

# Direct Service Provider Waiver Request

**PRESENTER NAME:** Eric Wolf

**BOARD MEETING DATE:** 10/25/2016

**BOARD MEMBER SPONSOR NAME:**

**DISCUSSION TIME ALLOTTED:** 15 min

<p><b>ISSUE/SITUATION:</b> Be concise- 1 or 2 sentences that get to the heart of the situation, problem or opportunity being addressed.</p>	<p><b>THE ISSUE/OPPORTUNITY IS:</b>  North Central WDC, SkillSource, has submitted a request to be the Career Services provider, in compliance with ESD Policy #504 (Procurement and Selection of One-Stop Operators and Service Providers)</p>
<p><b>TAP STRATEGIC PRIORITY:</b> Which TAP strategic priority or priorities does this recommendation support? Can you tie to specific goals and objectives in TAP? Briefly describe these connections. If the connection is unclear, describe why this is of consequence to the Workforce Board and/or workforce system.</p>	<p><b>SUPPORTS TAP STRATEGIC PRIORITY:</b>  This request falls under the TAP goal to Improving the Customer Experience – streamlining the delivery of services.  'The majority of SkillsSource staff has 15-20 years of experience. The center places a high priority on developing employees with up-to-date assessments, career and education counseling methods and resources. They have a strong knowledge of the system and have developed a broad skills base.'</p>
<p><b>POTENTIAL IMPACT:</b> Effect on people, businesses, communities. What is better or different from other existing strategies?</p>	<p><b>IT IS SIGNIFICANT BECAUSE:</b>  'By providing direct delivery, NCWDC is able to provide the quick response to changing scenarios and circumstances, new income opportunities or different funding requirements.'</p>
<p><b>OPTIMAL NEXT STEPS:</b> What do you really want to happen as a result of this discussion with the Workforce Board?</p>	<p><b>MY IDEAL OUTCOME OF THIS DISCUSSION IS:</b>  This is the first request for waiver for direct service delivery. NCWDC has provided all of the appropriate and required documentation in support of this request. Optimally the request will be approved and forwarded to the Governor with a recommendation to approve.</p>
<p><b>BACKGROUND:</b> Short history of how this recommendation came to be. What has been tried, to what result? What evidence exists to support this recommendation?</p>	<p><b>RELEVANT BACKGROUND INFORMATION:</b>  The Policy for Procurement of Career Services reads:  <ul style="list-style-type: none"> <li>A. LWDBs are encouraged to select providers of career services through a competitive procurement process, though WIOA law and proposed rules do not require this. Allowable forms of competitive procurement include sealed bid, competitive proposals, and sole source.</li> <li>B. LWDBs can provide basic and individualized career services by agreement of the local Chief Elected Official and Governor. LWDBs must complete Attachment C (Request for Approval to Provide WIOA Basic and/or Individualized Career Services) and submit it to the SWDB.</li> </ul> </p>

	<p>North Central has submitted a letter of request, and all appropriate documentation, as well as letters of support and the appropriate signatures from the Board Chair and Chief Local Elected Official.</p>
<p><b>STAKEHOLDER ENGAGEMENT, PROS AND CONS:</b>          Which stakeholders have been engaged in the development of this recommendation? What are the pros and cons of this recommendation?          According to whom (which stakeholder groups)? Are there viable alternatives to consider?</p>	<p><b>STAKEHOLDERS HAVE PROVIDED INPUT AND THEY THINK:</b></p> <p>When the policy was developed, this method of requesting approval as the provider for career services went through standard policy approval processes, including public comment. This specific policy became effective on May 10, 2016.</p>
<p><b>FINANCIAL ANALYSIS AND IMPACT:</b>          What will it cost to enact this recommendation? What resources will be used? Are new resources required? How much? Where will existing or new resources come from? Are there savings to be gained from this investment? Over what period? Are there other returns on investment to consider?</p>	<p><b>THE COST AND RESOURCE NEEDS OF THIS RECOMMENDATION ARE:</b></p> <p>The costs and resources are strictly at the local area, and the documentation submitted indicates that this waiver will be a cost-savings for the WDC.</p>
<p><b>RECOMMENDATION AND NEXT STEPS:</b>          What specific result do you want from the Board? Is this recommendation for discussion or action? If for discussion, will action be required at a later date? What next steps are expected after this discussion?</p>	<p><b>THE RECOMMENDATION AND/OR REQUESTED ACTION IS:</b></p> <p>Recommend approval of the waiver, forwarding it for approval by the Governor.</p>

## Request for Approval to Provide WIOA Basic and Individualized Career Services WA State Policy #5404: Attachment C

**Date:** September 21, 2016

**Local Workforce Development Board (LWDB):** North Central

**Contact Person/Title:** Dave Petersen, Director

**Phone:** 509-663-3091

**E-mail Address:** dave@skillsource.org

**Mailing Address:** 233 N. Chelan, Wenatchee, WA 98801

**Type of services for which Governor's approval is being requested:**

**Basic Career Services**

**Individualized Career Services**

**Follow Up Services**

**1. What factors went into the LWDB's decision to submit this request to provide basic and/or individualized career services, including those that led the LWDB to believe that participants will be better served by providing these services directly rather than through a competitive procurement process?**

Customers (business and workers) are served by professional staff, employed by either the local Board or subrecipients. Two primary factors went into the Board's decision to request Governor approval to continue providing Career services - Minimize cost and Maximize control.

