



**BENTON-FRANKLIN WORKFORCE DEVELOPMENT COUNCIL  
Adult & Employer Linkage Committee Meeting**

July 15, 2021 at 8:30 a.m.

Zoom

*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 & Roll Call** -
- 3. Approval of Committee Minutes**  
Adult & Employer Linkage – June 17, 2021 (Needs a vote)
- 4. Program Highlights** – Diana
- 5. EcSA Update** – Cynthia
- 6. Families Forward Washington Updates** – Cynthia
- 7. Community Development Block Grant (CDGB) Update** - Cynthia
- 8. Liaison Report** - David
- 9. WorkSource Columbia Basin Update** – Crystal
- 10. Other Business**
- 11. Next Meeting**
  - Adult & Employer Linkage Committee –  
Thursday, August 19, 2021, at 8:30 a.m. on Zoom
  - Full Quarterly Board Meeting –  
Tuesday, July 27, 2021, at 4:00 p.m. on Zoom
- 12. Adjournment**

**Attachments**

- June 17, 2021, Adult & Employer Linkage Minutes
- WIOA Program/EcSA/FFW Performance Summaries – June
- Layoff Profile – June
- State Performance Recognition Letter
- Liaison Report – June
- WS Operations Mgr. Report – June

**Benton-Franklin Workforce Development Council contributes to our prosperous community by  
elevating the human potential.**

**Benton-Franklin Workforce Development Council**  
Adult & Employer Linkage Committee  
June 17, 2021, at 8:30 a.m.  
Zoom

<u><b>Present</b></u>	<u><b>Excused</b></u>	<u><b>Absent</b></u>	<u><b>Staff/Partners</b></u>
Adolfo de Leon, Co-Chair	Karl Dye	Lori Mattson	Tiffany Scott, BFWDC
Jamie Rasmussen	Michael Lee		David Chavey-Reynaud, BFWDC
Jennie Weber	Melanie Olson		Diana Hamilton, BFWDC
Todd Samuel			Cynthia Garcia, BFWDC
			Jamilet Nerell, BFWDC
			Jessie Cardwell, BFWDC
			Becky Smith, BFWDC
			Kayci Loftus, CPS
			Heather Woodruff, CPS
			Jasmine Smith, CPS
			Rebecca Williamson, ESD
			Rosa Reyna, GW
			Crystal Bright, WSO
			Lindsay Noble, Consistent Care

---

**Call to Order**

Adolfo welcomed everyone and called the meeting to order at 8:32 a.m. Becky read through the roll call while everyone responded.

**Approval of Committee Minutes**

The Minutes of May 20, 2021, Adult & Employer Linkage Committee Meeting were provided for members to review.

**Todd Samuel moved to approve May 21, 2021, Adult & Employer Linkage Committee Meeting Minutes as presented, seconded by Jennie Weber. Motion carried.**

**PY20 Monitoring Summary:**

**Workforce Innovation and Opportunity Act (WIOA) Programs:** Diana provided a summary of the quarterly monitoring of the sub-recipients. The monitoring team did a comprehensive review of participant files to ensure compliance with eligibility, service entries, outcomes, support services, training, case notes, and data integrity. There were no findings identified in any program and no disallowed costs except the Dislocated Worker program, which had one disallowed cost. This was due to a rental assistance voucher being issued for \$500 when the rent payment was actually \$428. The service provider paid back the \$72 overpayment out of non-WIOA funds. They also listed program best practices implemented during COVID-19 to streamline access to services for customers and the ongoing training for newly hired and seasoned staff throughout the year. This was an excellent monitoring review and showed the quality of services being provided to participants.

Diana shared that the State Monitors have changed the monitoring schedule, and they will be conducting our PY21 Monitoring during the first week of October 2021.

Jamilet shared the Economic Security for All (EcSA) and Families Forward Washington (FFW) monitoring summary. Both programs did an amazing job. They monitor against federal, state, and local policies. None of the programs had any findings or disallowed costs.

**Community Development Block Grant (CDBG) Update** – Jamilet

Jamilet shared that we are in the process of securing local funding for the CDBG. This will help our local food distribution sites that have been affected by COVID-19. We are in the last stages of securing this money and fully executing our contract with the Washington Department of Commerce. Once this is secure on our end, she will send a

memo to the committee to request a motion to approve the sub-recipient we have identified for this grant. This will be coming your way soon, and we will be moving forward with an e-vote.

Todd shared that winning this grant goes with our goal of diversifying funding and is a big deal. This will allow us to have more impact in our region. Jamilet shared that this has come with a lot of effort from the Washington Workforce Association. Tiffany has done a great job of making sure that we are exploring different funding sources.

### **Program Highlights** – Diana

Diana shared that as of the end of March, the state as a whole had only expended 24% of the Disaster Recovery and 19% of the Employment Recovery grants. Expenditures are significantly behind, and the state cannot request a contract extension from the Department of Labor (DOL) until they are at least 70% expended. The state has asked areas that were behind by more than 20% in meeting their quarterly planned expenditures to submit strategies to get back on track. She reminded the group that it took us longer than expected to develop disaster relief worksites in our community. During the first two quarters of PY20, our subrecipient focused on identifying the community needs by conducting listening tours and establishing worksites for disaster relief placements. Because of the slow start, we are now below our planned March expenditure target. The Consortium has been working on strategies to continue to provide services that our community needs while increasing expenditures to get back on track.

