



Olympic Consortium Board

DATE: Friday, January 16, 2026

TIME: 10:00 am – 12:00 pm

LOCATION: Microsoft Teams

AGENDA

Kitsap County Commissioners

Katherine T. Walters, *Chair*

Christine Rolfes

Oran Root

Clallam County Commissioners

Randy Johnson, *Vice Chair*

Mark Ozias

Mike French

Jefferson County Commissioners

Greg Brotherton

Heather Dudley-Nollette

Heidi Eisenhour

Staff

OWDC Director

William Dowling

Program Supervisory

Alissa Durkin

Program Analyst

Luci Bench

David Herrick

1. CALL TO ORDER

2. ACTION ITEMS

- a. Approval of January 16, 2026 agenda.
- b. Approval of November 21, 2025 meeting minutes (Att. 2.b., pgs. 2-4).
- c. Memorandum of Understanding

3. DISCUSSION ITEMS

- a. CRF Business Grant Awardees
- b. New OWDC Vice-Chair & SWDC Co-Chair
- c. Success Stories
- d. Director Report Out
- e. One-Stop Operator Report Out (Att. 3.c., pgs. 5-10)
- f. [Public Comment](https://www.cognitoforms.com/kitsapcounty1/owdcpubliccomment) – Submit by 12pm the day prior to the meeting via online form:
<https://www.cognitoforms.com/kitsapcounty1/owdcpubliccomment>
- g. 2026 Calendar (Att. 3.e., pgs. 11)

4. GOOD OF THE ORDER

5. ADJOURN

NEXT MEETING: Joint OWDC & OCB Meeting March 27, 2026 (in-person only)

Meeting Minutes
OLYMPIC CONSORTIUM BOARD
Friday, November 21, 2025

ATTENDEES: Commissioner Randy Johnson, Commissioner Greg Brotherton, Commissioner Katherine T. Walters, and Jamie Clough.

Staff: Bill Dowling, Alissa Durkin, David Herrick, Lori Veitenheimer, and Doug Washburn

The OCB meeting was held on Friday, November 21, 2025, via TEAMS.

1. ACTION ITEMS

a. Approval of November 21st agenda:

MOTION: Commissioner Johnson moved to approve. Commission Walters seconded.
Motion carried unanimously.

b. Approval of Minutes:

Meeting minutes from OCB July 18, 2025, meeting reviewed:

Oran Root is still incorrectly spelled out

MOTION: Commissioner Johnson moved to approve with corrections noted. Commission Walters seconded. **Motion carried unanimously.**

c. Approval of 2026 Calendar:

MOTION: Commissioner Walters moved to approve. Commission Johnson seconded.
Motion carried unanimously.

d. Nomination and confirmation of 2026 OCB Chair and Vice Chair:

Commissioner Brotherton nominated Commissioner Walters for OCB Chair. Commissioner Walters accepted.

MOTION: Commissioner Johnson moved to approve. Commission Brotherton seconded.
Motion carried unanimously.

Commissioner Brotherton nominated Commissioner Johnson for OCB Vice Chair.
Commissioner Johnson accepted.

MOTION: Commissioner Brotherton moved to approve. Commission Walters seconded.
Motion carried unanimously.

e. Approval of New OWD Chair, Monica Blackwood:

MOTION: Commissioner Walters moved to approve the new appointment as presented.
Commissioner Johnson seconded the motion. **Motion carried unanimously.**

f. Affirm new connection site certification:

Olympic Educational Service District #114 Open Doors in Bremerton, requesting to become a connection site and be able to provide WIOA Youth services. The site meets required EEO, ADA compliance and certification requirements. **MOTION:** Commissioner Walters moved to

approve the new appointment as presented. Commissioner Johnson seconded the motion. **Motion carried unanimously.**

g. Approval of Appointment of New OWDC Member, Dr. Joan Hantan:

MOTION: Commissioner Walters moved to approve the new appointment as presented. Commissioner Johnson seconded the motion. **Motion carried unanimously.**

h. Reappointments OWD Council Members: reappointment letters attached. **MOTION:** Commissioner Johnson moved to approve the new OWDC member Dr. Joan Hanten. Commissioner Walers seconded the motion. **Motion carried unanimously.**

2. DISCUSSION ITEMS

a. Director Report Out: November 2025 publication of the Kitsap Business Magazine includes five (5) businesses who received Commerce Reinvestment Plan Grants or are hosting work experiences for WIOA participants.