**1. Minimize Cost:** Outsourcing to a subrecipient increases costs.

First, there are additional costs to identify, select and engage a subrecipient. This involves preparing a request for proposal; soliciting offers from an adequate number of qualified sources; negotiating with the most advantageous bidder; executing a service delivery contract, monitoring, closeout and audit.

Second, procuring a subrecipient adds a layer of administrative and overhead costs. Board direct delivery saves administrative costs. Unlike Board delivery, a subrecipient may expense their administrative costs to program funds. Board delivery demands efficiency since all administrative costs must be charged to administrative funds. The North Central Board prioritizes direct participant training expenditures, such as ITA and OJT, by consolidating multiple programs in a single service delivery structure and sharing common costs.

Third, contracting with separate entities to carry out each major formula program duplicates management and overhead. Multiple sub-recipients forfeits cost sharing managerial, clerical and technical staff.

Fourth, a small contract in a large rural area is especially draining on resources as even a small sub-recipient must understand and fulfill extensive Federal, State, Local and One-Stop Requirements including Administrative functions (i.e. purchasing, accounting, personnel, property), Program Functions (outreach, assessment, planning, case management, ITA & OJT contracting, placement assistance, follow up) and One-Stop functions (orientation, access, collaboration).

## 2. Maximize control

Boards exercise little or no control over sub-recipient employees compared to their own employees. In the event a subrecipient fails to perform, the Board essentially has one recourse – agreement termination. On the other hand, Board management may take personnel actions to effect performance. Board delivery allows for the greatest control of staff activity – the single largest cost of providing career services. An email from the Executive can immediately change priorities or tactics. A phone call from the Managing Director can instantly implement new skills assessment procedures or a different work based learning contract. No time is lost waiting to modify a service delivery agreement work statement. Confusion, doubt or misunderstandings are reduced when Board executives direct staff.

Direct delivery permits the quickest response to changing scenarios and circumstances, new income opportunities or different funding requirements. Federal regulations and guidance letters, State policies and Local Directives are expeditiously transmitted to front line staff. Last year, North Central accepted three State offers of additional funding that other Areas were unable to utilize because of the agility direct delivery affords. North Central immediately applied these additional resources enrolling and training additional participants without increasing administrative costs.

North Central is streamlined and lean. Small, rural areas are not excused from complying with the myriad of systems and protocols necessary to properly implement Workforce Investment grants. North Central serves three rural labor markets from four locations. Without the cost savings of vertical and horizontal integration, the “shelves” would be “bare” of training resources at these locations.

## 2. Describe the basic and/or individualized career services the LWDB plans to provide, including its prior experience providing those services and how long it has done so.

**This request includes the delivery of all basic and individualized career and follow up services as described in WIOA Sec 134(c)(2)(A), CFR 20 678.430 and TEGL 3-15.**

### 1. Basic Career Services:

- (1) Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;
- (2) Outreach, intake and orientation to information and other services available through the one-stop delivery system.
- (3) Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs;
- (4) Labor exchange services,
- (5) Provision of referrals to and coordination of activities with other programs and services,
- (6) Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas,
- (7) Provision of performance information and program cost information on eligible providers of education, training, and workforce services by program and type of providers;
- (8) Provision of information on local performance accountability measures, as well as any additional performance information relating to the area’s one-stop delivery system;
- (9) Provision of information relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance,
- (10) Provision of information and meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation.

(11) Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

**2. Individualized Career Services** will be made available if determined to be appropriate in order for an individual to obtain or retain employment. These services include the following:

- (1) Comprehensive and specialized assessments,
- (2) Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals,
- (3) Group counseling;
- (4) Individual counseling;
- (5) Career planning;
- (6) Short-term pre-vocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training;
- (7) Internships and work experiences that are linked to careers
- (8) Workforce preparation activities;
- (9) Financial literacy services
- (10) Out-of-area job search assistance and relocation assistance; and
- (11) English language acquisition and integrated education and training programs.

**3. Follow-up Services** including: counseling regarding the workplace, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.

**PRIOR EXPERIENCE:** Board staff has provided job training or workforce investment services to area participants for 30 years. They have developed a strong knowledge and skill base with experienced staff, the majority of which have 15-20 years in the field. The organization places a high priority on developing employees with up-to-date assessment, career and education counseling methods and resources.

**3. Provide the WDA's state and federal performance outcomes, cost per participant, and cost per employment for its Adult and Dislocated Worker programs for each of the last five years and describe how those outcomes compare to other WDAs in the state.**

Upon extensive review and comparison of North Central's performance against other WDAs in the state for the last five program years, the following stands:

- The Board has met or exceeded 66 of the 69 State and Federal Performance measures from PY10-PY14 as published in annual reports to the Department of Labor. The average performance of the other 11 Areas is 67, essentially even. North Central missed only one federal performance measure in the last 5 years, youth credential rate in 2014 when the GED test was significantly modified and made more difficult to pass nationwide. In CY 2013, the last year of the old test, 200 North Central participants passed the tests compared to CY2014 when only 50 participants passed the new test. The WDA's 5 year average serving out-of-school youth (79%) is higher than any Area in the state, which likely caused missing the credential target. Essentially, all North Central OSY participants are enrolled into basic skills instruction and pursuing GED or HS Equivalency. **(ATTACHMENT / TAB I)**
- For the three most recent Program Years for which data is available (PY11, 12 & 13), North Central's percentage of expenditures attributed to direct participant education and training (basic

and computer skills instruction included) exceeds the Statewide average as follows: Youth 28% vs 17%; Adult 49% vs 28% and Dislocated Worker 41% vs 30%. **(ATTACHMENT / TAB II)**