- The two disaster relief workers at Second Harvest obtained full-time employment in May. Recruitment is on its way to fill those positions.
- The Migrant Seasonal Farm Worker Outreach Coordinator with Employment Security Department (ESD) ended on May 28<sup>th</sup>. We are recruiting to backfill this position.
- The eight disaster employment opportunities for the Department of Health for vaccine distribution support ended on May 28 because the vaccination site was closed. Recruitment is now happening for three additional workers at Second Harvest.
- They are also recruiting two new screener/cleaner positions to assist at WorkSource when the facility re-opens on July 1<sup>st</sup>.
- The Community Services of Pasco has reached out and requested eight workers to help with their food bank.

Staff is also working with the sub-recipient to submit a contract modification to the state to better align the Disaster Recovery budget with the services that customers are requesting. With these additional placements, increasing the number of hours worked each week, and shifting funds to provide additional training opportunities and support services, we will increase monthly expenditures and get back on track.

For the Employment Recovery Program, the focus this program year has been to fully expend the PY19 Rapid Response funds first. That program was set to end on June 30<sup>th</sup>, but the state has extended it to December 31<sup>st</sup>. The priority has now shifted to spend Employment Recovery funds. BFWDC staff are also working with the sub-recipient to submit a contract modification to the state to shift the On-the-Job Training (OJT)/Work Experience (WEX) dollars to increase the number of Individual Training Accounts (ITA) training opportunities. Employers are currently not interested in OJT and WEX's, and customers are requesting tuition assistance for programs like Commercial Driver's Licenses (CDL) and welding, where they are receiving jobs.

These contracts do not end until March 31 of 2022. We will be able to utilize these funds for the first quarter of PY21 when funding is usually severely limited due to the first quarter cap restriction. Once these strategies are firmly in place, we feel we will be able to increase expenditures while allowing us to serve our customers quickly.

### **Economic Security for All (EcSA) Update** - Jamilet

Jamilet shared that the EcSA program has expended 64% of the sub-recipient funding. They continue to work on spending as much as they can to meet the contractual agreement with ESD. There are six participants in training, and once completed, they will be able to find employment. As the state continues to re-open and we continue to see more local employers provide opportunities, we will increase the number of total employed exits to meet the monthly contractual obligation.

She provided a chart showing the EcSA population served. The majority of participants live in Pasco and continue serving rural North Franklin County. They continue to target single Hispanic mothers.

#### **Families Forward Washington (FFW) Updates** – Jamilet

Jamilet reminded everyone that June would be the last month to provide grant services as the grant will be coming to an end on June 30, 2021. The grant started in 2018. During the past month, they have continued to work intensively with participants to ensure that anyone that is in training or has not found a job continues to receive job development services to ensure that they are employed by the program's end. They continue to work with participants to provide support services. They are 99% spent, and as they continue to provide services during this last month, they will be able to meet 100%.

Rosa Reyna of Goodwill provided a success story of an individual in the FFW program. She shared that they have received word from many participants that they would love to see this program extended because of the help this program has given them and could give others.

They had a meeting with the Department of Child Support regarding the extension of this program. There are no promises, but there is a lot of interest from the state level to continue to serve this demographic. We are also interested at the local level to continue this program. It has been used for research and allowed us to be inclusive of marginalized populations (non-custodial parents). From our end, we are interested and will seek opportunities to continue a model like this.

#### **Liaison Report** – David

David reviewed the provided May Liaison Report. We are up from this time last year in Total Services to Job Seekers, Business Served, and Staff Provided Business Services. He noted the change in the note section announcing that WorkSource Columbia Basin (WSCB) will be opening on July 1 at 25% capacity by appointment only. A booth will be set up outside to engage customers. An outreach plan regarding re-opening is being developed. There were no industries that decreased this month. One thousand five hundred jobs were recovered in April. We are at 87% recovery from COVID.

#### **WorkSource Update** – Crystal

Crystal reviewed the provided WorkSource Operator Report.

Future Fest was co-hosted by TC Futures. They continue to find new and different ways to work with partners to increase engagement for both businesses and job seekers. They are seeing an increase in businesses seeking booths and increased job seekers attending virtual job fairs.

She highlighted that WSCB received a 3-year certification. The partnership is working on an additional matrix that the board has requested.

Things are changing very quickly. The leadership is working together with the team to address these changes. They are excited to return to in-person services by appointment only. With some of the recent changes around the job search waiver, we anticipate that there could be a high number of people come in July seeking services. They are monitoring other changes to come.

They plan to launch customer messaging next week to ensure that customers are well informed. The current guidelines include masking for all and social distancing. They will also be screening all that come into the building.

