

Quality Assurance Committee Meeting Minutes

August 27, 2025

Actions Taken:

- Approval of May 21, 2025 Quality Assurance Committee meeting minutes

I. Call to Order:

The meeting was brought to order at 9:31 am by Chair, Lori Province.

II. Minutes:

Review and Approval of May 21, 2025 Quality Assurance Committee Meeting Minutes.

Tammie O'Dell moved to approve, Mark Vorobik 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 Q4

Polly provided an overview of PY 2024 Q4 WIOA Title IB performance data. Adult program outcomes exceeded goals across multiple measures, with notable progress on wage replacement for Dislocated Workers. Lori highlighted this trend as a positive indicator of program effectiveness.

For young adults, enrollments significantly surpassed targets, marking the strongest engagement in more than a decade. Performance outcomes, including placement, wage measures, and skill gains - were all reported above goal.

Scott also described a new team initiative to enhance orientation sessions by clarifying program expectations for participants, and another to expand youth mentorship opportunities with local businesses. These efforts aim to strengthen essential and soft skills training for youth participants.

b. New Lightcast Opportunities

Polly Carpenter, NWC staff, provided an overview of Lightcast and explained that the tool aggregates data from sources such as the Bureau of Labor Statistics, census data, online profiles, and millions of daily job postings worldwide. Members reviewed examples of reports covering regional educational attainment, commuting patterns, population trends, and occupational data, noting the ability to filter information by county, state, or national levels.

Polly demonstrated how the platform can generate occupation-specific tables, identify in-demand skills, and even provide company-level hiring information. Members discussed the potential applications for strategic planning, program design, and board oversight, with particular interest in healthcare and skilled trades. Members noted opportunities to develop public-facing dashboards for broader access and look forward to seeing these built into the Council's website this program year.

c. One Stop System Operator PY24 Q4 Reports

The One-Stop System Operator (OSSO) report for PY 2024 Q4 highlighted key activities, including the successful certification of all three WorkSource Centers. This accomplishment was attributed to the strong collaboration and support of both staff and partners. Membership within the NW Workforce Partner Management Team continues to evolve, with attendance remaining inconsistent. It was suggested that Patrick Baldoz, NWC OSSO, provide a brief overview of PMT roles and responsibilities at the start of each meeting to strengthen continuity and engagement.

The report also informed members that a staff of the State Workforce Board conducted NW WorkSource Center site visits to review Integrated Service Delivery practices in the region. During her visit, Liz Gallagher, Workforce Policy Associate with the Workforce Board, attended the Partner Management Team meeting to hear about local challenges and successes. She also toured the Whatcom and Skagit WorkSource Centers, engaged with staff, and expressed that she was impressed by the strength of regional partnerships and the effective integration of services. Members agreed her visit provided valuable visibility into Northwest system operations.

Patrick is scheduled to present the OSSO Annual Report at the September Full Council meeting.

B. Upcoming Center Activities

a. Renewal of Lease Agreements for Center Locations

Marissa informed the committee that the building leases for the NW region's WorkSource Centers located in Island, Whatcom, and Skagit counties are set to expire in June 2026. Marissa confirmed that negotiations with building owners have begun and are expected to continue through the new year. She will keep the board apprised of any developments or roadblocks along the way.

b. MOU/IFA due for renewal July 1, 2026

Marissa noted that the NW WIOA MOU and IFA are also up for renewal in 2026. NWC's One Stop System Operator, Patrick Baldoz, has alerted the NW Partner Management Team of these impending activities, and is expected to lead efforts

to renew and renegotiate with system partners during the first and second calendar quarters in 2026. Lori acknowledged the process can be lengthy and complex, and stated appreciation for Patrick's expertise in this field.

C. Voice of the Customer

a. Job Seeker

Council staff provided an update on Job Seeker feedback collection. Satisfaction surveys are available in both hard copy and electronic formats at all Centers, and links to submit this feedback are included in outgoing emails from direct service staff. In addition, staff conducted the PY24 regional annual exit survey over the summer, an activity where all customers visiting WorkSource Centers within the NW region are asked to complete the survey at the conclusion of their visit. This process complemented the ongoing feedback collected throughout the year and again confirmed the consistently high ratings received. Looking ahead, the regional annual exit survey report will be shared with the committee at the November meeting.

D. Monitoring Activities

a. Annual WIOA IB PY24 Monitoring Conducted April 7-30, 2025

Marissa informed members the final annual WIOA IB monitoring report, delivered to Whatcom County Executive Satpal Sidhu and the Board Chair, is included in board packets. She noted that the monitoring process was comprehensive and concluded with no questioned costs or critical findings, resulting in another clean bill of health for the organization. The committee recognized this outcome as a positive reflection of NWC's strong fiscal and program management practices.

b. Internal Program Monitoring September 29 – October 3rd 2025

Marissa reported that NWC's internal program monitor, Michelle Mann, will be onsite during the week of September 29th to meet with staff and program management as part of the PY24 fourth-quarter monitoring. Results from the review will be presented at the upcoming fourth-quarter Quality Assurance Committee meeting.

Old Business – None

New Business - None

Public Comment – None

Adjourn: The meeting was adjourned by Lori Province, at 10:42 AM.

Attendance:

Board Members: Lori Province, Mark Vorobik, Jessica Barr, Tammie O'Dell

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