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Quality Assurance Committee Meeting Minutes - **DRAFT**

November 5, 2025

Actions Taken:

- Approval of August 27, 2025 Quality Assurance Committee meeting minutes

I. Call to Order:

The meeting was brought to order at 9:37 am by Mark Vorobik.

II. Minutes:

Review and Approval of August 27, 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 PY25 Q1

Polly Carpenter, NWC staff, provided an update on performance metrics, program enrollments and expenditures, noting that enrollments have reached capacity and that Scott and Cindy are carefully managing intake based on available funding. She explained that enrollment data is being adjusted to correct discrepancies between carry-in estimates in the contract and actual carry-in, and that all programs are performing well overall. Polly reported that quarterly reporting was completed successfully and that expenditures are on target for Adult and Dislocated Worker programs, with Youth spending now stabilized following a high participation in work experiences. She concluded that the team is being deliberate with enrollments and spending, and that program operations are progressing as planned.

b. One Stop System Operator PY25 Q1 Report

Mark reported that the first quarterly update for Program Year 2025 highlighted key developments and collaboration within the local WorkSource system. He noted the successful Business Focus Group held in October, which gathered local employers to discuss workforce needs and system improvements, with a summary of recommendations to be shared at a future meeting. Additional updates included renewed participation from the Opportunity Industrialization Center (OIC) of Washington, the Community Action of Skagit County (CASC) transition out of adult education services, and confirmation that the Cascade Job Corps Center remains open. Mark concluded that the NW Partner Management Team will use recent employer feedback to guide ongoing system improvements and prepare for upcoming priorities, including updates to the local Memorandum of Understanding and Infrastructure Funding Agreement.

c. Customer Satisfaction Metrics (PY25 Q1)

Marked shared that one method the Northwest utilizes to collect feedback from Job Seekers is through our satisfaction survey. These are available in both hard copy and electronic format in all the Centers and links are also included in direct service staff's outgoing email messages. Feedback received continues to yield positive customer interactions.

d. Customer Satisfaction Annual Exit Survey

Mark referred members to the report included in their meeting packets, and informed members that Council staff orchestrated the regional annual exit survey in July. This is where customers visiting each of the 3 NW Centers are asked to complete the satisfaction survey upon leaving. We have traditionally done this to verify or complement the individual results gathered throughout the year. Results continued to reflect strong satisfaction levels, with overall customer feedback averaging 4.85 out of 5.

B. Accessibility & Compliance

a. Annual Accessibility Assessment

i. Updates on ADA compliance and improvements

Liz Vaughn, NWC staff, reported that several facility updates had been completed, including confirmation that the Whidbey office will not require relocation of the restroom fixture as long as lease renewal language specifies the owner's responsibility to address it during any future remodel. She also shared that she and Richard traveled to San Juan to complete all updates identified during the Employment Security Department's in-person monitoring visit, with photo documentation submitted and confirmed as complete.

C. Monitoring & Evaluation

a. Internal PY24 Q3 & 4 Program Monitoring

Mark referred members to the two internal program monitoring reports included in their meeting materials. Both reviews were conducted within the program year and yielded positive results, reflecting continued compliance and strong program performance.

b. Internal PY25 Q1 Program Monitoring Conducted onsite September 29 – October 3, 2025

Mark reported that the onsite monitoring conducted in late September and early October went smoothly and reflected positively on overall program operations. Several of the files reviewed were completed by newer staff, with only minimal adjustments noted—an indication that training and preparation have been effective. Staff demonstrated strong responsiveness, and any data corrections were promptly resolved. Overall, the review required only minor corrections and confirmed that participants are receiving high-quality services. The monitor also commended the smooth management transition, noting effective leadership and team continuity throughout the process.

c. State Equal Opportunity Monitoring Conducted onsite October 14-16, 2025

Mark reported that the annual review by the state Equal Opportunity Monitors took place the week of October 13, with staff engagement and observation of program activities proceeding smoothly. Results from the review are expected within six months

and will be shared with the committee upon receipt. Liz added that the monitoring team spent most of their time onsite providing training support, which she found both enriching and insightful. She noted plans to conduct her first Equal Opportunity training with NWC staff in December, followed by a regional partner training in January.

D. Procurement & Provider Oversight

Mark reported that several documents were included in the meeting mailout, including a memorandum from Marissa summarizing the legal requirements for the One Stop Operator and how those requirements are fulfilled through the Council's MOU, Regional Strategic Plan, and existing OSO contract. He noted that the re-procurement of the One Stop Operator is scheduled for next year and that committee and board members were invited to provide feedback prior to the release of the Request for Proposals; however, no suggestions or concerns have been received to date. Mark asked if any discussion was needed at this time and requested that a draft of the RFP be distributed in advance of the February 2026 meeting to allow additional review prior to its anticipated release in March.

E. Strategic Alignment & Planning

a. 2024-2028 Regional Strategic Plan – 2026 Update

Liz reported that, in accordance with WIOA Section 108 and 20 CFR 679.580, local and regional workforce plans require a midpoint review and update. For NWC's 2024–2028 Regional Strategic Plan, a two-year update is required in 2026. She noted that these mid-cycle updates are typically lighter, with more substantial revisions occurring during the four-year submission. The update should reflect current economic and labor market conditions, incorporate state policy changes and new strategic priorities, and revise partner commitments, funding strategies, and performance goals as needed. The draft timeline includes a planning kickoff and state guidance review in January/February 2026, drafting and partner input in March/April, and public posting, board review, and state submission in May/June.

Old Business – None

New Business

Liz noted that the 2026 meeting calendar was included in the mailout and asked members to identify any significant issues so they could be reviewed and addressed as needed.

Public Comment – None

Adjourn: The meeting was adjourned Mark Vorobik, at 9:56 AM.

Attendance:

Board Members: Mark Vorobik, Tammie O'Dell

Staff: Liz Vaughn, Polly Carpenter