Staff will be returning in waves. Things are very different today than when they left the building in 2020. They have a number of new team members that have never worked in the building. The leadership team has worked to create schedules, including orientations and training to return to work. We want our staff to feel safe, equipped, and ready for customers. They are getting a statewide scheduler to allow customers to make appointments.



There will be a check-in station and a place for customers to get information on what is available and connect with us. We anticipate a potential capacity issue. Criteria has been set to ensure access for those that would otherwise not be able to access services.

She is working to determine where and how we set up a waiting area. They are working to have a covered area outside and water for customers that are waiting.

Todd asked what needs to happen to increase capacity. Crystal shared that they are operating under the guidance coming from the Governor and the Office of Financial Management (OFM). They are basing their capacity on the 6-feet of social distancing. The state plans continue to change. There should be more guidance before June 30.

Todd asked if there was a hesitancy from staff to return. Crystal shared that they have kept an open dialogue with the team. For those that are returning, they have been able to address concerns and make changes where needed. She is not hearing or sensing a significant concern for return based on the fact that safety and health protocols are in place. They are anticipating a jovial group upon return. The team has missed each other.

**Other Business:** None

**Next Meeting:** The next Adult & Employer Linkage Committee meeting is scheduled for Thursday, July 15, 2021, at 8:30 a.m. on Zoom.

**Adjournment**

With no further business, the meeting adjourned at 9:20 a.m.

---

Meeting Co-Chair

Date

---

Becky Smith, Office Manager

Date

**June 2021**

<b>PY20 Adult Program Performance Summary (Cumulative)</b>			
<b>Program Expenditures</b>	<b>Budget Total</b>	<b>YTD Spent</b>	<b>% Spent</b>
As of May 31, 2021	\$694,352	\$514,863.05	74.2%
<b>Enrollments</b>	<b>Actual Outcomes</b>	<b>Monthly to Date Target</b>	<b>Annual Target</b>
Total Served	183	193	193
<b>Exits</b>			
Total Employed Exits	70	109	109
Placement Rate	61.95%	85%	85%
Median Wage	\$15.17	\$14.50	\$14.50
<b>Services</b>			
Individual Training Account (ITA)	33	50	50
On-the-Job Training (OJT)	0	5	5
Work Experience (WEX)	4	6	6
Apprenticeship	3	N/A	N/A

These are the final numbers for the PY20 Program year. New goals begin July 1<sup>st</sup>.

#### **Success Story:**

Charles (31) was referred by the Disabled Veterans Outreach Program (DVOP) for co-enrollment into the Adult program in December 2020. He separated from the military on October 31, 2019 and attended training through Troops to Truckers. He completed Commercial Driver's License (CDL) training in December 2019 and obtained his Class A Truck Driving endorsement but struggled to obtain self-sufficient employment or even get an interview during COVID. To assist him in becoming more employable, Charles requested help obtaining his CDL HAZMAT endorsement. He received assistance with employment coaching, HAZMAT endorsement tuition, interview job referrals, and job placement. His employment specialist reached out to System Transport and spoke with the recruiter and hiring manager at AutoZone Distribution Center about Charles' qualifications. This call with AutoZone resulted in a face-to-face interview. Charles was hired by AutoZone and started on April 15, 2021. He earns \$25.00 per hour during training and will earn mileage pay once he is driving independently. After 90 days, he is eligible for full benefits and 401k contributions after one year of employment. This is Charles's first civilian job since leaving the military as a highly decorated combat soldier.

**June 2021**

<b>PY20 Dislocated Worker Program Performance Summary (Cumulative)</b>			
<b>Program Expenditures</b>	<b>Budget Total</b>	<b>YTD Spent</b>	<b>% Spent</b>
As of May 31, 2021	\$746,066	\$586,732.69	78.6%
<b>Enrollments</b>	<b>Actual</b>	<b>Monthly to Date</b>	<b>Annual Target</b>
Total Served	128	186	186
<b>Exits</b>			
Total Employed Exits	64	105	105
Placement Rate	68.82%	85%	85%
Median Wage	\$20.00	\$19.00	\$19.00
<b>Services</b>			
Individual Training Account (ITA)	29	40	40
On-the-Job Training (OJT)	0	14	15

These are the final numbers for the PY20 Program year. New goals begin July 1<sup>st</sup>.

#### **Success Story:**

John (63) was referred by the Disabled Veterans Outreach Program (DVOP) for co-enrollment into the Dislocated Worker Program after being laid off from Clayton Manufacturing, where we worked as a Safety Manager earning \$44.00 per hour. He has a Bachelor's in Science in Safety Management and wanted to stay in a similar occupation. He was offered employment with BBSI as a Risk Manager, but the offer was rescinded due to COVID-19. John received assistance with re-employment coaching, job referrals, resume reviews, and access to weekly newsletters and the Hot Jobs list. He was invited to the Virtual Military Hiring and Resource Fair, where his resume was given to the Veterans Business Services representative for job development and referral to contacts. John started working for SMK Tri-Cities on 4/13/2021 as a Safety Coordinator, working full-time, earning \$38.46 per hour. He is eligible for full benefits after his probationary period. He is excited to start a long-lasting career that offers room to learn and grow.

