



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

January 21, 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 & Introductions**
3. **Approval of Committee Minutes**
Adult & Employer Linkage – November 19, 2020 (Needs a vote)
4. **PY19 Rapid Response Increase Employment Contract Modification** (Needs a vote)
 - Increase contract amount from \$248,679 to \$259,679.
5. **Program Highlights** – Diana
6. **EcSA Update** – Jamilet
7. **Families Forward Washington Updates** – Jamilet
8. **WorkSource Columbia Basin Update** – Crystal
9. **Other Business**
10. **Next Meeting**
 - Adult & Employer Linkage Committee –
Thursday, February 18, 2021, at 8:30 a.m. on Zoom
 - Full Quarterly Board Meeting –
Tuesday, January 26, 2021, at 4:00 p.m. on Zoom
11. **Adjournment**

Attachments

- November 19, 2020, Adult & Employer Linkage Minutes
- WIOA Program/EcSA/FFW Performance Summaries –November/December
- Layoff Profile – November/December
- EcSA - Q5 Summary, July-Sept 2020
- WS Operations Mgr. Report – November/December

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

Benton-Franklin Workforce Development Council
 Adult & Employer Linkage Committee
 November 19, 2020, at 8:30 a.m.
 Zoom

<u>Present</u>	<u>Excused</u>	<u>Absent</u>	<u>Staff/Partners</u>
Adolfo de Leon Jennie Weber Karl Dye Melanie Olson Todd Samuel	Jamie Rasmussen	Lori Mattson Michael Lee	Tiffany Scott, BFWDC Becky Smith, BFWDC Cynthia Garcia, BFWDC David Chavey-Reynaud, BFWDC Jamilet Nerell, BFWDC Jessie Cardwell, BFWDC Crystal Bright, WSO Heather Woodruff, CPS Israel Delamora, OIC Rosenda Henley, PFP

Call to Order

Adolfo welcomed everyone and called the meeting to order at 8:30 a.m. Becky read through the roll call while everyone introduced themselves.

Approval of Committee Minutes

The Minutes of October 15, 2020, Adult & Employer Linkage Committee Meeting were provided for members to review.

Todd Samuel moved to approve October 15, 2020, Adult & Employer Linkage Committee Meeting Minutes as presented, seconded by Jennie Weber. Motion carried.

One-Stop Operator (OSO) Policy - Cynthia

Cynthia presented the OSO Policy. This policy provides guidance on the roles and responsibilities of the One-Stop Operator a WorkSource under the Workforce Innovation and Opportunity Act. This is a summary of the Statement of Work and the FireWall Agreement.

Adolfo de Leon moved to approve the One-Stop Operator (OSO) Policy as presented to be carried forward to the Executive Committee and then the Full Board for approval, seconded by Todd Samuel. Motion carried. Jennie Weber abstained.

Program Highlights – Jessie

Jessie shared that they have been meeting regularly with partners to discuss the Disaster Recovery Grant. They have learned that the national guard at our local Second Harvest will be de-mobilizing in December. Our sub-recipient leadership has taken the initiative to reach out to their chief of staff, pursue a partnership, and offer assistance through the Disaster Recovery funding to help them with food distribution needs. They don't have the capacity right now to training new staff, but they do foresee being able to take on 2-4 disaster relief workers in January to help with the distribution of food. They will begin at 20 hours per week. Kayci and Rebecca have spent a lot of time and effort to grow this relationship and opportunity with Second Harvest and hope to increase the support beyond the initial 2-4 workers.

They have two other disaster positions they are actively recruiting for. One is an outreach support position with the Migrant Seasonal Farm Workers to connect to community resources. Another position is a cook for Meals on Wheels as their need for food assistance has increased due to COVID.

They got their first enrollment in Employment Recovery in October. A lot of work has gone into recruiting for this program as well as the Disaster Recovery program. The sub-recipient will continue to identify the needs of businesses that have emerged due to COVID.

Rivers Edge Highschool has reached out to us for support in their efforts to help students graduate with both a diploma and a credential. They are working together to refer students 18 years and older and eligible for the Adult Program to engage in training services. This will allow students to have teacher and employment specialist support to help them succeed in school, training, and job search to reach their employment goals once they are done with school.

The sub-recipient has taken the initiative to address the program targets that are behind. They have developed a call to action plan to help their case managers think about their caseloads and what their customers need to meet those employment objectives and to increase enrollments and engage in outreach.

