

BENTON-FRANKLIN WORKFORCE DEVELOPMENT COUNCIL

Adult & Employer Linkage Committee Meeting

August 20, 2020 at 8:30 a.m.

Microsoft Teams

Please note – This meeting is being recorded for record-keeping and quality assurance purposes.

Promoting a prosperous community by providing a progressive workforce system

AGENDA

1. **Call to Order** – Melanie Olson
2. **Welcome & Introductions**
3. **Approval of Committee Minutes**
Adult & Employer Linkage – July 16, 2020 (Needs a vote)
4. **Program Highlights** – Diana
5. **EcSA Update** – Cynthia for Jamilet
6. **Families Forward Washington Updates** – Cynthia for Jamilet
7. **One-Stop Operator Contract Update** - Cynthia
8. **WorkSource Columbia Basin Update** - Crystal
9. **Other Business**
10. **Next Meeting**
 - Adult & Employer Linkage Committee –
Thursday, September 17, 2020, at 8:30 a.m. at TBD
 - Full Quarterly Board Meeting –
Tuesday, October 27, 2020, at 4:00 p.m. at TBD
11. **Adjournment**

Attachments

- July 16, 2020, Adult & Employer Linkage Minutes
- WIOA Program/EcSA/FFW Reports – July
- Layoff Profile – July
- WS Operations Mgr. Report – July

Benton-Franklin Workforce Development Council
 Adult & Employer Linkage Committee
 July 16, 2020, at 8:30 a.m.
 Zoom

| <u>Present</u> | <u>Excused</u> | <u>Absent</u> | <u>Staff/Partners</u> |
|-----------------|----------------|---------------|----------------------------|
| Adolfo de León | Melanie Olson | Lori Mattson | Tiffany Scott, BFWDC |
| Jamie Rasmussen | | Karl Dye | Diana Hamilton, BFWDC |
| Jennie Weber | | Michael Lee | Becky Smith, BFWDC |
| Todd Samuel | | | Cynthia Garcia, BFWDC |
| | | | Jamilet Nerell, BFWDC |
| | | | Kayci Loftus, CPS |
| | | | Jasmine Smith, CPS |
| | | | Rosa Reyna, GW |
| | | | Crystal Bright, WSO |
| | | | Israel Delamora, OIC |
| | | | David Chavey-Renaud-TriDec |
| | | | Ivette Gutierrez, ESD |

Call to Order

Adolfo welcomed everyone and called the meeting to order at 8:30 a.m. Becky went through the roll call and allowed people to introduce themselves.

BFWDC COO Position - Tiffany

Tiffany shared that she had a meeting with Anthony Peterson, who was hired to be our new COO. Through that meeting, she was informed that his Director at OIC offered him their Deputy Director position. He has decided to take that offer and stay where he is. Tiffany will now take time to re-evaluate and then will communicate direction for the future regarding this opening at the BFWDC.

Approval of Committee Minutes

Minutes of the June 18, 2020, Adult & Employer Linkage Committee Meeting were provided for members to review.

Todd Samuel moved to approve the June 18, 2020, Adult & Employer Linkage Committee Meeting Minutes as presented, seconded by David Chavey-Renaud. Motion carried.

Program Highlights – Diana

Diana shared that a major priority right now is getting contracts completed and out to our service providers. This is especially important for the Disaster Recovery Contract as disaster relief employment activities can only be implemented upon execution of a local contract. The areas that we are focusing on within our community for this contract include things like food bank staff, contact tracing staff, child care providers so parents can go back to work, specialized sanitation workers for public spaces, and support for the homeless. The consortium plans on conducting a stakeholder mapping exercise later this month to identify everyone that needs to be brought to the table.

She shared that everyone will be receiving an e-vote regarding the Employment Recovery Grant. We received notification from the state that we will receive \$598,781 to help employment recovery due to the impacts of COVID. These funds will be used to respond to business closures and the ongoing dislocations that continue to impact our community. This contract will go from July 1, 2020, through March 31, 2022, and will serve 55 participants. We will be utilizing the sole-source option embedded in our local policy to subcontract services with Career Path Services. There will be more details in the email. Please be watching for this e-vote over the next few days.