- For the four year period ending PY14, North Central's formula resource utilization averaged 91% compared to 77% Statewide. **(ATTACHMENT / TAB III)**
- North Central's five year average cost per participant for Adult (\$2,386), Dislocated Worker (\$2,328) and Youth (\$2,840) are all lower than the 11 WDAs averages (\$2,627, \$2,453, \$3,552). **(ATTACHMENT / TAB IV)**
- North Central's Adult and Dislocated Worker five year average cost per placement, cost per trained placement and cost per credentialed are all lower than the state average, with the exception DW cost per trained placement. This is likely a result of Board's prioritization and commitment to funding occupational skills training to retrain laid off workers who often are not eligible for financial aid assistance such as Pell. **(ATTACHMENT / TAB V)**
- Over the five years, the WDA provided career and training services to a higher percentage of the State's Youth and Adults compared to its relative share of the state allocation. It served 6.5% of the State's Youth with only 5% of the State's allocation and 6% of Adults with 5% of the State's allocation. **(ATTACHMENT/ TAB VI)**
- Over the five years, the WDA provided local businesses with 15% of the State's On-the-job training (401/2599) with less than 5% of the State's allocation for Adults and Dislocated Workers. **(ATTACHMENT / TAB VII)**

**4. Provide evidence that the LWDB is qualified to provide basic and/or individualized career services, including any local testimonials that speak to the effectiveness and efficiency with which the LWDB has provided or can provide those services. Attach supporting documentation.**

Over the past 30 years, the Board has received high marks on program compliance monitoring, often recognized for best practices. The Board also has a stellar audit record with no questioned or disallowed costs.

Staff members have developed integral relationships with employers, partner agency staffs, education providers, support providers, social service and mental health agencies that are key to providing effective and efficient career services.

Due to the level of knowledge and experience of management and front line staff, the Area remains agile, resourceful and expedient in meeting the training needs of employers and job seekers alike. It is also a primary reason the Area has been able to accept additional funds mid or late year when requested by the State.

Performance against State and Federal standards has always been strong, expenditures and obligations often exceed State averages and partner/customer testimonials speak to the effectiveness and efficiency of the agency. **(ATTACHED)**

**5. Attach documentation (signed and dated letter) that the members of the Local Workforce Development Board reviewed the information prepared for the request (items 1-4 above) and approved the request in a public meeting.**

**(ATTACHED)**

**6. Attach documentation (signed and dated letter) that the local Chief Elected Official reviewed the information prepared for the request (items 1-5 above) and approved the request.**

**(ATTACHED)**



August 5, 2016

To:  
Workforce Training and Education Coordinating Board

I have been the CTE Director for 3 years for Wenatchee School District. I started working with North Central Workforce Development Council my first month on the job, August 2013, as we partnered for the Career Readiness for a Working Washington grant. Wenatchee School District has had a long relationship with NCWDC, contracting with them for student services.

I have found NCWDC to be extremely efficient with their processes. Things are completed on time and at the highest quality. When working with deadlines and reporting, their work has been outstanding. More importantly, NCWDC has been very effective at providing students with internships, guidance, and education, leading to student success stories of graduation, employment, and/or enrollment in higher education.

Please contact me if more information is needed.

Sincerely,

Dennis Conger

Director of Career and Technical Education  
Wenatchee School District.  
1101 Millerdale, Wenatchee, WA. 98841  
[Conger.d@Wenatcheeschools.org](mailto:Conger.d@Wenatcheeschools.org)

To whom it may concern:

My name is Kelley Woodard and I am the President of the Wenatchee Aluminum Trades Council. This past November the members that I represent received devastating news. Our plant was going to shut down. They would have 60 days before they were out of a job. Shortly after receiving this news I started having meetings with Skillsource, Worksource, Wenatchee Valley College, Washington State Labor Council and other entities. These meetings were to plan for rapid response meetings with anyone effected by this shutdown. As we went into these meetings my members were angry, depressed, scared but I was impressed by how all the professionals handled themselves but particularly the Skillsource employees. They calmly explained many ways they would be able help the Alcoa's and slowly I noticed my members started to lose their sense of despair and started to regain a little hope. I particularly remember one individual who came up to me at the last meeting and said Mr. Kelley how much pension will I receive because English is not my first language and I'm scared to go through retraining because I believe I will fail. I explained to him how much pension he would receive and that it was not enough to live on and he could be successful in retraining. I was unable to convince him and I left that meeting with a sense of despair because I was unable to convince him to go into training. After all the meetings were all over I went into Skillsource one day to see how my members were doing and I found out the employee that I had great concerns over, Skillsource staff had convinced him to take some classes with them to better his English. I was elated and I later found out he had enrolled in some classes at the college! I'm delighted that Skillsource was able to help him and the rest of my members. Skillsource is invaluable.

Sincerely,

A handwritten signature in cursive script that reads "Kelley Woodard".