SNAP benefits and potential impacts: We anticipate the recent updates to ABODS work requirements to 80 hours per month will increase foot traffic and need to support and resources in WorkSource Centers.

Support or 10% Discretionary funding letter: reappointment letters attached. **MOTION:** Commissioner Johnson moved to approve the new OWDC member Dr. Joan Hanten. Commissioner Walers seconded the motion. **Motion carried unanimously.**

b. One-Stop Operator Report Out: Lori provided report out. Fall all staff training occurred at the end of September. Topics included Equal Opportunity required training, self-care, wellness, and multi-generational workforce.

System integration: Voice of the customer survey results have dipped slightly but overall service rating remains strong at 9/10. New resources, Aging and Disability Resource Division presence in WorkSource Kitsap. Discussion of front desk/resource room support and workshops. New workshops including digital literacy, justice involved, and workforce generations. Forming strategic partnerships to bring in resources where needed.

Referrals: 337 referrals, 120 completed to program partners within the one-stop system. Customer trends and satisfaction: WorkSource Clallam: 344 individuals and in WorkSource Kitsap: 610 individuals received one-on-one assistance.

c. SWD Coalition Empowering Employers Event: Successful event occurred in October with the highest turn out! Kristal Thomas presented on resilient leadership, Lucretia Robertson presented on multi-generational workforce.

d. PY24 Performance Reports: Staff provided WIOA Title 1B performance metrics for quarter one of 2025 program year. No questions or comments.

e. Public Comment: None

3. **Good Of the Order:** None.

ADJOURN: There being no further business to come before board, the meeting was adjourned at 11:00 am.

Next Meeting: Friday, January 16th, 2026

Olympic Peninsula One Stop Operator Report December 2025
Comprehensive Centers – WorkSource Kitsap County, serving Kitsap County in
Silverdale and WorkSource Clallam County, serving Clallam and Jefferson
Counties in Sequim
WorkSource One Stop Operator: Career Path Services
Reporting period October 2025 – November 2025

Functional and Programmatic Integration

Partner engagement has strengthened integration across the Olympic Region. Administrative meetings have seen increased attendance, due to intentional outreach by the One-Stop Operator (OSO) team; a response to feedback gathered through the Strategic Insights form, which identified a clear need for broader partner engagement. The OSO team met individually with Administrative Team members to ensure programs are consistently represented at monthly meetings, including the use of designated proxies when needed. This focused effort has helped reinforce shared ownership of system activities and sustained partner participation.

The region has also come together to support individuals impacted by the reinstatement of the Able-Bodied Adults Without Dependents (ABAWD) work requirement. Previously, a work requirement waiver was in place for all areas of the state except for King County. The lift of this waiver means that individuals who meet the ABAWD criteria are required to participate in work, volunteer opportunities, or training programs for a minimum of 80 hours per month. As the Department of Social and Health Services (DSHS) works to notify affected participants, the WorkSource system is collaborating to provide coordinated resource navigation and employment support to help individuals maintain access to basic necessities during this transition. Additionally, the certification of the Open Doors program as a connection site in Bremerton has strengthened pathways into the WorkSource system, creating valuable connections for parents, guardians, and students who may be interested in additional employment and training services.