She shared that we conducted interviews for the Programs Coordinator. We received 50 applicants. We are hoping to make an offer later today to start on August 3.

Todd asked why we are doing a Sole Source on the Employment Recovery Grant. Diana shared that this grant started on July 1. We have an extremely short turn-around time, and we know that Career Path Services has the expertise to provide these services. If we had to procure at this time, we would lose momentum in getting these dollars out to our community.

EcSA Update – Jamilet

Jamilet shared that we just completed a full year with the EcSA program. Our numbers remain low. We have changed some of the requirements on the contract around eligibility and expanding the area of service. She introduced Ivette Gutierrez. Ivette is a social policy researcher. She is in charge of focusing on the EcSA Connell model. Part of ESD's job is to explore what can be better and what can be replicated in other contracts. We are currently going through phase one of the evaluation, which includes initial interviews with WDC Staff, subrecipient frontline staff, case managers, and local partners.

Todd asked what the goal of EcSA will be in the next 3-6 months. She answered that serving a community that lacks access to technology and technology literacy has been a challenge. We are in a place that we can be innovative and cooperate with our community partners. We are hoping through targeted outreach; we can continue to provide resources to our participants. She anticipates that the numbers will increase, but slowly.

Tiffany thanked Ivette for attending.

Jamilet shared from the provided report.

Israel asked if we were able to provide computers or technology to customers to participate in the provided forums. Jamilet answered that a lot of the interaction is over the phone. For those that need technical assistance, they are working with the library and the City of Connell. Because of COVID, we can enroll customers without them having to provide documentation right now, so a lot of the intake is happening over the phone. OIC is looking at leasing or providing loaned equipment to customers.

Families Forward Washington (FFW) Updates – Jamilet

Jamilet shared that FFW will be executing a 3rd contract amendment to offset the impact of COVID-19 has had on the enrollment numbers. The deadline will be extended to December 31, 2020, to continue enrollments of 56 customers. We will continue to enroll as many as possible over this number. As of yesterday, we had 54 enrollments. This is a new model brought to our area. There have been many challenges and lessons learned. They continue to provide enrollments and virtual services. Goodwill has done a great job of providing services and meeting the customers where they are at to help. Technology continues to be a challenge. We received over 30 inquiries for the program over the last month due to a local flyer that was sent out.

Todd asked if we had 20-30 more enrollments if we have the funding to serve those? She answered that what limits the number of enrollments that we can provide is funding. It depends on what type of training the customer wants to receive.

WorkSource Update – Crystal

Crystal shared highlights out of the June operations report. We have launched a robust service delivery plan talked about last month. This is a local plan that is looking to target local job seekers to meet the local business need. Some of those activities include the virtual resource room with one on one appointments to provide basic career services. They are standing up two new workshops; an on-demand recorded workshop with a live follow-up question and answer time. Two areas they are focusing on is Job search and then connecting with training. They are also working on an outreach campaign. They have reached out to over 1700 individuals who have reached the end of their unemployment with the hopes of informing them of the available resources and create a sense of urgency.

Kayci added that they are very proud of the work of the Business Services Team. They have met a goal set back in October of reaching out to 100 new employers with a transformational visit. This is an excellent accomplishment for a team of four working in these challenging times.

Other Business:

David from TriDec shared that they have a stakeholder meeting next week to talk about the emergency grants. He has also been in contact with Rebecca about hosting a virtual job fair. Todd asked about his sense of the health of employers in our area. He shared that he primarily works with manufacturers in which there isn't a lot of hiring going on. A lot of these businesses are just beginning to ramp up again and figuring out how to conduct a safe start. They have been working with Impact Washington to provide resources to businesses.

Next Meeting: The next Adult & Employer Linkage Committee meeting is scheduled for Thursday, August 20, 2020, at 8:30 a.m. on Zoom.

Adjournment

With no further business, the meeting was adjourned at 9:23 a.m.

