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Quality Assurance Committee Meeting Minutes

May 20, 2026

Actions Taken:

- Approval of February 18, 2026 Quality Assurance Committee meeting minutes
- Approval of Patrick Baldoz for the One Stop System Operator

I. Call to Order:

The meeting was brought to order at 9:30 am by Lori Province.

II. Minutes:

Review and Approval of February 18, 2026 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 PY25 Q3

Polly Carpenter, NWC Staff, provided an overview of online performance and financial reports, beginning with program enrollment and confirming that Adult and Dislocated Worker enrollment targets had been met for the year, with Youth expected to reach its target by year-end. The discussion included clarification on how performance is displayed publicly, with confirmation that reporting clearly reflects progress relative to goals. Polly also reviewed expenditures by program, noting that spending remained on track and positioned to support appropriate carryover into the next program year.

Polly then presented WIOA performance indicators for PY24 final scores, noting strong outcomes across programs, including Adult, Dislocated Worker, and Youth placement rates, median wage outcomes, and measurable skills gains, with several measures exceeding 100 percent of goal.

Financial reporting was also reviewed, including year-to-date expenditures and obligations across program areas. It was noted that spending patterns were aligned with expected targets, with attention to maintaining appropriate carryover thresholds and meeting obligation requirements prior to program year end on June 30.

b. One Stop System Operator PY25 Q3 Report

Lori provided a third quarter update on One-Stop system operations across the Northwest Workforce Council region. A primary focus during the quarter has been continued progress toward finalizing the 2026–2029 Memorandum of Understanding and Infrastructure Funding Agreement, ahead of the June 30, 2026 deadline.

Work during this period has centered on:

- Coordinating with partner agencies,
- Preparing Partnership Management Team members for the upcoming MOU and IFA review process, and
- Confirming appropriate partner representatives for participation and execution of the agreements.

During the quarter, Council staff convened a joint meeting with partner leadership to review infrastructure funding requirements and discuss the proposed cost allocation methodology. That discussion resulted in general partner support for the proposed framework, with continued engagement as the agreements move toward finalization. Additional updates from the Partnership Management Team highlighted ongoing work by the Operations Group, including:

- Supporting day-to-day WorkSource center operations,
- Maintaining and enhancing DAWN system resources,
- Advancing staff training and cross-partner coordination, and
- Reviewing customer satisfaction data.

Overall, these efforts reflect continued collaboration across partners and a shared focus on strengthening system alignment and service delivery.

c. Customer Satisfaction Metrics (PY25 Q3)

Lori shared that one method the Northwest utilizes to gather feedback from job seekers is through its customer satisfaction survey. The survey is available in both hard copy and electronic formats in all WorkSource Centers, and links are included in direct service staff's outgoing email communications to ensure broad accessibility.

She noted that response rates remain steady, and feedback continues to reflect positive customer experiences across the region, particularly in areas such as staff professionalism, responsiveness, and helpfulness. Lori emphasized that survey results are reviewed regularly by staff and leadership to identify trends, address concerns, and inform continuous improvement efforts. Feedback is used to refine customer flow processes, enhance communication strategies, and support training and professional development to ensure consistent, high-quality service delivery throughout the system.

B. Program Oversight & Special Initiatives

a. Department of Labor Disaster Recovery Dislocated Worker Grant (DRDWG) Update

Scott provided an update on ongoing coordination and next steps related to the Disaster Recovery Dislocated Worker Grant. While initial flood response activities have concluded, recovery efforts in Skagit and Whatcom counties continue to evolve, with ongoing needs identified in both communities. The Council is now focused on transitioning from immediate response to sustained recovery support, including deployment of temporary workers and coordination of partner-led activities.

Current efforts are centered on:

- Finalizing implementation strategies for allowable activities under the grant,
- Coordinating with key regional partners, including the Whatcom Long Term Recovery Group and Community Action of Skagit County, and

- Establishing processes to support temporary worker placements and associated wage reimbursement.

At the state level, a secondary application was submitted to the U.S. Department of Labor to expand recovery capacity. At this time, no determination has been made regarding additional funding, and the Council will continue planning based on currently awarded resources while remaining positioned to scale efforts if additional funds are approved. We will continue to provide updates to the committee as implementation progresses and as additional information becomes available at the federal level.

C. Accessibility, Compliance & Monitoring

a. Annual WIOA Title IB PY25 State Monitoring

Marissa provided an update on the Council's annual WIOA Title I-B state monitoring review conducted in April. Staff have responded to all monitoring questions and document requests, with only routine technical corrections identified, which have since been addressed. The Council has until June 4 to finalize any remaining items, after which the state will issue its final monitoring report within approximately 45 days. The report will be transmitted directly to the Board Chair and Chief Local Elected Official.

