.

**Attendance:**

**Board Members:** Lori Province, Mark Vorobik, Tony Melillo, Tammie O'Dell

**Staff:** Marissa Cahill, Malinda Bjaaland, Liz Vaughn, Elena VanVoorhees, Scott Iddings, Polly Carpenter