Meeting Chair

Date

Becky Smith, Office Manager

Date

July 2020

| PY20 Adult Program Performance Summary (Cumulative) | | | |
|---|------------------------|-------------------------------|----------------------|
| Enrollments | Actual Outcomes | Monthly to Date Target | Annual Target |
| Total Served | 55 | 63 | 193 |
| Exits | | | |
| Total Employed Exits | 7 | 8 | 136 |
| Placement Rate | 87.5% | 85% | 85% |
| Median Wage | \$14.00 | \$14.50 | \$14.50 |
| Services | | | |
| Individual Training Account (ITA) | 1 | 0 | 50 |
| On-the-Job Training (OJT) | 0 | 0 | 6 |
| Work Experience (WEX) | 0 | 0 | 5 |
| Apprenticeship | N/A | N/A | N/A |

Total Served:

- Funding restrictions severely limit direct participant expenditures during the first quarter of the program year (July – Sept.), which creates challenges for customers needing training and wrap-around services. Subrecipient staffs are partnering with Basic Food Employment Training (BEFT) and Opportunities Industrialization Center (OIC) to pay for the monetary needs of co-enrolled customers. The Adult program will provide additional individualized services.
- Subrecipient staff is working on outreach via referrals from currently enrolled customers to promote Adult program services.
- Subrecipient leadership coordinated outreach efforts for customers who have been receiving Unemployment Insurance (UI) benefits for 20+ weeks via a list provided by the Employment Security Department (ESD). The goal is to encourage customers to engage in services at WorkSource Columbia Basin (WSCB) virtually and provide information on services and training opportunities that are available. Outreach and recruitment efforts include direct email marketing, outbound phone calls to engage customers receiving UI, and email blasts utilizing the GovDelivery UI list.

Total Employed Exits:

- Subrecipient staff email participant’s newsletters with links to the ‘Hot Jobs’ list to promote immediate hiring needs and increase employment opportunities.
- A statewide manufacturing job fair has been scheduled for August 19th, and two local employers, Nutrien and Elwood Staffing, have committed to participating.

Median Wage – This rate will increase as customers continue to exit into unsubsidized employment throughout the program year.

New Staff Member – We would like to welcome a new Employment Specialist, Maria Zaragoza, to the Adult program! Maria was previously an Employment Specialist at TC Futures and has transitioned over to WSCB to serve customers. She is bilingual with re-employment service experience and will be an asset to the Adult and Dislocated Worker Team.

July 2020

| PY20 Dislocated Worker Program Performance Summary (Cumulative) | | | |
|---|------------------------|-------------------------------|----------------------|
| Enrollments | Actual Outcomes | Monthly to date Target | Annual Target |
| Total Served | 57 | 59 | 186 |
| Exits | | | |
| Total Employed Exits | 7 | 0 | 105 |
| Placement Rate | 87.5% | 85% | 85% |
| Median Wage | \$18.50 | \$19.00 | \$19.00 |
| Services | | | |
| Individual Training Account (ITA) | 3 | 0 | 40 |
| On-the-Job Training (OJT) | 0 | 0 | 15 |

Total Served:

- Coordinated outreach efforts continue for customers who have been receiving Unemployment Insurance (UI) benefits for 20+ weeks via a list provided by the Employment Security Department (ESD). The goal is to encourage customers to engage in services at WorkSource Columbia Basin (WSCB) virtually and provide information on services and training opportunities available through the Dislocated Worker program.
- Outreach and recruitment efforts include direct email marketing, outbound phone calls to engage customers receiving UI, and email blasts utilizing the GovDelivery UI list. Services advertised include WIOA Title 1B program services, tuition assistance, basic career services, and invites to watch a newly created informational session called “Strategic Job Search” via YouTube.

Median Wage – This rate will increase as customers continue to exit into unsubsidized employment throughout the program year.

New Staff Member – We would like to welcome a new Employment Specialist, Maria Zaragoza, to the Dislocated Worker program! Maria was previously an Employment Specialist at TC Futures and has transitioned over to WSCB to serve customers. She is bilingual with re-employment service experience and will be an asset to the Adult and Dislocated Worker Team.