System Integration

System-level coordination remained active during this reporting period, despite a reduced meeting schedule due to the holidays. One All-Partners meeting was held and was well attended by representatives from the Department of Vocational Rehabilitation (DVR), Wagner-Peyser, Labor and Industries (L&I), Dislocated Worker, WIOA Adult, WIOA Youth, Senior Community Service Employment (SCSEP), and Veterans programs. Partners were also informed of DVR's current statewide capacity constraints, with the agency temporarily placing new customers on a waitlist. Partners continue to refer individuals as appropriate, ensuring they will be served on a first-come, first-served basis when enrollment resumes.

Integrated Service Delivery

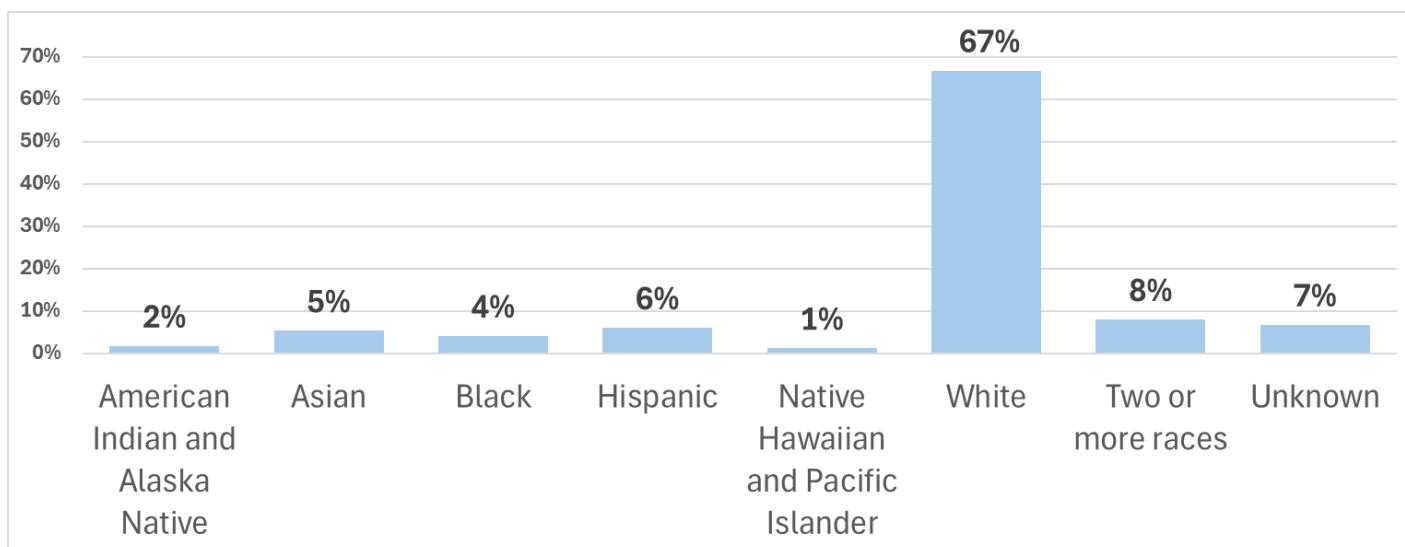
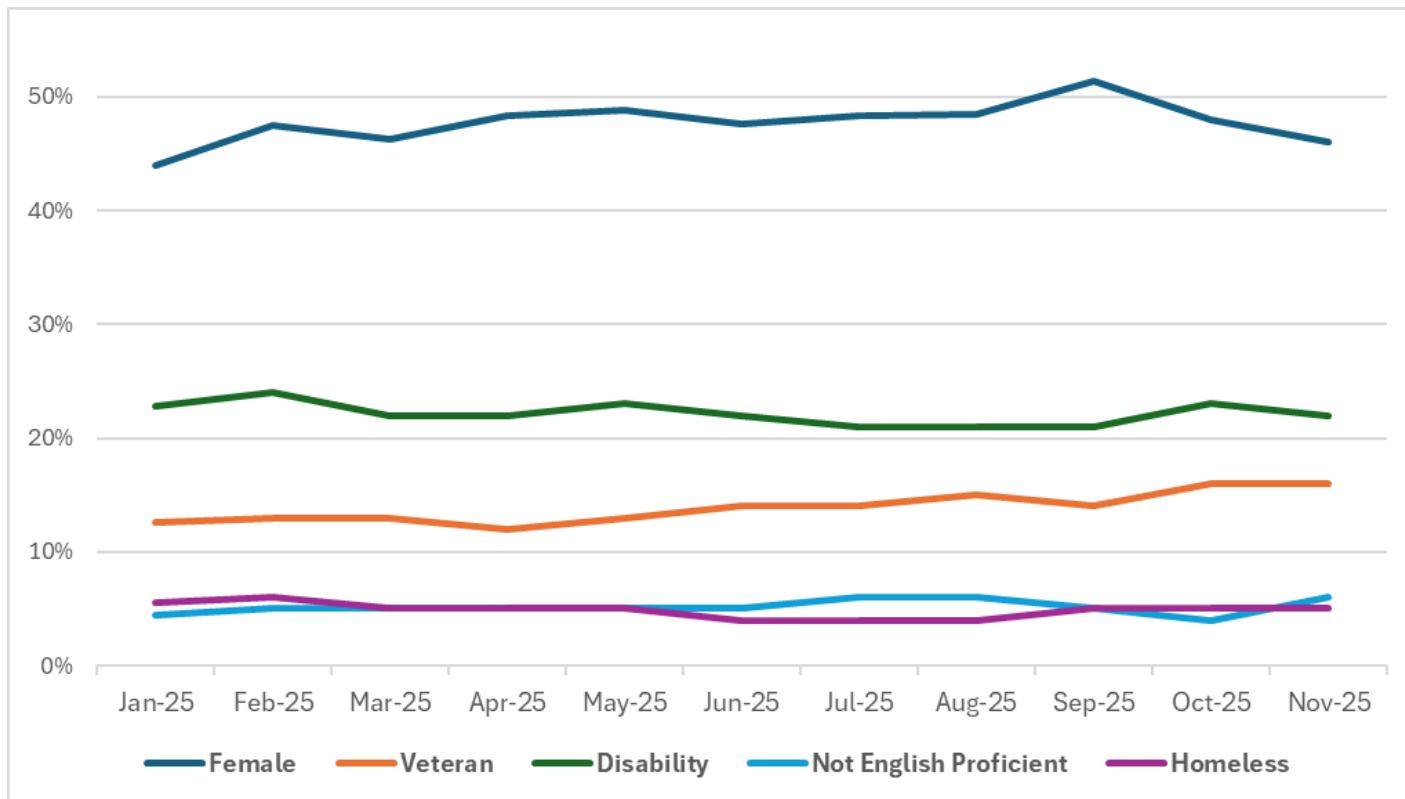
Progress was made toward advancing Integrated Service Delivery (ISD) through productive Memorandum of Understanding (MOU) discussions with system signatories. Participants reached consensus on language updates and agreed to draft a system-level agreement outlining how ISD will function at the staff level. The OSO team is optimistic that this approach will help alleviate front desk staffing pressures and allow greater flexibility for outreach and service delivery, particularly in rural areas of the region.