Kelley Woodard



August 19, 2016

Workforce Training and Education Coordinating Board  
128 10<sup>th</sup> Avenue SW  
Olympia, WA 98504-3105

Dear WIOA Committee:

For the past 16 years, I have been a member of the administrative team for workforce education at Wenatchee Valley College. In those several roles, I have personally been witness to the importance of SkillSource, the North Central Workforce Development Council. Students who enroll after first working with the staff at SkillSource and utilizing their career services are more focused and sure of their goals.

A recent example of these services is the response to the layoff of workers from Alcoa Wenatchee Works. SkillSource brought together the One-Stop partners to develop the plan for Rapid Response for the 400+ workers affected by the curtailment of operations and subsequent layoff. SkillSource organized and offered many extra sessions of their career exploration workshop, ACE. In addition, individual guidance is offered to the displaced workers, as well as other adults who need skills training to re-enter the workforce.

As the manager of the Worker Retraining program at Wenatchee Valley College, I have seen many displaced workers. We are very confident of the guidance provided by SkillSource and thus consistently refer prospective students to them for career exploration and guidance.

If I can provide further assistance, please let me know.

Sincerely,

Riva Morgan  
Interim Dean, Workforce Education  
Wenatchee Valley College



Workforce Training and Education Coordinating Board  
128 10th Avenue SW  
PO Box 43105  
Olympia, WA 98504-3105

August 16, 2016

Workforce Training and Education Coordinating Board,

SkillSource Wenatchee has had a long-standing relationship with the Wenatchee School District as a contracted provider of youth reengagement. It is our great pleasure to share with you a testimonial about our partnership with them.

SkillSource was a key partner in the development of the Wenatchee Learns Connect partnerships center, a bold new way to connect the Wenatchee School District with the community. Together we were able to secure a Career Readiness for a Working Washington grant that helped serve as a catalyst for the creation of an online college and career readiness curriculum for 6-12 grade students, the implementation of an large scale career expo and the development of meaningful work based learning experiences such as paid internships, job shadows and projects in the community.

SkillSource has been an essential part of designing and delivering personalized career connected learning experiences that enrich education for the students they serve and for all students in the Wenatchee School District. Their influence and experience serving at risk youth has helped shape the direction of Wenatchee Learns systemically and impact the community in profound ways. With their help and support, we have been able to ensure that at risk youth are being assisted and provided with as many opportunities to make learning relevant and to develop the skills needed to be a success in the future.

Because of the leadership of SkillSource staff such as Susan Adams and Dave Peterson we have been able to continue our work together. We were recently awarded a Youth Works grant with the objectives of; cultivation of business partnerships, continued implantation of career exploration platform, developing new and different internships, and increased participation in student job shadows.

Wenatchee Learns is grateful for the partnership of SkillSource and we are excited to continue expanding opportunities and creating new innovative experiences for youth to become college and career ready.

A handwritten signature in blue ink, reading "Diana Haglund". The signature is fluid and cursive, with the first name being particularly prominent.

Diana Haglund  
Wenatchee Learns Coordinator



September 12, 2016

Workforce Training and Education Coordinating Board  
128 10<sup>th</sup> Avenue SW  
PO Box 43105  
Olympia, WA 98504-3105

Workforce Training and Education Coordination Board:

Big Bend Community College workforce programs have had a long-standing partnership with SkillSource. During the last 13 years, I have been involved with the SkillSource programs as a Big Bend faculty member and currently as the Dean of Workforce Education. Below are just a few examples of the partnering and support that SkillSource has provided for Big Bend, our students, and the community.

- SkillSource was a BBCC partner and provided assistance in the development of the Manufacturing Clerk – Logistics Tech certificate which is currently offered at the SkillSource site. Prior to the Logistics Tech courses, SkillSource offered a Business Information Management certificate program through its partnership with Big Bend.
- SkillSource partnered with BBCC to provide Career Navigation services for the Air Washington grant assisting nearly 80% of BBCC Aviation Maintenance students with services at some point during the grant reporting period. These services positively impacted student recruitment and enrollment in the program.
- SkillSource regularly provides funding assistance to workforce students in the following campus programs: Commercial Driver License, Automotive, Commercial Pilot, Aviation Maintenance, Accounting Tech, Industrial Electrical Technology, Mechanical Maintenance Technology, Business Information Management, Nursing, Nursing Assistant Certified, and Medical Assistant.
- SkillSource regularly works with its co-located partners including Big Bend Community College to provide Rapid Response events for employers who have large (and not-so-large) layoffs. These events are essential to get support and benefits information disseminated to those affected.

Big Bend Community College Workforce Education is happy to partner with SkillSource and looks forward to a continued relationship that remains both effective and efficient in the services it provides to not only Big Bend but also the students and the communities it serves.

Sincerely,

Daneen Berry-Guerin  
Dean of Workforce Education  
[daneenb@bigbend.edu](mailto:daneenb@bigbend.edu)  
509.793.2053

# COUNTRY

## FINANCIAL

To Workforce Training and Education Coordination Board

My Name is Juli Rasmussen and I am a Financial representative for Country Financial in Moses Lake, WA. I have had the extreme pleasure of working with my local Skill Source team on several occasions.