July 2020

| PY19 Rapid Response Program Performance Summary | | | |
|--|------------------------|-------------------------------|----------------------|
| | | (Cumulative) | Ends 6/30/21 |
| Enrollments | Actual Outcomes | Monthly to date Target | Annual Target |
| Total Served | 17 | 18 | 65 |
| Exits | | | |
| Total Employed Exits | 2 | 6 | 47 |
| Placement Rate | 100% | 85% | 85% |
| Median Wage | \$24.44 | \$19.00 | \$19.00 |
| Services | | | |
| Individual Training Account | 3 | 6 | 27 |

Total Served:

- Now that the PY18 Rapid Response Increase Employment (RRIE) contract has ended, staff shifted their focus to enrolling and serving customers in the PY19 RRIE program.
- Subrecipient leadership coordinated outreach efforts for customers who have been receiving Unemployment Insurance (UI) benefits for 20+ weeks via a list provided by the Employment Security Department (ESD). The goal is to encourage customers to engage in services at WorkSource Columbia Basin (WSCB) virtually and provide information on services and training opportunities available. Outreach and recruitment efforts include direct email marketing, outbound phone calls to engage customers receiving UI, and email blasts utilizing the GovDelivery UI list.

Total Employed Exits:

- Subrecipient staff email participant's newsletters with links to the 'Hot Jobs' list to promote immediate hiring needs and increase employment opportunities.
- A statewide manufacturing job fair has been scheduled for August 19th, and two local employers, Nutrien and Elwood Staffing, have committed to participating.

Individual Training Account:

- Now that the PY18 Rapid Response Increase Employment (RRIE) contract has ended, PY19 RRIE funds can be fully utilized. These funds will ensure customers have immediate access to training and wrap-around services since there are no first-quarter spending restrictions.
- Online training has been a challenge for participants who are not equipped with a tablet or computer to access online training opportunities. Subrecipient staff is utilizing community resources provided by Goodwill, TC Futures, and other agencies who loan equipment or allow participants to come to their facility to use computers for online classes/training.



July 2020

| Disaster Recovery Dislocated Worker Grant | | | |
|--|------------------------|-------------------------------|----------------------|
| Performance Factors | Actual Outcomes | Monthly to Date Target | Annual Target |
| Total Planned Participants | 0 | 0 | 32 |
| Number of Participants in Both Disaster-Relief Employment and Career and Training Services | 0 | 0 | 23 |
| # Individuals Receiving Career Services | 0 | 0 | 32 |
| # Individuals in Training Services (excluding OJT) | 0 | 0 | 10 |
| # Participants Placed in Work-Based Learning (WEX/Internship) | 0 | 0 | 0 |
| Receiving Supportive Services | 0 | 0 | 25 |
| # of participants entered unsubsidized employment at exit | 0 | 0 | 22 |

Recruitment for disaster relief employment will not commence until community needs are identified through a regional collaborative effort. Great care is being taken to ensure disaster relief positions not only meet the needs of the community but provide disaster relief workers with the skills needed to help them be competitive in obtaining unsubsidized employment.

The first stakeholder mapping exercise was convened to identify needs within the community as a result of COVID-19. Tri-Cities Economic Development Council (TRIDEC) hosted the meeting, which included marketing and communication representatives from the City of Kennewick, Richland, Pasco, and West Richland. A brief overview explaining the purpose of these funds was provided, followed by a brainstorming session to identify organizations to contact that could benefit from this opportunity.

July 2020

| PY20 EcSA Program Performance Summary | | | |
|--|------------------------|--------------------------------------|-----------------------|
| Cumulative from September 2019 – March 2022 | | | |
| Enrollments | Actual Outcomes | Monthly to Date Target Target | Program Target |
| Total Served | 9 | 58 | 138 |
| Exits | | | |
| Total Employed Exits (Income above 200%FPL) | 2 | 34 | 115 |
| Services | | | |
| Individual Training Account (ITA) | 1 | 10 | 30 |
| Self-Sufficiency Matrix Progression | 2 | 37 | 115 |
| Financial Literacy & Budget Training Attendance | 2 | 58 | 138 |
| Mentorship | | | |
| 1:1 Mentoring | 1 | 18 | 56 |
| Group Mentorship | 1 | 27 | 82 |