**June 2021**

<b>PY19 Rapid Response Program Performance Summary</b> (Cumulative from July 1, 2019, through December 31, 2021)			
<b>Program Expenditures</b>	<b>Budget Total</b>	<b>YTD Spent</b>	<b>% Spent</b>
As of May 31, 2021	\$259,679	\$198,556	77%
<b>Enrollments</b>	<b>Actual Outcomes</b>	<b>Monthly to Date Target</b>	<b>Annual Target</b>
Total Served	58	65	65
<b>Exits</b>			
Total Employed Exits	29	47	47
Placement Rate	78%	85%	85%
Median Wage	\$22.00	\$19.00	\$19.00
<b>Services</b>			
Individual Training Account (ITA)	16	27	27

**Total Served:**

- Staff continues to utilize social media accounts to share new program service flyers and communicate training opportunities that lead to employment in occupations in-demand.
- Referrals are received from partners by email, TEAMS, and virtually through JOTFORM. Employment Specialists are expected to contact referred customers the same day, if possible, but no later than two business days.
- Staff assisted Bruker impacted workers with Rapid Response workshops including Skills Assessment, Tips in Unemployment Insurance, How to do a Job Search, Interview Preparation, and Resume and Cover Letter Writing.
- Responded to a request from the Downtown Pasco Development Authority to provide layoff aversion strategies. Provided information about SharedWork, PY19 RRIE program services and how to apply.

**Total Exited:**

- WorkSource Columbia Basin (WSCB) Business Services team held a virtual job fair in partnership with Columbia Basin College (CBC) on June 1st. Twenty-six (26) employers participated, ninety-seven (97) job seekers signed up, fifty-nine (59) of those registered, and thirty-five (35) attended. There were ninety-one (91) chats that occurred, six (6) interviews were scheduled, ten (10) job seekers were moved to further screening, and forty-eight (48) were kept in the pipeline for future positions.

**ITA:**

- There are eight (8) ITA's in progress with expected end dates in August 2021.
- Subrecipient staff created a flyer to communicate training opportunities with NuCAMP for web development. Flyers were shared with WSCB and posted to social media to increase ITA's.

**Placement Rate:** The placement rate will go up as participants obtain unsubsidized employment.

**June 2021**

<b>Disaster Recovery Dislocated Worker (Cumulative from July 2020 - March 2022)</b>			
<b>Program Expenditures</b>	<b>Budget Total</b>	<b>YTD Spent</b>	<b>% Spent</b>
As of May 31, 2021	\$424,000	<b>\$126,092</b>	<b>30%</b>
<b>Performance Factors</b>	<b>Actual Outcomes</b>	<b>Monthly to Date Target</b>	<b>Program Target</b>
Total Served	25	24	32
Number of Participants both in Disaster-Relief and Career and Training Services	25	24	32
# of Participants in Training Services (excluding	9	6	10
# of Participants Placed in Work-Based Learning (WEX/Internship)	17	14	23
# of Participants entered unsubsidized employment at exit	13	2	22

**Program Expenditures:**

Staff are recruiting for the following Disaster Relief employment opportunities to increase expenditures beginning in July:

- Three (3) cleaners/screeners will be placed at WorkSource Columbia Basin (WSCB).
- Two (2) food distribution workers will be placed at 2nd Harvest.
- One (1) mobile market worker will be placed at 2nd Harvest.
- One (1) Migrant Seasonal Farm Worker Outreach Coordinator will be placed at WSCB.
- Five to eight (5-8) food distribution workers will be placed at Pasco Community Services.
- WDC staff submitted a contract modification to the state to better align the Disaster Recovery budget with customer needs. Funds will be shifted to increase training opportunities and support services. This will allow five (5) more participants to receive training and wrap around supports to become employable.

Once disaster relief placements are on-boarded and funds have been shifted to provide additional training opportunities/support services, we will increase expenditures and get back on track.

**June 2021**

<b>Employment Recovery Dislocated Worker</b> (Cumulative from July 2020 - March 2022)			
<b>Program Expenditures</b>	<b>Budget Total</b>	<b>YTD Spent</b>	<b>% Spent</b>
As of May 31, 2021	\$446,253	<b>\$141,696</b>	32%
<b>Performance Factors</b>	<b>Actual Outcomes</b>	<b>Monthly to Date Target</b>	<b>Program Target</b>
Total Served	<b>19</b>	40	55
# of Participants Enrolled in Training Services (excluding OJT)	<b>12</b>	15	30
# of Participants in On the Job Training (OJT)	<b>0</b>	1	3
# of Participants Placed in Work-Based Learning (WEX/Internship)	<b>0</b>	6	10
# of Participants entered unsubsidized employment at exit	<b>9</b>	16	44

**Total Served:**

- Staff continues to utilize social media accounts to share new program service flyers and communicate training opportunities that lead to employment in occupations in demand.
- Referrals are received from partners by email, TEAMS, and virtually through JOTFORM. Employment Specialists are expected to contact referred customers the same day, if possible, but no later than two business days.
- Intentional efforts to prioritize enrollments into the Employment Recovery program for permanently laid-off customers will get total served back on track.