One anticipated area of feedback relates to the One-Stop partner infrastructure funding methodology. Marissa shared that, during the exit discussion, the monitoring team indicated they had received updated Department of Labor guidance from 2024 regarding expectations for documenting and allocating shared infrastructure costs. This guidance had not been communicated during prior monitoring cycles, despite the Council's methodology having been reviewed over multiple years without concern.

As a result, the Council will need to develop and implement an updated cost allocation methodology aligned with the revised interpretation. This work will occur over the coming months and will include re-engagement with one-stop partners to ensure alignment. This effort will be incorporated into the broader MOU/IFA process, with the expectation that updated methodology and supporting documentation will be in place for future agreement cycles.

b. Equal Opportunity Monitoring Update

Liz provided an update on recent Equal Opportunity monitoring activities and ADA-related improvements at WorkSource Island and the San Juan Island Career Center.

At WorkSource Island, several accessibility improvements have been completed in coordination with the building owner, including:

- Adjustments to restroom door closing speeds,
- Conversion of restrooms to unisex configurations,
- Installation and retrofitting of ADA-compliant grab bars, and
- Incorporation of additional structural improvements into lease renewal language to support future remodel planning.

Remaining items include continued coordination on restroom door mechanisms, fixture placement, and stall configuration.

At the San Juan Island Career Center, completed improvements include:

- Installation of van-accessible parking signage,
- Directional signage to the accessible entrance,
- Replacement of the front entrance threshold, and
- Updated suite signage with braille and raised lettering.

Accessible restroom signage and gender-neutral signage have also been updated.

Across both locations, Equal Opportunity postings, accessibility resources, and language access procedures were reviewed and verified. Staff demonstrated appropriate practices in supporting individuals with limited English proficiency. To support ongoing compliance and accountability, Liz noted that staff are developing a tracking system to monitor ADA and Equal Opportunity items, including completed actions, items in progress, and outstanding follow-up.

c. Internal Monitoring

Internal Program Monitoring: Marissa reported that the PY25 Q2 monitoring review conducted March 2-6 proceeded smoothly and reflected positively on overall program operations. File reviews demonstrated consistent compliance with eligibility, enrollment, supportive service, and data validation requirements, with documentation entered in a timely manner and aligned with both local and state policy expectations. She noted that the review also underscored the effectiveness of local policies, desk aids, and supervisory oversight in supporting organized and compliant case management practices.

She further shared that staff responsiveness during the review was strong, with only minor corrections identified and promptly addressed. The monitor provided positive feedback on onboarding and training efforts for newer staff, noting that files reflected well-documented services and strong participant support despite recent staffing transitions. Overall, the findings were minimal and indicated that participants across programs are receiving appropriate, well-documented services that support progress toward employment and self-sufficiency. A final report will be shared with the committee during the next scheduled meeting.

Internal Fiscal & Administrative Monitoring: Marissa shared that NWC's internal fiscal and administrative monitoring is scheduled for the week of June 8, 2026.

D. Procurement & Provider Oversight; One Stop System Operator RFP Material Review

Lori outlined the purpose of the discussion, clarifying that the committee's role was to evaluate submitted proposals against the RFP criteria and determine whether to forward a recommendation to the Executive Committee, rather than make a final award decision. She reiterated that evaluation should be grounded in demonstrated organizational capacity and relevant experience, understanding of the OSSO role and project approach, and proposed fees and cost reasonableness. She confirmed that two responsive proposals were received: Baldoz Professional Services and Desiree "Monique" Stefens.

Committee members discussed the proposals, noting distinctions in experience, level of detail, and alignment with WIOA and OSSO requirements. Members generally observed that the incumbent proposal demonstrated strong familiarity with system operations, regulatory expectations, and performance oversight. In contrast, the second proposal was noted for its facilitation strengths and human-centered approach, though members expressed concern regarding the level of demonstrated experience with OSSO operational management, compliance, and continuous quality improvement within the workforce system framework.

The discussion highlighted the importance of balancing facilitation and partnership-building skills with technical expertise in WIOA requirements, system coordination, and ongoing operational responsibilities. Members also acknowledged the value of both continuity and new perspectives in supporting long-term system effectiveness.

Following discussion, the committee reached consensus on a recommendation.

Jessica Barr moved to recommend approval of Baldoz Professional Services for One-Stop System Operator and to forward that recommendation to the Executive Committee; Mark Vorobik seconded, the motion passed unanimously.

Old Business – None
New Business – None
Public Comment – None
Adjourn: The meeting was adjourned by Lori Province, at 10:21 AM.

Attendance:
Board Members: Lori Province, Mark Vorobik, Gabe Schoenfelder, Jessica Barr
Staff: Marissa Cahill, Scott Iddings, Liz Vaughn, Polly Carpenter