- Continued outreach efforts to engage with the communities of Eltopia, Mesa/Basin City, and Kahlotus, defined as zip codes 99330, 99343, and 99335. Outreach strategies will include:
 - Partnership with the North Franklin County community partners to increase awareness of EcSA resources and referrals.
 - Online/Social media (utilizing Jot Forms) and bilingual program flyers.
 - Mass email to Unemployment Insurance recipients in the area of service.
 - Continued collaboration with DSHS for cold calling SNAP recipients.
- In August we will focus on:
 - The EcSA team will utilize Business Services to collaborate on outreach efforts to increase business and job seeker's engagement in North Franklin County.
 - Lead the Imagine Institute Childcare Virtual Workshop (for self-employment, training, and mentoring opportunities).
- Program Evaluation
 - Conducted by the Social Policy Research (evaluation approach is to share, listen, learn and adjust)
 - Phase 1 – July 2020, Initial data collection, C-19 adaptations, and evaluation report
 - Phase 2 –TBD, mid-point data collection and evaluation report
 - Phase 3 –TBD, data collection and final evaluation report

July 2020

| PY20 FFW Program Performance Summary | | | |
|--|------------------------|---------------------|-------------------|
| Cumulative from September 2018 – June 2021 | | | |
| Tracked Monthly | Monthly Outcome | YTD Outcomes | Study Goal |
| # screened for potential FFW enrollment | 12 | 334 | |
| # enrolled in FFW | 6 | 56 | 56 |
| # enrolled in training tracks | 8 | 53 | 56 |
| # of participants who met with their career coach/job developer | 46 | 50 | 56 |
| # of participants who received financial capacity-building referrals | 0 | 9 | 56 |
| Of those who began training: | 8 | 53 | |
| # completed training | 1 | 32 | |
| # earned certification | 2 | 33 | |
| # placed in employment | 6 | 32 | |

- The FFW program has successfully met the study goal of enrolling 56 non-custodial parents into the study.
 - Congratulations to Goodwill Industries for achieving and continue to exceed expectations in the Families Forward WA Study and Program!
- Department of Child Division and the BFWDC has successfully executed a contract amendment to:
 - Extend the enrollment deadline to December 31st, 2020.
 - The number of enrollments past the study goal (56) will be contingent upon the remaining of the budget.
 - New enrollments will be based on the type of training and support services requested by each participant (case-by-case needs).
- Continue to work with Goodwill to identify strategies to increase program visibility and provide services through virtual platforms.
- Training offerings such as CDL continues to be in demand; Google IT and Welding continue to gain traction.



**PY20 Dislocated Worker Layoff Profile
Benton-Franklin Counties
July 2020**

| Company Name | Date Notified | Industry | City | Layoff Date | WARN | Presentation | # Impacted |
|--|------------------|-----------------------|--------------------------|---------------------|------------|------------------|---------------------|
| Crest Logistics, LLC | 5/11/2020 | Transportation | Burbank | 6/3/2020 | Yes | 6/10/2020 | 68 |
| 7/2/2020: Expected layoff date for impacted workers was changed from 5/11/2020 to 7/3/2020. 7/10/2020: One impacted worker connected with staff and enrolled into the program. | | | | | | | |
| Sandvik | 7/21/2020 | | Kennewick | TBD | No | Pending | Estimated 10 |
| 7/21/2020: Andrew Ellenberger email:andrew.ellenberger@sandvik.com connected with staff about the services offered to impacted workers in the event of a layoff. Staff informed Andrew about an rapid response orientation and the topics covered in the session (e.g. overview of WorkSource, program information, health insurance, and 211) and provided the rapid response catalog of services. No information was provided on the number of impacted workers or a possible layoff date. 7/28/2020: Rapid Response coordinator connected via Teams meeting with Andrew Ellenberger and Wendy Munson email: wendy.munson@sandvik.com to further discuss rapid response details. Presentation date is still pending. Impacted workers are estimated to be at 10 or less. | | | | | | | |
| Catherine's | 7/27/2020 | Retail | Kennewick | Not Reported | No | No | Not Reported |
| 7/27/2020: Staff was informed via Tri-City Herald of store closure. Staff proceeded to connect with store manager Trina via telephone 509.378.3311 to offer rapid response services. Rapid response catalog was emailed tcritchfield@gmail.com to provide further details about rapid response services. No details about layoff date were provided as they are waiting to sell all merchandise. No details about the number of impacted workers were provided either. No WARN notice. 8/6/2020: Staff followed up with store, manager was not working .Sent an email to tcritchfield@gmail.com to verify no further services were needed. | | | | | | | |
| Tuesday Morning | 7/28/2020 | Retail | Kennewick | Not Reported | No | No | Not Reported |
| 7/28/2020: Staff was informed via online news article of store closure, connected with Brian via phone 509.737.8625 who provided email KENN0819@tuesdaysmorning.com. Rapid Response catalog, Adult/Dislocated Worker jot form referral flyer, and further details about rapid response sessions were provided and sent via email. No details on the expected layoff date or number of impacted workers were provided. No WARN notice. 8/6/2020: Staff attempted to reconnect to offer a rapid response session; Brian was not available. Rapid Response coordinator left message and contact information if further rapid response services were requested. | | | | | | | |
| Nevada Gold & Casinos, Inc | 7/28/2020 | | Multiple location | Not Reported | No | No | 192 |
| 7/28/2020: Staff was informed through ESD data of layoff. Nevada Gold & Casinos, Inc operate Crazy Moose Casino in Pasco and Coyote Bob's Roadhouse Casino in Kennewick. Contact was made via Corporate website in order to be able to connect with both locations. Layoff date was not provided, there is an estimated 192 impacted workers based on the UI date provided by ESD. | | | | | | | |
| Lane Bryant | 7/28/2020 | Retail | Kennewick | Not Reported | No | No | Not Reported |
| 7/28/2020: Staff was informed via Tri-City Herald of store closure, staff proceeded to connect with store manager, Amanda, via telephone 509.378.3316 to offer rapid response services. Rapid Response session was not requested, and no email was provided to send rr materials. Contact information for Rapid Response coordinator was provided for impacted workers. No exact layoff date was provided as they are waiting to sell all merchandise before closing. No details about the number of impacted workers were provided either. No WARN notice. | | | | | | | |