**Program Expenditures:**

- WDC staff submitted a contract modification to the state to better align the Employment Recovery budget with customer needs. Funds will be shifted to increase training opportunities and allow eight (8) additional participants to receive training services.

**Total Exited:**

- The WorkSource Columbia Basin (WSCB) Business Services team held a virtual job fair in partnership with Columbia Basin College (CBC) on June 1<sup>st</sup>. Twenty-six (26) employers participated, ninety-seven (97) job seekers signed up, fifty-nine (59) of those registered, and thirty-five (35) attended. There were ninety-one (91) chats that occurred, six (6) interviews were scheduled, ten (10) job seekers moved to further screening, and forty-eight (48) remain in the pipeline for future positions.

**Number in Training Services (excluding OJT):**

- There are four (4) ITA's in progress with expected end dates in July and August 2021.
- Subrecipient staff created a flyer to communicate training opportunities with NuCAMP for web development. Flyers were shared with WSCB and posted to social media to increase ITA's.

**Number in Work-Based Learning WEX/Internship and OJT:**

- The WSCB Business Services Team continues to connect with local businesses within outlined sectors proactively. As opportunities for OJT/WEX /direct employment placements arise, the WSCB Business Services team matches qualified job seekers to employers in need.
- Staff identified a high demand for entry-level and healthcare positions. Strategies used to meet this demand are marketing WEX/OJT opportunities, utilizing the Hot Jobs list, GovDelivery, social media, and virtual hiring events.

**June 2021**

<b>PY20 EcSA Program Performance Summary (Cumulative from September 2019-March 2022)</b>			
<b>Program Expenditures</b>	<b>Budget Total</b>	<b>Contract Spent</b>	<b>% Spent</b>
As of May 31, 2021	\$700,000.00	\$480,154.79	68.6%
<b>Enrollments</b>	<b>Actual Outcomes</b>	<b>Monthly to Date Target</b>	<b>Program Target</b>
Total Served	47	55	138
<b>Training Placements</b>			
Participants placed in subsidized training (for employment at or above \$34,480)	16	12	30
Participants continuing subsidized training at grant conclusion	N/A	N/A	20
<b>Exits</b>			
Total Employed Exits (at or above \$34,480)	11	25	95
Total participants entering employment above \$34,480 or continuing training at grant conclusion	N/A	N/A	115

**Employed Exits:**

- Staff is working with the WorkSource Business Services team to match job seekers to employers with open positions;
- Staff continue to refer participants who recently received their training completion certification to local employers to match their new skills to in-demand job openings;
  - Heavy Truck Driving/Commercial Drivers License(CDL) Training and Certification continues to be in high demand;
- Employment exit will increase in the following months as employers unfreeze hiring restrictions impacted by COVID.

**Participants placed in subsidized training ITA:**

- There are six in CDL, one in Nursing Assistant, and one in Welding.

**Outreach:**

- DSHS staff continue to refer clients directly to EcSA staff. These referrals are being distributed evenly to staff.
  - In total, 19 referrals were received by EcSa staff, which resulted in one enrollment. This is an abnormally low referral to enrollment conversion rate.
- Staff also continues to collaborate with WSCB Outreach Committee (WSCB) strategizing outreach activities;
- Staff also continues to utilize social media to share flyers and communicate the services available.

**June 2021**

<b>PY20 FFW Program Performance Summary (Cumulative from September 2018-June, 2021)</b>			
<b>Program Expenditures</b>	<b>Budget Total</b>	<b>YTD Spent</b>	<b>% Spent</b>
As of June 30, 2021	\$503,569.00	\$498,481.93	99%
<b>Tracked Monthly</b>	<b>Monthly Outcomes</b>	<b>YTD Date Outcomes</b>	<b>Study Goal</b>
# screened for potential FFW enrollment	N/A	417	
# enrolled in FFW	N/A	73	56
# enrolled in training tracks	N/A	71	56
# of participants who met with their career coach/job developer	17	71	56
# of participants who received financial capacity-building referrals	0	20	
<b>Of those who began training:</b>	0	66	
# completed training	0	50	
# earned certification	0	50	
#placed in employment	1	69	

- The Families Forward Washington study and program had very successful outcomes:
  - FFW was able to serve a total of 73 non-custodial parents exceeding our set goal by 130.4% during the enrollment phase;
  - Of those enrolled, 84% of all the FFW participants found employment with assistance from the Career Counselor while in the study program;
  - 27% expanded their financial literacy knowledge;
  - 69 out of 73 participants were placed in employment; 3 participants disengaged from the program, and one participant was a neutral exit.
- The FFW study program provided 73 non-custodial parents the necessary tools to find the pathway to self-sufficiency, get them back on track with their child support obligations, and reunification with their children;
- Congratulations, Goodwill, for meeting and exceeding program outcomes!





