



December 17, 2019

Dear Harris Award Committee Members:

It is my honor to submit this letter in support of the Washington State EO Officer Team award nomination. I am the Local Equal Opportunity Officer for the PacMtn Workforce Development Area, serving Thurston, Lewis, Mason, Grays Harbor and Pacific County. I have been serving WDA 2 in this capacity since November 2011. I have been a member of the Washington State EO Officer Team since formalized at the first annual in-person conference in February 2018.

Although humbled, it is with great pleasure that I speak to the amazing work of the WA State EO Team. As a group of WorkSource service provider staff, all members are not only compassionate but also fully dedicated to leading the charge of ensuring Equal Opportunity and Non-Discrimination for all our system job seekers, employers, community service partners and staff alike.

The success of our efforts is driven by an amazing team of accountable and committed leaders who go above and beyond to educate, inform and support each other in all aspects of this work. We accomplish through quarterly team conference calls, bi-annual/annual statewide EO Officer in-person training sessions as well as the through the development and subsequent sharing of EO compliance tools, resources, and materials.

Some of best practices implemented within our system:

- Using a state wide calendar service for EO training notification and registration
- Being flexible to minimize staff travel by offering and delivering multiple a.m. and p.m. training sessions in urban and rural service delivery locations
- Entertaining Subject Matter Experts (SME's) to be guest speakers, as applicable
- Creating and facilitating separate and more specialized training on specific areas of need – (Service Animals)
- Providing thumb drives to attendees to support ease of information access and management. This is in addition to pertinent printed materials provided during annual All Staff EO & Nondiscrimination trainings
- Arming service providers with laminated EO Posters for those who deliver offsite customer based trainings, WS service sharing and other community engagements
- Creating desk side tools for quick reference

Although I have attended and participated in many EO, Equality, Diversity and Inclusion workshops or training sessions and worked with many great people, I can say without a doubt that this team of professionals is more than a mark above the others. Because of this team's wealth of knowledge, our cumulative experience and our broad partner collaboration, we as individuals and as a group will continue raising the bar and exceeding all expectations for the delivery of non-discriminatory and equal opportunity compliant services accessible within our statewide WorkSource system.

Sincerely,

Craig Clark - Senior Compliance Coordinator & EO Officer  
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December 18, 2019

Dear Harris Award Committee Member:

**EXECUTIVE COMMITTEE**

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Senior Faculty, City University  
Technical Group Manager  
PNNL

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DSHS

My name is Cynthia N. Garcia and I am the appointed Benton-Franklin Equal Opportunity (EO) Officer since February 2018. It is an honor to write this letter in support of the Washington State EO Officer Team Award Nomination.

The passion for equality and mindfulness of inclusion from the Washington State EO Team continues to positively impact my region. As a result of the on-going in-person monitoring and trainings, excellent technical assistance, and continued commitment to identify solutions to barriers, we have drastically enhanced our local service delivery by utilizing the following techniques and strategies to ensure Accessibility and Equality for All:

- **Local Human Centered Design Strategies:** Our region utilizes Human Centered Design (HCD) Strategies to identify the needs of our customers which has helped us develop targeted solutions. The outcomes of utilizing HCD Strategies have contributed towards the physical re-design of our facility; improvements to service delivery and additional assistive technology equipment.
- **Peer-to-Peer Best Practice Strategies Work Groups:** As a member of the EO team, I highly value the strategies implemented by the Washington State EO Team to ensure a strong partnership among all Workforce Development Council (WDC) EO Officers. This work group has created a support network for all WDC EO Officers where we come together to learn from each other, share best practices and work together towards the achievement of Equal Opportunity and Nondiscrimination.

**COUNTY OFFICIALS**

Benton County  
Commissioner James Beaver

Franklin County  
Commissioner Clint Didier

**EXECUTIVE DIRECTOR/CEO**  
Tiffany Scott

The Washington State EO Team has my highest recommendation without any reservations. Should you have any questions or need additional information, please do not hesitate to contact me.

Sincerely,

A handwritten signature in blue ink that reads "Cynthia N. Garcia".

Cynthia N. Garcia  
Youth Initiatives Manager/Local Equal Opportunity Officer  
Benton-Franklin Workforce Development Council

# EASTERN WASHINGTON PARTNERSHIP

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December 23, 2019

State EO Office  
PO Box 9046  
Olympia, WA 98507

To Whom It May Concern;

I am a new employee for the Eastern Washington Partnership, Workforce Development Council. I work in a small office in the very rural town of Colville, Washington. We serve offices throughout Eastern Washington (except Spokane County). One of my primary duties is to serve as the Equal Opportunity Officer for our region. I am familiar with Equal Opportunity laws, rules and regulations as my degree is in Human Resources. However, this is my first chance to practice what I have learned.

I was invited to join the EO Team at one of their regular meetings on October 28, 2019. The meeting was conveniently held the day before the Annual Workforce Conference. I was told that the meeting would be an all-day event and could not imagine why it would take all day.

I arrived on time, as did all attendees. Upon my arrival, the State EO Office staff (all three of them) rushed to introduce themselves and did everything possible to make me feel welcome. The rest of the attendees followed their example and by the time the meeting started I felt like I "belonged".

Once the meeting began, it was clear why they had scheduled the whole day: This group has great ideas, lots of experience and is more than willing to share with one another. The topics that were discussed were timely. The input from the participants was incredibly helpful. It was obvious that they had all been trained and were up to date on the current laws, rules and regulations. This would be a direct result of the EO officer trainings and the meetings much like the one I got to be a part of. It works!

In a few short weeks, I will travel to Olympia for my official EO Officer training. I look forward to this training so that I can fulfill my duties. More than the training, however, I look forward to the next group meeting. I am anxious to participate in the discussions as we work together with our employees to create environments that demonstrate Equal Opportunity at every level. It is a good feeling to know that even though I live and work far from others, they will be my TEAM to turn to if I ever need them!

Sincerely,



Tracy L Ferrell  
Administrative Service Manager