Service Provision and Outreach

Attachment 3.c.

The following data was gathered from the Workforce Professionals Center, Workforce Services performance Dashboard (data captured month by month). Specific to gender, 1,472 individuals have been captured for this reporting period (*this number varies by category*). Observations regarding this reporting period to previous months are as follows:

- Services to Veterans increased by 10%
- Services to a person with a Disability increased by 1%



Customer flow Tracker

<https://wpc.wa.gov/reports/customer-flow-tracker>

WorkSource Kitsap County, serving Kitsap County in Silverdale:

Specific to this reporting period, the customer flow tracker reports that peak office activity occurred on Mondays at 2:30 PM. Customer service activity was as follows:

- 51%, In-Person
- 46%, Video Conference
- 3%, Telephone
- 319 individuals received One on One assistance
- 281 utilized WorkSource resources
- 64 received Unemployment Insurance Claim assistance
- 1 received WA Cares / Paid Family Medical Leave information
- 2 engaged in Hiring events, 59 in Workshops/Seminars
- 3 **Employers** engaged in Hiring events, 2 in Interviews

Customer Flow Tracker

<https://wpc.wa.gov/reports/customer-flow-tracker>

WorkSource Clallam County, serving Clallam and Jefferson Counties in Sequim:

Specific to this reporting period, the customer flow tracker reports that peak office activity occurred on Thursdays at 12:30 PM. Customer service activity was as follows:

- 48%, In-Person
- 34%, Video Conference
- 18%, Telephone
- 217 individuals received One on One assistance
- 244 utilized WorkSource resources
- 86 received Unemployment Insurance Claim assistance
- 8 received WA Cares / Paid Family Medical Leave information
- 15 engaged in Resource Fairs
- 2 **Employers** engaged in Hiring events, Job Fairs, and received One-on-One assistance

Customer Satisfaction

44 Customer Satisfaction responses were received

- 95% from Job Seekers / 5% from Employers
- 70% from (Kitsap in Silverdale) / 30% from (Clallam and Jefferson in Sequim)
- 73% First Time Customer / 27% Returning Customer
- 100% customers would recommend WorkSource to others
- 9.8 average rating (scale of 1 to 10, 10 being the best)
- 100% customers were either Very Satisfied or Satisfied with “Staff Friendliness”
- 100% customers were either Very Satisfied or Satisfied with “Needs Being Met”

Customer accolade

"WorkSource changed my life! They gave me back my self-respect. I've been out of the workforce for over 20 years. The resume process terrified me. The WorkSource staff reminded me of who I am, and what I have accomplished in my life. I cannot describe how wonderful they are; professional, and accessible. They prepared me for the process of interviews and helped to craft the most beautiful resume. I feel so qualified!"

Success Story

The staff at WorkSource were a pleasure to work with. Their positive attitude and energy were inspiring throughout all of my appointments, whether they were in-person or virtual. I am so glad that I was able to attend the recommended job fair. The atmosphere at the office was full of life, and it was clear, through my interactions with staff working in all areas, and the marketing materials, they are 100% committed to the success of job seekers who walk through the door. I also enjoyed meeting and working with everyone at the job fair. Everyone took time while I was there to educate me on job opportunities and got back to me immediately via email when I reached out directly. THANK YOU so much for the work your team does. I'm inspired and so happy to have been offered a job! I was especially nervous about gaining employment due to my age.

WorkSource supported me throughout many months of job searching. They assisted me with my resume, interview preparation, and navigating employer websites that were difficult to use and wouldn't accept my resume. During my most recent appointment at WorkSource, I received a job offer from one of the employers they helped me apply to. The staff have been a constant source of encouragement and positivity—always welcoming and supportive. Everyone is truly remarkable. I would not have secured this job without their help, and I am deeply grateful.

Staff Competence and Staff Training Participation

Partner learning and information sharing continued through the All-Partners meetings. In October, the OSO team shared key insights from the Voice of the Customer, hosted the Title 1 representative who provided an overview of the Dislocated Worker program, and shared updates and timelines for the ESD WIT replacement project. Due to the holidays, the November meeting was canceled, with one meeting scheduled for early December. This adjusted schedule was developed in consultation with local leadership, and regular meeting cadence will resume in January to ensure continued collaboration and shared learning across the system.