I have found that when I need it the most, the help that is offered through their program is unbeatable. I have enlisted them to not only assist me in the essentials I need in order to find the right person, they know my personality and usually have a good idea if a candidate will fit in with our team and work environment. They have always been very gracious in sending me a variety of candidates that they feel would be a good fit. They have also allowed me to have an open interview at their location where I have scheduled a day to see anyone I can that is looking for a job.

The grant options that are available have been tremendously appreciated as it is necessary for my staff to become educated and licensed in the insurance and financial field. These tend to be costly and would keep good qualified candidates from applying because of the financial stress it may put on them personally. It is an investment in the candidate's future as well as the future of the success of our team.

I cannot stress enough the value that I have received being able to partner with my team at Skill Source. This program is an asset to anyone and everyone involved. The goal in this is to make sure quality candidates have the opportunity to be connected with a quality work environment and hopefully step into a future career.

I am grateful and feel very blessed to be able to work with my Skill Source team and will continue to sing their praise to all who will listen in the future.

Sincerely:

A handwritten signature in blue ink that reads "Juli Rasmussen". The signature is fluid and cursive, with a large loop at the end of the last name.

Juli Rasmussen

Country Financial: Moses Lake, WA.

# COUNTRY

## FINANCIAL

To: Workforce Training and Education Coordination Board

My name is Tiffany Sukola and I am a licensed production assistant at Country Financial in Moses Lake, WA. I owe my success in my current job to the Skill Source team.

In March of 2015, I was laid off from my job as a reporter for the local paper here. I had no idea what I was going to do because I went to school for journalism and besides the paper, there weren't many options in my chosen field. I was intimidated by the idea of trying to start over in a new career field. I spent many days in the Work Source and Skill Source building looking at job postings on the available computers. I was introduced to Skill Source's On the Job Training program a month or two into my job search.

Through the program, I was able to get a job as an office assistant with Country Financial. Jesse Allen was a huge help during the entire process. He explained how the program would work and how he was there to make sure I made a successful transition to my new career. The OJT program also paid for me to get licensed as an insurance producer in the state of Washington. With my license, I was able to get a pay raise at work and my duties and role in the office expanded. I was able to go from an office assistant to a licensed production assistant.

I am now a year and a half into my new career in the insurance field and I couldn't be happier. I have come to love what I do and look forward to continuing my education and getting additional licenses and designations. I never imagined I would be working in insurance and without Skill Source and the On the Job Training program, I might never have thought to apply for a job in insurance. Although the program was only for the first 90 days of working at Country Financial, Jesse has gone above and beyond to keep in touch with me and still periodically checks in to see how I am doing at the office.

I am very thankful for everything Skill Source has done for me in the last year and a half.



Tiffany Sukola

Country Financial: Moses Lake, WA



222 Columbia Way  
PO Box 127  
Quincy, WA 98848  
(509) 787-4521  
FAX (509) 787-3926

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September 16, 2016

Workforce Training and Education Coordinating Board  
128 10<sup>th</sup> Avenue SW  
Olympia, WA 98504-31405

Dear WIDA Committee:

For the past 8 years we have joined partners with SkillSource in order to provide support to many of our full-time regular newly hired employees. I have often times witnessed SkillSource providing guidance, and encouragement to an employee who is transitioning into a new field or career. Not only is the staff at the Moses Lake office knowledgeable they are a pleasure to work. It's clear the staff genuinely cares about the people they work with, and is always willing to do what they can with the resources they have.

Many times SkillSource has helped our employees get on their feet, when they literally have come to us with no money, no gas, and were in need of some resources. I could give several examples and am certain some employees who are with us today might not have made it without the initial support, positive team attitude and encouragement they received from SkillSource to make this work for everyone.

We are very supportive and grateful for the services SkillSource provides and will consistently refer new employees to them for assistance in bridging the transition to their new positions.

If I can be of any further assistance, please let me know.

Sincerely,

Susan Derting  
HR Manager  
Quincy Foods, LLC



September 19, 2016

Big Bend Community College  
Workforce Education Service  
7662 Chanute Street NE  
Moses Lake, WA 98837

Workforce Training and Education Coordination Board  
128 10<sup>th</sup> Avenue SW  
Olympia, WA 98504-3105

To Whom It May Concern:

This testimonial letter is in support of Moses Lake SkillSource. The department of Workforce Education Services at Big Bend Community College has worked closely with SkillSource for many years. The department provides guidance, support, and financial assistance for students in basic education (GED, ESL, and High School completion) and vocational/technical workforce programs (non-transfer programs). Financial assistance includes tuition and fees, books, bus passes, and emergency supports. Some students may be eligible for food benefits and childcare assistance. Eligibility is broad; students can qualify based on: low-income status, military service within the past 48 months, displaced homemaker status, receiving or eligible for unemployment benefits, receiving or eligible for food benefits, or receiving TANF.

WES has found that even with all of the support we can offer to our students, it is not always enough. We have relied heavily on the partnership with SkillSource to ensure that student's needs are being met across the board. Financial assistance first and foremost is what attracts students to both programs when seeking retraining at the college. Some of the mutual clients WES shares with SkillSource have some very unique and challenging needs. As the Coordinator for Workforce Education Services I have had the pleasure of working directly with Emily Anderson to mitigate some of these barriers and give students the chance they need to really change their lives. The students who have taken the ACE workshop and received support and services from SkillSource start their academic careers with an advantage. Reports back from the BBCC Professional Technical program's advisory boards are that students graduating are coming to the job market underprepared and lacking some essential soft skills. Through informal regular feedback from pre and post assessments many of the students who start their journey with SkillSource and proceed into higher education understand how the skills they learn from SkillSource's workshops and individual case management benefit them when they start their careers.