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WorkSource Operator Report

Benton Franklin Workforce Consortium

July 2020

July Highlights:

- WorkSource Columbia Basin’s first webinar is now available to customers on demand.
- Planning for a 2nd virtual job fair around the Energy sector contin
- WSCB team members continue to provide services virtually. Most customers seek to access basic needs related supports.

WorkSource Site Operations:

| Customer Counts 7/1/20 to 7/31/20 | | |
|---|--------------------------|--------------------------|
| Total Staff Assisted Seekers | 288 | |
| Total Staff Assisted Services | 511 | |
| <i>Basic Services</i> | 428 | |
| <i>Individualized, Training & Support Services</i> | 83 | |
| Unique Number of Businesses Served | 38 | |
| Staff Provided Business Services | 58 | |
| | Services Provided | Businesses Served |
| <i>Business Assistance</i> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc. | 6 | 6 |
| <i>Employee Training</i> Assessment, referral, enrollment, etc. | 9 | 5 |
| <i>Other</i> Employer outreach visit, marketing business services, etc. | 24 | 20 |
| <i>Recruitment</i> Hiring events, referrals, etc. | 19 | 12 |
| <i>Wage & Occupation Information</i> Labor Market Info, etc. | 0 | 0 |

***Note:** Due to continued engagement with new customers who do not have a WorkSourceWa.com account, these figures may not accurately reflect the number of services provided. Also, individuals connected directly to an Unemployment Insurance (UI) Representative via a WSCB staff member supporting the toll free phone line are also not captured here as that is not defined as a meaningful service, in which an individual is connected to employment or training related resources/information.

July 2020 Customer Survey



25 survey responses received (9% response rate):

- Of the customers who responded, 80% received the assistance/information needed; 92% will refer family and friends.
- Positive feedback:
 - “Vanessa is awesome and super helpful, always goes above and beyond she is a superhero and works very hard to make sure everything and everyone have the help they need.”
 - “Everything was great my case worker is awesome 🍌”
 - “The session was helpful and encouraging.”
- Improvements made based on customer feedback:
 - Feedback was received suggesting that we use Zoom. **Solution:** Service delivery via virtual platform, such as Zoom, are available currently; outreach efforts will include informing customers that services are available virtually.