Employer Engagement

WorkSource Kitsap County, serving Kitsap County in Silverdale:

Between October 1 and November 30, 2025, WorkSource business services in Silverdale supported employers in Kitsap County through a variety of activities:

Summary of Services and Businesses Served

Business Assistance

- **Number of Business Services Provided:** 91
- **Number of Businesses Served:** 84

- **Observation:** Services were provided to unique businesses, showing strong outreach of service to business. This indicates a very targeted or specialized approach in Business Assistance.

Other Services

- **Number of Services Provided:** 51
- **Number of Businesses Served:** 49
- **Observation:** Slightly more services than businesses, suggesting that a couple businesses received multiple “Other” services.

Recruitment

- **Number of Services Provided:** 37
- **Number of Businesses Served:** 32
- **Observation:** More services than businesses served, indicating that some businesses used recruitment services multiple times.

Overall Unique Businesses Served: 82

- **Observation:** Across all service categories, 82 unique businesses were served, highlighting that some businesses accessed multiple types of services.

Key Insights:

- The “Other” category is the largest in terms of both services provided and businesses served, showing it is a high-demand area.
- Recruitment and Business Assistance are more targeted, with fewer services but potentially deeper engagement per business.

Employer Engagement

WorkSource Clallam County, serving Clallam and Jefferson Counties in Sequim:

Between October 1 and November 30, 2025, WorkSource business services in Sequim supported employers in Jefferson and Clallam counties through a variety of activities:

Summary of Services and Businesses Served

Business Assistance

- **Number of Services Provided:** 28
- **Number of Businesses Served:** 13
- **Observation:** Services provided to a unique business is 12. This indicates a very targeted or specialized approach to Business Assistance.

Other Services

- **Number of Services Provided:** 5
- **Number of Businesses Served:** 5
- **Observation:** There is an even number of services and businesses, in the “other” category during this timeframe, which suggests a steady outreach and services to “other” businesses.

Recruitment

- **Number of Services Provided:** 23
- **Number of Businesses Served:** 8
- **Observation:** More services than businesses served, indicating that some businesses used recruitment services multiple times. Recruitment was only present in Clallam County during this time.

Overall Unique Businesses Served: 12

- **Observation:** Across all service categories, 12 unique businesses were served, highlighting that some businesses accessed multiple types of services.

Key Insights

- Recruitment services make up a fair amount of outreach, indicating strong employer engagement around hiring needs.
- The **12 unique businesses** indicate that some employers received more than one type of service or multiple touchpoints.

Physical and Programmatic Accessibility

The OSO maintains an Equal Opportunity (EO) complaint log, and we are happy to report that no new complaints were filed during this reporting period.

During this time, the OSO finalized the American with Disabilities Act (ADA) desk-aid equipment videos from the previous training in collaboration with the WorkSource Administrator. Upon completion, the videos were provided to the administrator and shared via the “all partner” meeting chat to ensure access and distribution across all partner agencies and office staff. DVR continues to be a strong system partner in advancing ADA accessibility and offered to have their Autism Treatment Assistance Program (ATAP) staff visit the office in the future to demonstrate the purpose and proper use of ADA equipment.

In addition, the OSO actively coordinated with key system partners, which included DVR, L&I, the Culture Committee Lead, DSB, American Association of Retired Persons (AARP), DSHS, and the Community College to build upon existing relationships and to establish shared expectations for upcoming meetings and presentations.

2026

January						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

February						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

March						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

April						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

May						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24/31	25	26	27	28	29	30

June						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

July						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

August						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23/30	24/31	25	26	27	28	29

September						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

October						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

November						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

December						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

 Olympic Consortium Board Meetings 3rd Friday Bi-Monthly
 Olympic Workforce Development Counc 2nd Thursday Bi-Monthly
 OCB - OWDC Joint Meetings Spring & Fall

 10am-12pm
 10am-12pm
 9am-12pm

 Executive Meeting
 Youth Committee
 SWD Coalition Meetings

 Last Tuesday Bi-Monthly
 Follows OWDC Meetings
 3rd Friday Bi-Monthly

 10am-12pm
 9am-10am
 9-10:30am