Between 2013 to 2016 Workforce Education Services and SkillSource collaborated on case management and funding for approximately 65 % of the clients entering the Commercial Driver's License program. Together we have tried to make the process of helping students get into the CDL program as stress-free as possible. BBCC WES and SkillSource work collaboratively on all cases that involve both parties, sharing

as much information as possible and ultimately sharing the funding contribution as well. This collaboration has helped these limited grant dollars go much further and assist many students.

Overall BBCC WES is better able to serve students towards completion of their degree with the partnership of Moses Lake SkillSource. The staff is very helpful and always considerate of the challenges that our student population face. We greatly appreciate the partnership we have with SkillSource and look forward to many more years of collaboration.

Sincerely,

A handwritten signature in blue ink, appearing to read "Monica Medrano". The signature is fluid and cursive, with a large initial "M" and "M".

Monica Medrano  
Workforce Education Services  
Coordinator



*Service Alternatives, Inc.*

**"Advancing the potential!"**

1065 West Broadway Avenue  
Moses Lake, WA 98837  
(Office) 509\*764-2300; (Fax) 509\*764-2220  
Email: [dlanning@servalt-cfs.com](mailto:dlanning@servalt-cfs.com)

Date: Sept. 12, 2016  
To: Whom it may concern  
From: Dave Lanning, Program Manager  
Subject: SkillSource

I have maintained a solid working relationship with SkillSource staff for many years. When I need assistance they are always available, even to the point of coming to our office to visit with our staff to coordinate efforts.

Their services to our agency and the community as a whole are extensive and of a great value to all. Their staff are very professional but also personal in their understanding of individual needs.

If you have any questions please contact me.

Thank You,

Dave Lanning, Program Manager  
Service Alternatives

September 12, 2016

**Jane Ferry**

*SkillSource Client*

To whom it may concern,

I decided to seek help from SkillSource several months ago. I had been told by a friend that they were extremely helpful in many areas including writing a resume and cover letter, interviewing techniques, gaining computer literacy or updating computer skills. I signed up for the ACE workshop and was very happy with the week long activities and looked forward to more.

I have not been disappointed. I have been attending all the computer classes offered, including Digital Literacy, Microsoft Word, Excel, PowerPoint, Publisher, and Quickbooks. I have taken some of them more than once. I have also trained in the Gmetrix software for MOS Certification and have now been certified in both Microsoft Word and Excel. I now have an up to date resume and feel I am getting close to being comfortable in seeking a bookkeeping position.

I would also like to say that I have been treated very well. Since I am very low income I have been able to get help with gas to get back and forth to SkillSource for training.

Thank you,



JF

## Carpet Carousel

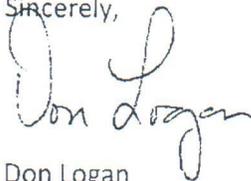
Don Logan  
65 S Broadway Ave  
Othello, WA 99344

I am the owner of Carpet Carousel in Othello Washington. I have worked with SkillSource for well over 15 years. It has been and remains a great partnership. The SkillSource staff I have worked with have been professional while very approachable. The training staff has also been very responsive to the needs of my company, and extremely efficient during the process, whether it has been helping me hire a new employee, doing a Work Experience, Internship, or On the Job Training.

My most recent success with SkillSource started as in Internship at the beginning of this summer. I needed someone to help out with office duties. The SkillSource trainer suggested that I interview Irasema. I saw potential and liked that she had some work experience as a front desk assistant. She has turned into a wonderful employee. She is great with the customers, completes anything she is asked to do, and always wants to learn more. The Internship ended in late August and I hired Irasema. I think she will be a great assest to my company.

The SkillSource employees I have dealt with are very effective and seem to have a strong commitment to serve those in the community that need help improving their skills for a better future.

Sincerely,

A handwritten signature in cursive script that reads "Don Logan". The signature is written in dark ink and is positioned above the printed name.

Don Logan

Irasema Gonzalez

55 N. 10th Ave Apt 39

Othello, WA. 99344

I am Irasema Gonzalez, I live in Othello Washington. I have been in SkillSource for awhile now. As a student the trainer and instructor saw potential and asked if I would be interested in doing a work experience as the front desk assistant. With having no experience it was a little bit difficult but once I got the hang of it, I learned quickly. It has been such a great experience for me to learned new things thru SkillSource. I do like the programs and services SkillSource has for people very much.

The SkillSource staff has taken the time to help me and have been amazing and very professional. After having my daughter in December, I was able to keep working and studying with a more flexible schedule that worked out for me and my job.

I have now done a Work Experience and an Internship, both such a success to me in my life. At the beginning of this summer 2016 I started an Internship with Carpet Carrousel. My Internship ended in late August. Don Logan the owner of the business hired me right away he saw potential and liked the way I worked. I thank SkillSource so much because now I have my own job and get paid every Friday. Because of SkillSource I am where I am today.

SkillSource will always be part of my life thanks to all the great things it has brought to me. SkillSource honestly made my future look so bright. Once I get my G.E.D I plan on going to college for four years for accounting.