**PY20 Dislocated Worker Lay-off Profile  
Benton-Franklin Counties  
June 2021**

[illegible]



STATE OF WASHINGTON  
EMPLOYMENT SECURITY DEPARTMENT

PO Box 9046 • Olympia WA 98507-9046

June 30<sup>th</sup>, 2021

RE: Recognizing Your Team's Successes

Dear Tiffany,

It is important to take a moment to recognize your positive performance on the outcomes shown below from your WIOA Title I grants and discretionary contracts. Please thank your entire team for the hard work and dedication they put into finding solutions and support for the communities served by your LWDB.

WDC 11 Quarter Ending March 31, 2021 (September 30, 2020 for employment outcomes)

***\*Goals set pre-Covid***

Outcome	Target	Actual
WIOA Adult Enrollments	158	159
WIOA DW Employments Including RRIE	4	15
WIOA Youth Enrollments	193	162
NDWGs Disaster Relief Enrollments	0	2

The labor market and workforce system have struggled, and yet it's evident your team worked hard to find solutions. The change in case management resulting in a specialized representative for disaster relief participants and worksite employers is promising! We are looking forward to seeing how this impacts service to all customers in the upcoming quarter(s). If we could offer additional technical service in any area of grant administration, training, policy guidance, or others, please just let us know. Our goal is to support your local success.

We are always looking for successful practices to share with the rest of the workforce development system. If you would like to share any tools or practices with your peers across the state, please send them to [ESDGPWorkforceInitiatives@esd.wa.gov](mailto:ESDGPWorkforceInitiatives@esd.wa.gov). Also, let us know in that message if you would be willing to present during the next quarterly peer-to-peer teleconference. By sharing your successes, you can help the entire state continue to pursue and achieve excellence. Our next peer-to-peer call is scheduled for **September 2021** and we'd love for you to attend.

If you would like more information, please let me know. Congratulations again on your success, and thank you for serving Washington's employers, workers, jobseekers, and youth.

Sincerely,

Tim Probst  
Grants Director  
360-790-4913

## Vision

The Benton-Franklin Workforce Development Council contributes to our prosperous community by elevating the human potential



## Mission

Promoting a prosperous community by providing a progressive workforce system

Benton-Franklin Workforce Development Council (BFWDC) is one of the twelve (12) local/regional workforce development areas designated by the Governor of Washington State. The BFWDC coordinates and leverages workforce investments and strategies with stakeholders from education, economic development, labor and community-based organizations to advance the economic health of their respective communities through a skilled and competitive workforce

## June 2021 Liaison Report

Program Year July 2020-June 2021



A proud partner of the [AmericanJobCenter](#) network

### Providing Employment and Training Services to Job Seekers and Employers

Total Staff Assisted Job Seekers: 509  
Total Staff Assisted Services to Job Seekers: 1336  
Unique Number of Businesses Served: 136  
Staff Provided Business Services: 227

For More information contact 509-734-5900 or visit [WorkSourceWA.com](#)



### Creating Pathways to Success for Youth and Young Adults 16-24

TC Futures Total Youth Served (YTD): 302  
Out-of-School Youth (OSY) Program: 200  
Open Doors Program: 172  
Co-enrolled in Both Programs: 70  
Youth Attained General Education Development (GED): 55  
Total OSY Employed and/or Post-Secondary Exits: 72  
Average Wage: \$14.30  
Placement Rate: 67%

For more information contact 509-537-1710 or visit [TCFutures.org](#)

## Workforce Innovation and Opportunity Act (WIOA) Title 1 Programs Employed Outcomes

*Youth \* Adult \* Dislocated Worker \* Rapid Response Increase Employment \* Disaster Recovery \* Employment Recovery*

Total Participants Served (YTD): 613

Monthly-to-Date Target: 727

Total Employed Exits (YTD): 255

Monthly-to-Date Target: 399

## Additional BFWDC Programs

### Economic Security for All (EcSA)

Participants Served (YTD): 47      Total Employed Exits: 11  
Monthly-to-Date Target: 55      Monthly-to-Date Target: 25

### Families Forward Washington (FFW)

Enrolled: 73      Study Goal: 56  
Placed in Employment: 69

NOTE: Starting July 1<sup>st</sup>, 2021 WorkSource Columbia Basin will be physically open to up to 25% capacity by appointment only. Priority appointments will be given to those who would otherwise struggle to take advantage of WorkSource Services. Please visit [WorkSourceWa.com](#) or [TCFutures.org](#) for a full menu of services.

*The Benton-Franklin Workforce Development Council is an Equal Opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay: 711*

