

Quality Assurance Committee Meeting Minutes - **DRAFT**

May 21, 2025

Actions Taken:

- Approval of March 5, 2025 Quality Assurance Committee meeting minutes
- Approval to Recommend Full Board approval of the WorkSource Certification Technical Assistance letter and Report
- Approval and recommendation of Full Board approval of Alegria as selected auditor

I. Call to Order:

The meeting was brought to order at 9:42 am by Chair, Lori Province.

II. Minutes:

Review and Approval of March 5, 2025 Quality Assurance Committee Meeting Minutes.

Mark Vorobik moved to approve, Jessica Barr seconded, and the motion passed unanimously. Approved NWC committee and board minutes are available on the Council's website www.nwboard.org.

III. Board Business

A. Oversight of System Quality

a. Northwest Workforce Council Performance Reporting PY24 Q3

Polly provided an overview of PY 2024 Q3 WIOA Title IB performance data. Youth enrollments are exceeding targets, signaling strong engagement across the region. While Measurable Skill Gains (MSGs) are currently below expectations, the issue appears to stem from reporting challenges rather than performance outcomes. The team is actively gathering documentation and working closely with ESD to ensure accurate data entry in ETO.

Encouragingly, youth credential attainment remains high, further supporting the view that performance is strong and underreporting is the root issue. Lori expressed appreciation to Polly for helping clarify discrepancies, which led to the identification and resolution of several data entry errors.

Malinda noted that the state is currently at 40% of its MSG goal, with a deadline of July 15 to implement corrective action. Since June marks the performance reporting cutoff, staff are focused on capturing all eligible gains. She also shared that the Workforce Training Board now permits the use of midterm grades to document progress, and that potential federal funding for Adult Basic Education (ABE) could further support future improvements.

Jessica commented on the expected Q4 employment rate decline, attributing it to funding reductions and the typical post-employment trend. Polly closed on a positive note, highlighting that—for the first time in over a decade—youth performance goals are on track to be met.

b. One Stop System Operator PY24 Q3 Reports

A focus group held on October 16, 2024, brought together partners to discuss system strengths and areas for improvement. Participants affirmed that WorkSource remains a vital community resource, particularly valued for its support of unemployed individuals, Spanish-speaking populations, and its delivery of in-demand training opportunities - such as maritime and healthcare apprenticeships. Identified strengths included the system’s adaptability and strong collaboration among co-located partners.

Challenges noted by participants included:

Inconsistent communication with external partners

Persistent access barriers for marginalized populations

Use of confusing, technical jargon

Limited marketing, which hinders broader public engagement

To drive continuous improvement, each certified WorkSource site will submit an annual progress report assessing performance against quality standards in areas such as integration, accountability, customer satisfaction, service delivery, staff development, partnerships, employer engagement, and accessibility. These reports, which will be recorded in Local Workforce Development Board (LWDB) meeting minutes, will highlight best practices, identify areas for improvement, and may be shared more broadly across the workforce system.

Patrick will present the OSSO Annual Report at the September Full Council meeting.

B. WorkSource Certification - Update

Lori expressed appreciation for the strong board participation in the WorkSource certification process. Mark emphasized the notably positive culture observed across the Centers, calling it the strongest seen in years. Lori agreed, noting a clear and encouraging shift from previous certification cycles. Lori reported that the NWC Certification Team, consisting of five members, conducted on-site reviews of all three WorkSource Centers on April 24 and 29, concluding with a Leadership Panel on April 29.

The Team’s certification recommendation will be presented as an action item at the June 25 Full Council meeting. Following board action, each Center will receive a

Technical Assistance letter outlining its certification status and any identified areas for improvement, aligned with the Board's vision for Quality Integrated Services.

To ensure accountability and continuous improvement, annual progress reports from the One-Stop System Operator will be shared with the Certification Team through the Quality Assurance Committee (QAC).

Jessica Barr moved to recommend the Technical Assistance letter and Certification Report to the Full Board. Mark Vorobik seconded. Motion passed unanimously.

C. NWC Audit Procurement

Marissa reported that the last audit review was conducted in 2018, necessitating a new procurement process. A Request for Quotes (RFQ) was issued, resulting in three proposals from Washington State-based auditing firms. A three-person staff review team evaluated the submissions, with technical scores detailed in the accompanying memo.

Marissa invited Liz Vaughn, one of the reviewers, to speak about the evaluation process. Liz shared that the proposals were clear, easy to assess, and straightforward to rate. Alegria Advisors emerged as the top candidate, noted for their prior experience with NWC, extensive background in auditing WIOA-funded organizations, and a well-qualified team. Their proposal also reflected a reasonable and appropriate allocation of hours to complete the audit work.

Mark Vorobik moved approval and recommendation of Full Council approval of Alegria as NWC's auditor for the next term. Jessica Barr seconded the motion. Motion passed unanimously.

D. Voice of the Customer

Malinda shared that the customer comment card has been in use for over 10 years, but response rates—especially from businesses—have declined. Previously, all customers were asked to complete the survey, but that practice has faded. She questioned whether the current questions are still relevant and suggested it may be time to redesign the business comment card. Malinda added that while job seeker comment cards have a steady (though low) return rate, business feedback remains minimal. Without more responses, it's difficult to identify actionable improvements. She recommended the WSC revisit both the questions and outreach strategy. Key considerations include simplifying the survey, ensuring questions reflect business priorities, and identifying better timing for outreach.

Lori agreed and proposed that staff meet to revise the questions, with the Workforce Solutions Committee (WSC) taking the lead on the redesign. Once complete, the WSC will present the updated version to the QAC. Lori also noted the delivery method might be contributing to low response rates. Jessica emphasized

the importance of collaboration across teams and sharing results. The group agreed that the WSC will lead this effort and return with a finished product.

Old Business –

New Business - None

Public Comment – None

Adjourn: The meeting was adjourned by Lori Province, at 10:27 AM.

Attendance:

Board Members: Lori Province, Mark Vorobik, Jessica Barr

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