Sincerely,



Irasema Gonzalez

# NORTH CENTRAL WORKFORCE DEVELOPMENT COUNCIL

(serving Chelan, Douglas, Grant, Adams & Okanogan Counties)

**Debi Clark, Chair**  
Omak Clinic  
Omak

**Heidi Myers, Vice Chair**  
Washington Trust Bank  
Wenatchee

**Tom Boyd, Secretary-Treasurer**  
Marson & Marson  
Leavenworth

**Mike Bolander**  
Lineage Logistics  
Moses Lake

**John Butler**  
American Produce Express  
Omak

**Oscar Garza**  
Oscar's Towing  
Othello

**Marcia Henkle**  
Employment Security Department  
Wenatchee

**Roni Holder Diefenbach**  
Okanogan Economic Alliance  
Omak

**Duane Johnson**  
Division of Vocational Rehabilitation  
Omak

**Ken Johnson**  
Johnson's Glass & Doors  
Othello

**Wayne Johnson**  
Teamsters Local #760  
Moses Lake

**Terry Lease**  
Big Bend Community College  
Moses Lake

**Dimitri Mandelis**  
Local Tel Communications  
East Wenatchee

**Sara Matzen**  
J R Simplot Company  
Moses Lake

**Linda Martin**  
Grant Co. Economic Development  
Moses Lake

**Rich McBride**  
NC Educational Service District  
Wenatchee

**Stephen McFadden**  
Adams Co. Economic Development  
Wenatchee

**Irasema Ortiz-Elizalde**  
DSHS Community Service Office  
Moses Lake

**Michelle Price**  
Moses Lake School District  
Moses Lake

**Jim Richardson**  
Wenatchee Valley College  
Wenatchee

**Danny Robins**  
Carpenter's Local 59  
Wenatchee

**Lavonne Roy**  
Safeway  
Omak

**Teresa Stokes**  
Columbia Fruit Packers, Inc  
Wenatchee

**Peggy Vines**  
United Food & Commercial Workers  
Wenatchee

**James Wood**  
Confluence Health  
Wenatchee

September 22, 2016

The Honorable Jay Inslee  
Governor, State of Washington  
c/o Workforce Training and Education Coordinating Board  
PO Box 43105  
Olympia, WA 98504-3105

Dear Governor Inslee,

Pursuant to Employment Security Department's Workforce Innovation and Opportunity Act Policy #5404, the North Central Workforce Development Council (NC WDC) has reviewed the attached information which accompanies a request for the Governor's approval to directly deliver Adult and Dislocated Worker Career Services in the Chelan, Douglas, Grant and Adams Counties.

This request delineates the factors that went into the Board's decision including minimizing costs and maximizing control and efficiency. The request also outlines the Board's long standing record of experience and performance which has allowed the residents and businesses in the large, rural, North Central workforce area to receive exemplary career and business services.

We understand the Workforce Innovation Act and regulations allow local boards to directly provide these services with the concurrence of the Governor and the Chief Local Elected Official. The NC WDC reviewed and approved this request at our Board meeting on September 20<sup>th</sup> 2016. We appreciate your full consideration in granting our request.

Regards,



Debi Clark, Chair  
North Central WDC

cc: Keith Goehner, Chief Elected Official  
Dale Peinecke, Commissioner, Employment Security Department  
Dave Petersen, Director, North Central WDC

Enclosures: Direct Delivery Request & Attachments



BOARD OF COMMISSIONERS  
**CHELAN COUNTY**

STATE OF WASHINGTON  
COUNTY ADMINISTRATION BUILDING  
400 DOUGLAS STREET, SUITE #201  
WENATCHEE, WA 98801  
PHONE (509) 667-6215 FAX (509) 667-6599

**CATHY MULHALL**  
County Administrator  
cathy.mulhall@co.chelan.wa.us

**CARLYE BAITY**  
Clerk of the Board  
carlye.baity@co.chelan.wa.us

September 22, 2016

Honorable Jay Inslee, Governor  
State of Washington  
c/o Workforce Training and Education Coordinating Board  
P. O. Box 43105  
Olympia, WA 98504-3105

RE: Request for Approval to Provide Career Services

Governor Inslee,

As provided by Section 107(g)(2) of the Workforce Innovation and Opportunity Act and in accordance with Washington State Employment Security Department Policy 5404 3.c.iv.B, this signed and dated letter serves to inform you that I have reviewed the attached information and approved this Request.

Please contact me for any further information.

Sincerely,

Keith Goehner, Chair  
Forum of County Commissioners

cc: Dale Peinecke, Employment Security Department  
Dave Petersen, North Central Board

ATTACHMENT C

Request for Approval to Provide WIOA Basic and/or Individualized Career Services

Date: *Sept 22, 2016*  
 Local Workforce Development Board (LWDB): *North Central*  
 Contact Person/Title: *Dave Petersen*  
 Phone: *509 663-3081*  
 E-mail Address: *dave@skillsource.org*  
 Mailing Address: *240 N. Mission St Wenatchee, WA 98801*

Please select the type of services for which Governor's approval is being requested (check all that apply):

- Basic Career Services       Individualized Career Services

1. What factors went into the LWDB's decision to submit this request to provide basic and/or individualized career services, including those that led the LWDB to believe that participants will be better served by providing these services directly rather than through a competitive procurement process?
  