# Benton-Franklin Workforce Development Council (BFWDC)

## Benton and Franklin County Business Demands (May)

Employment Security Department Labor Market Information

Source: <https://esd.wa.gov/labormarketinfo>

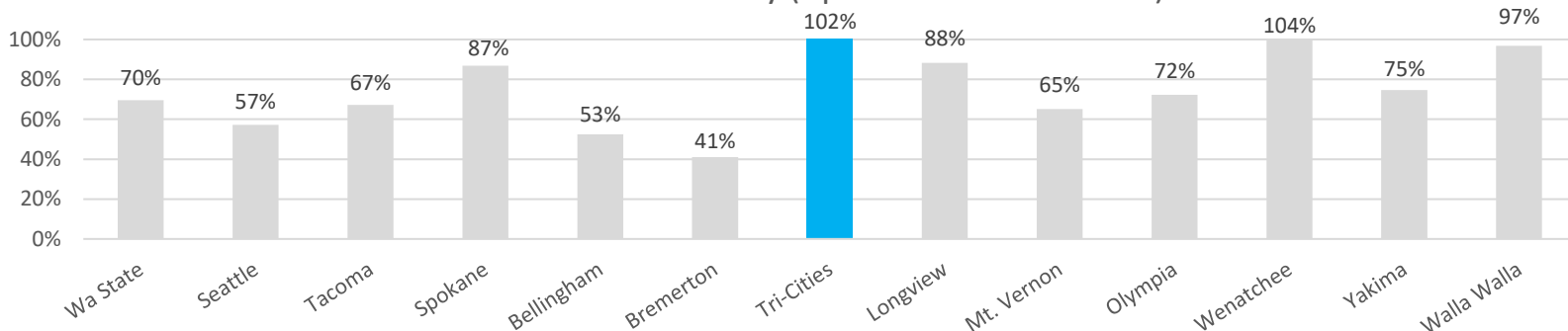
Top Occupations		Top Licenses and Certifications			
<ul style="list-style-type: none"><li>Registered Nurses</li><li>Laborers and Freight, Stock, and Movers</li><li>Sales Representatives</li><li>Managers, All Other</li><li>Retail Salespersons</li><li>Heavy and Tractor-Trailer Truck Drivers</li><li>Customer Service Representatives</li><li>Coaches and Scouts</li><li>Driver's License</li></ul>		<ul style="list-style-type: none"><li>Registered Nurse</li><li>Advanced Cardiac Life Support Certification</li><li>Certified Teacher</li><li>CDL Class A</li><li>Driver's License</li><li>First Aid CPR</li></ul>			
			Benton	Franklin	
			Unemployment	5.1%	5.8%
			Average Wage (2019)	\$33.91	\$24.7
			Other News		

1/4/2021 – 7/04/2021	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
Customers	43	228	54	1394	1211
Staff	67	334	112	2535	2223

### LinkedIn Learning Pilot

- The WSCB Business Services Team hosted the Tri-Cities Virtual Job Fair on June 1, 2021. The event attracted 27 local businesses and 59 job seekers. Of the 35 job seekers who attended, 24 employment referrals were made.
- The WSCB Team is preparing to reopen the office for in-person services beginning July 1, 2021.
- During June, WSCB provided 47 group services to 16 individuals through our local workshops and group sessions.
- June Customer Satisfaction Survey:** 50 responses received (10% response rate). Of the customers who responded, 96% would refer family and friends. The top 3 services rated were one-on-one career guidance, job search, and training.

### COVID-19 Job Recovery (April 2020 to June 2021)



For up-to-date information please follow BFWDC, WorkSource, and/or TC Futures on Facebook.

Questions about this report?  
Contact David Chavey-Reynaud  
Phone: 509-734-5988  
Email: [dchavey@bf-wdc.org](mailto:dchavey@bf-wdc.org)

[www.bentonfranklinwdc.com](http://www.bentonfranklinwdc.com)  
**Contact us at 509-734-5980**



*The Benton-Franklin Workforce Development Council is an Equal Opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay: 711*



A proud partner of the AmericanJobCenter network

## WorkSource Operator Report

Benton Franklin Workforce Consortium

June 2021

### June Highlights:

- The WSCB Business Services Team hosted the Tri-Cities Virtual Job Fair on June 1, 2021. The event attracted 27 local businesses and 59 job seekers. Of the 35 job seekers who attended, 24 employment referrals were made.
- The WSCB Team is preparing to reopen the office for in-person services beginning July 1, 2021.

### WorkSource Site Operations:

Customer Counts 6/1-6/30/2021		
Total Staff Assisted Seekers	509	
Total Staff Assisted Services	1336	
Basic Services	1089	
Individualized, Training & Support Services	206	
Unique Number of Businesses Served	136	
Staff Provided Business Services	227	
	Services Provided	Businesses Served
Business Assistance WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	11	9
Employee Training Assessment, referral, enrollment, etc.	18	12
Other Employer outreach visit, marketing business services, etc.	82	62
Recruitment Hiring events, referrals, etc.	107	69
Wage & Occupation Information Labor Market Info, etc.	9	9

Data reporting Sources - Job Seeker Services: ETO Local Reporter Services Report OPTIMIZED & external partner MIS (DVR); Business Services: ETO Staff Provided Business Services (7/9/21)

Number of unique job seekers and services provided have decreased this month compared to June 2020. Mitigation is occurring through targeted outreach to hundreds of customers. See the Service Delivery section below for additional details.