Service Delivery

Career Services:

- WSCB’s new workshop, Strategic Job Search, is live! It can be viewed here: <https://youtu.be/7RBMheFTFUI>
- Customer engagement in new local virtual services, including one on one appointments and career assessments got off to a slow start in July, as customers continue to focus on basic needs based resources rather than job search.
- To increase customer connectivity:
 - We have introduced a technology called JotForm, which allows customers to use a QR code or click on a link to request follow up contact from a staff member.
 - The team also brainstormed outreach ideas together to identify creative ways to increase accessibility to services and inform customers that our services are available. Collaboration to ensure customer accessibility and expanded outreach efforts will be a continued focus in August.



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- Team WSCB has also been preparing for an increase of customers seeking job search assistance as the \$600 CARES Act benefit expires on 7/25 and anticipation that the Unemployment Insurance Job Search waiver expire. WSCB staff continue to serve as part of the statewide workshop team, facilitating virtual Job Hunter workshops in both English and Spanish. During July, a total of 705 customers attended these workshops (681 attended the workshops offered in English and 24 attended the workshops offered in Spanish.)
- The outreach campaign to reach over 1700 individuals who have received 20 weeks or more of UI ended on 7/31. Initial results will be reviewed the first week of August and a debrief meeting will be held to discuss key takeaways and lessons learned. This pilot will inform future outreach efforts moving forward.

Business Services:

- A virtual resume workshop and review option designed for veterans is now available as a result of collaboration between the Business Services Team and Hanford Contractors with a preference to hire veterans.
- Planning for a 2nd virtual job fair continues and will be around the Energy Sector. The date is to still to be determined as many local employers in this sector are still working on meeting COVID requirements and are not at a point to begin hiring.
- The team collaborated to complete a stakeholder mapping activity to identify community businesses to participate in/support COVID-19 disaster relief in Benton & Franklin Counties.
- The Business Services Team continues to serve as a bridge between local business and jobseekers by publishing Hot Jobs twice weekly and informing team members of businesses with urgent hiring needs during weekly All Staff meetings.
- Sector Focus Group Update: Planning for a focus group with healthcare employers is in progress.
- Due to COVID related restrictions connected with being on a phase 1.5 hold, their have been impacts to how we are able to support businesses. Employers continue to request assistance with Unemployment Insurance. This month, we have also seen a strong increase in the number of employers seeking information on rules around employees returning to work.

Community Connections:

- 7/9: Introductory meeting with William Waters of Comprehensive Healthcare; subsequent collaboration conversation to identify potential outreach strategy to mutual customers in response to COVID-19 impacts.
- 7/9: Planning call with Kristine Cody, Career & Internship Coordinator with WSU, to move employer information sessions and promotional materials to educate job seekers forward.
- 7/16: Collaboration call with William Waters and Tori Tater, Marketing Director, with Comprehensive Healthcare. Initial outreach plan created and next steps of planning scheduled. Also provided introductions to other community partners expand efforts.
- 7/30: Follow up meeting with Sara Schwan, Advocacy & Development Manager to coordinate efforts to connect community members to resources. Introduced Tori Tater of Comprehensive Healthcare and our initial outreach plan outline. Also created connections with individuals with



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area school districts in an effort to increase accessibility to resources for parents through use of student issued laptops.

Staff Training & Development:

Training/Development Attended:

- 7/1: Career Transitions (Spokane CC), WSCB Basic Assessments
- 7/7: Water Cooler (Roundtable updates) & COVID-19 Self Questionnaire/Contact Tracing Protocols
- 7/14: Safety Spotlight & LMI/UI Updates
- 7/21: Water Cooler (Roundtable updates)
- 7/28: Business Updates
- Virtual Leadership Development with Paul Casey (Operations Leadership) - *Ongoing*

Upcoming Training/All Staff Meetings*:

- 8/5: What are you hearing from customers/Updates
- 8/12: CBC's New & Improved Ag Program (Rod Taylor, CBC Dean)
- 8/17: What are you hearing from customers/Updates

*The WSCB All Staff/Training schedule & agenda have been adjusted to meet communication and engagement needs of staff. The current meeting schedule is the 1st & 3rd week of the month, with additional community partner/trainings to be scheduled on the off weeks as identified.

Facilities:

- 7/21: Installation of WSCB Menu of Services and accommodations signage
- Return to Office preparations (return date TBD):
 - ESD Distribution Center delivery of PPE items 7/21
- 7/22: Jacob & Rhoades HVAC repair work

Respectfully submitted by: C. Bright on 8/6/2020