2. Describe the basic and/or individualized career services the LWDB plans to provide, including its prior experience providing those services and how long it has done so.
  
3. Provide the WDA's state and federal performance outcomes, cost per participant, and cost per employment for its Adult and Dislocated Worker programs for each of the last five years and describe how those outcomes compare to other WDAs in the state.

4. Provide evidence that the LWDB is qualified to provide basic and/or individualized career services, including any local testimonials that speak to the effectiveness and efficiency with which the LWDB has provided or can provide those services. Attach supporting documentation.
  
5. Attach documentation (signed and dated letter) that the members of the Local Workforce Development Board reviewed the information prepared for the request (items 1-4 above) and approved the request in a public meeting.
  
6. Attach documentation (signed and dated letter) that the local Chief Elected Official reviewed the information prepared for the request (items 1-5 above) and approved the request.

Submit the completed request and documentation to:

Workforce Training and Education Coordinating Board  
P.O. Box 43105  
Olympia, WA 98504-3105  
[Workforce@wtb.wa.gov](mailto:Workforce@wtb.wa.gov)

## North Central Federal Performance

PY2010	Adult			Dislocated Workers			Youth			AVERAGE		
	Ent Emp	Retention	Earnings	Ent Emp	Retention	Earnings	Certificate	Lit/Num	Placement	Adult	DW	Youth
Actual	68.8%	87.8%	\$12,183	83.9%	91.8%	\$15,778	83.1%	59.1%	52.1%			
Target	78.6%	85.8%	\$9,976	76.9%	83.5%	\$12,502	73.6%	46.1%	53.2%			
Ach %	<b>87.5%</b>	<b>102.3%</b>	<b>122.1%</b>	<b>109.1%</b>	<b>109.9%</b>	<b>126.2%</b>	<b>112.9%</b>	<b>128.2%</b>	<b>97.9%</b>	<b>104%</b>	<b>115%</b>	<b>113%</b>
	M	E	E	E	E	E	E	E	M			
<b>PY2011</b>												
Actual	77.3%	83.2%	\$11,812	76.3%	83.9%	\$16,402	82.8%	60.4%	65.4%			
Target	78.6%	85.8%	\$9,976	76.9%	83.5%	\$12,502	73.6%	46.1%	53.2%			
Ach %	<b>98.3%</b>	<b>97.0%</b>	<b>118.4%</b>	<b>99.2%</b>	<b>100.5%</b>	<b>131.2%</b>	<b>112.5%</b>	<b>131.0%</b>	<b>122.9%</b>	<b>105%</b>	<b>110%</b>	<b>122%</b>
	M	M	E	M	E	E	E	E	E			
<b>PY 2012</b>												
Actual	76.1%	88.2%	\$12,662	87.8%	88.7%	\$13,600	75.9%	60.2%	57.9%			
Target	80.1%	86.2%	\$12,732	84.4%	85.2%	\$16,504	72.1%	53.4%	59.3%			
Ach %	<b>95.0%</b>	<b>102.3%</b>	<b>99.5%</b>	<b>104.0%</b>	<b>104.1%</b>	<b>82.4%</b>	<b>105.3%</b>	<b>112.7%</b>	<b>97.6%</b>	<b>99%</b>	<b>97%</b>	<b>105%</b>
	M	E	M	E	E	M	E	E	M			
<b>PY 2013</b>												
Actual	77.2%	87.2%	\$14,872	85.9%	95.0%	\$15,904	70.1%	70.9%	58.4%			
Target	77.3%	84.6%	\$12,042	84.9%	89.1%	\$15,157	73.0%	54.6%	57.2%			
Ach %	<b>99.9%</b>	<b>103.1%</b>	<b>123.5%</b>	<b>101.2%</b>	<b>106.6%</b>	<b>104.9%</b>	<b>96.0%</b>	<b>129.9%</b>	<b>102.1%</b>	<b>109%</b>	<b>104%</b>	<b>109%</b>
	M	E	E	E	E	E	M	E	E			
<b>PY 2014</b>												
Actual	76.4%	86.4%	\$14,169	78.9%	88.5%	\$17,074	54.8%	59.0%	61.9%			
Target	76.7%	89.6%	\$13,882	85.5%	89.2%	\$14,059	77.0%	63.9%	58.9%			
Ach %	<b>99.6%</b>	<b>96.4%</b>	<b>102.1%</b>	<b>92.3%</b>	<b>99.2%</b>	<b>121.4%</b>	<b>71.2%</b>	<b>92.3%</b>	<b>105.1%</b>	<b>99%</b>	<b>104%</b>	<b>90%</b>
	M	M	E	M	M	E	NM	M	E			

**Table O: Annual Reports to DOL**

69 Total State & Federal Measures Reported

5 yrs (10-14)	MET	EXCEEDED	NOT MET
Olympic	23	45	1
Pac Mt	18	50	1
North West	14	54	1
Snohomish	27	36	6
SeaKing	24	45	0
Tac/Pierce	24	40	5
Southwest	15	53	1
<b>North Central</b>	<b>28</b>	<b>38</b>	<b>3</b>
South Central	31	38	0
Eastern	30	36	3
Benton Franklin	28	39	2
Spokane	24	45	0

\* NOT MET: PY14 FED YOUTH CERT/ PY12 STATE DW MED EARNINGS/PY11 STATE YOUTH MED EARNINGS