A proud partner of the AmericanJobCenter network

### **June 2021 Customer Satisfaction Survey:**

- 50 survey responses received (10% response rate):
  - Of the customers who responded, 96% would refer family and friends
  - Top 3 services rated: job search, training, and one-on-one career guidance
- In mid-May Team WSCB implemented a 4-week pilot in an effort to gather more actionable customer feedback to inform service delivery. During this pilot, staff conducted one question interviewing with each customer to capture specific instances where we exceed expectations or can improve. Ad-hoc groups will be stood up as needed to implement customer feedback into operations.
- Customer Feedback – What we did well:
  - “The workshop was so helpful and Michele Brown was an excellent facilitator.”
  - “Gena was awesome to work with and was very helpful.”
  - “Everything! I am amazed at all the information and opportunities Work Source provides for people of all different backgrounds to get back to work.”
  - “Great team work and you guys were a blessing with the jacket and tennis shoes.”
- Customer Feedback – What we can do better:
  - “Be open to the public again. When the time is right.”

### **Service Delivery**

#### **Career Services:**

- WSCB will transition to a hybrid service delivery beginning July 1<sup>st</sup>. The office will reopen by appointment only for in person services and will maintain virtual service delivery. Staff will return to the physical office in waves, allowing for orientation to the office and training on COVID-19 safety/health protocols currently in place.
- During June, WSCB provided 47 group services to 16 individuals through our local workshops and group sessions.
- The LinkedIn Learning pilot will end on 7/2/21. During the pilot, job seekers, businesses (and incumbent workers), general public, and staff were engaged. A final report of what we’ve learned during the pilot is being written. Steps taken to engage as well as feedback on the value add for each of these customer segments will be included. Engagement rates are noted below:

<b>1/4/2021 – 7/2/2021</b>	<b>Activated Licenses</b>	<b>Courses Viewed</b>	<b>Courses Completed</b>	<b>Videos Viewed</b>	<b>Videos Completed</b>
<b>Customers</b>	43	228	54	1394	1211
<b>Staff</b>	67	334	112	2535	2223



A proud partner of the AmericanJobCenter network

- Despite efforts to engage customers, demand for services continues to be low as compared to June 2020. Engagement efforts include, but are not limited to:
  - WSCB will continue to work with expanded hours of operation through October 1<sup>st</sup> to provide additional access to services for customers. Data will be reviewed mid-September to determine if business need supports continuation of expanded hours.
  - Use of social media, including Facebook and LinkedIn, to share upcoming events and services available to businesses and jobseekers.
  - Weekly outreach to customers receiving Unemployment Insurance (UI) benefits via GovDelivery email.
  - Creation and distribution of materials highlighting our services, including one-on-one appointments, workshops, technical assistance, and more.
  - Communication amongst WorkSource and community partners to ensure all are informed and able to refer customers to WSCB services as appropriate.
  - One on one connections with customers via phone and email.
  - Multiple ways to contact WSCB, including use of information request forms, email, and staffing of the main phone line for incoming calls.

#### **Business Services:**

- The Tri-Cities Virtual Job Fair was held on June 1<sup>st</sup> and included a range of business sectors our local region, including retail, government, healthcare, education, hiring agencies, and more. During the event there were 91 chat sessions.
- Business Friendly Programs, a collaborative event held by WSCB and ESD's Shared Work will be offered in July, September, and November to educate local business of resources available to them. More information can be found at <https://esd.wa.gov/SharedWork/events>.

#### **Community Connections:**

- 6/15: Attended the COVID-19 Local Decision Maker Briefing for awareness of community happenings and trends related to the pandemic. Information shared with WSCB and BFWDC stakeholders.
- 6/22 & 6/29: Spanish Radio Broadcast collaboration with Bustos Media, OIC of Washington, ESD, and WSCB. Introductions and planning for radio campaign which will run 7/15-12/30/21 on La Zeta de Pasco 107.1. Live segments are scheduled every other Thursday from 2-3pm and are designed to educate, inform, and engage with the local Hispanic community.
- 6/25: Initial consultation call with Brahim Villanueva of Town Square Media. Follow up to occur in July to learn more about digital outreach.

#### **Staff Training & Development:**

##### **Training/Development Attended:**

- 6/2: Business Service & BFET Cross training; LinkedIn Learning Break Out Discussions
- 6/9: Return to Office, Expanded Hours of Operation Data Review
- 6/15 & 16: Economic Symposium Virtual Conference (Business Services + Trio)



A proud partner of the AmericanJobCenter network

- 6/16: Return to Office Updates
- 6/23: Cross Training: World Relief, Unemployment Insurance Services
- 6/29: De-Escalation Training (Alpha Team) – *Awareness Consulting & Training*
- LinkedIn Learning – staff self directed study

**Upcoming Training/All Staff Meetings:**

- 7/14: Cross Training: Adult & EcSA Services; Widget Pilot: Customer Service Data
- De-Escalation Training (Beta Team) – *Awareness Consulting & Training*
- 7/21 & 7/28: WSCB Complaint/Concern Policy Training

**Facilities:**

- 6/15-6/19: Duct cleaning by Pringles Power Vac
- 6/18: Installation of staff hotel stations for return to office
- 6/21: Stanley Security blue light alarm system check
- 6/21-6/30: Facilities safety/health readiness preparations for return to office
- 6/23: Handyman consult with Tom Burnett; work completed 6/28 & 6/29

Respectfully submitted by C. Bright on 7/9/21