She asked that members take the time to read the Performance Summaries in the meeting packet as they have a lot of good information.

EcSA Update - Jamilet

Jamilet expressed that they are very aware that their enrollments are behind their target. This is an issue that is seen in all EcSA programs across the state. Guidance from ESD has been provided for us to modify the contract to expand the area of service. DSHS has provided a lot of data to show the community's need as we have entered this pandemic.

She mentioned that the EcSA program has tried to do all kinds of outreach strategies. They are not only doing virtually outreach but also placing physical flyers at local spots in North Franklin County following CDC guidelines. They are also working with the North Franklin School District to provide their students and families with EcSA flyers. Career Path Services has done a great job in exhausting all of the strategies we can utilize to increase enrollments.

The state monitors will be here the week of January 11. Jamilet is currently reviewing files from quarter 2 to be prepared for the state monitors.

Todd asked about other ideas for outreach that we have not tried. Jamilet shared that we have exhausted all of the outreach strategies that we have had. We are looking at expanding the area of service. She is hoping to have the expansion done by the end of December in the form of a contract modification. They will have to create a partnership plan that will explain why we are expanding, how we will reach out to this community, and what we see that explains the need. It is a matter of doing paperwork and getting the right approvals from those involved.

Families Forward Washington (FFW) Updates – Jamilet

Jamilet shared that we have met and exceeded the goal of 56 enrollments. The board approved the addition of \$25,675 that will go towards participants. These funds will be utilized to pay for training programs like CDL. We are only able to enroll participants through December 31, 2020. Goodwill continues to meet and exceed expectations.

WorkSource Update – Crystal

Crystal presented the Operator Report. She pointed to three highlights.

- They hosted their 2nd Virtual Job Fair on October 21. It was a successful event with over 19 employers in attendance. We are waiting for additional data to report. The Business Service Team is working with local employers to help them with their hiring needs during this challenging time. She shared a thank you to Tiffany and ESD for making sure the Brazen platform contract was extended. They are planning a resource fair early in the year.
- There are task forces at WSCB working on immediate needs. Those groups are standing up services for those reaching out virtually, around outreach, group services, and career assessments. We realize that we need to monitor the volume of customers and how they are accessing services to determine flow and determine whether or not our customers desire the services we are offering. We want to practice continual quality

improvement and growth to meet the current customer needs. We are in a unique time where the job search waiver is still in place. With that, what kind of services are meaningful to them? And what drives them to our services in a time when there isn't a requirement in place. They are finding customers are reaching out for more than basic needs in November. The customer flow is lower than it would generally be this time of year, but we have seen an uptick each month.

- We have revised the Customer Service Survey to ensure that we are getting an increase in feedback and also to gain more actional feedback to continue to shape the decisions that we are making. The Barriers and Access Solutions Committee has further revised the November Survey. She reported that we see an uptick in the number of calls and interactions with those that are seasonably employed.

We continue to shift as we know the governor's order impacts our entire community. We are keeping our ears and eyes open to respond to and meet our customer's needs.

Adolfo asked if we can see why there is an increase in people reaching out. She cannot tell exactly why. Before we were doing a lot of workforce information provision and connecting people to basic needs resources. We are still doing this, but we are finding a need for increased help with resume assistance, job search, and training resources. People are coming to terms that our economy is undergoing a shift, and there will be a need for career transition and that WorkSource is a place they can come for help.

Todd asked about the difference in this job fair from the last. Crystal shared that she doesn't have the data to explain that, but the Business Service Team has been excited and has a lot of energy.

Other Business:

Jamilet thanked board members and partners for attending the Occupations in Demand meeting. All of the feedback given at that meeting was captured. Thank you for your feedback and participation.

Rosenda of People for People (PFP) shared that they are now offering services from Othello to the Tri-Cities. These services are open to the general public and are fare-free. Please reach out to them if you see a need in the area. Rosenda works with the EcSA program representing transportation for PFP.

Next Meeting: The next Adult & Employer Linkage Committee meeting is scheduled for Thursday, December 17, 2020, at 8:30 a.m. on Zoom.

Adjournment

With no further business, the meeting adjourned at 9:00 a.m.

Meeting Chair, Adolfo de Leon Date Becky Smith, Office Manager Date

November 2020

PY20 Adult Program Performance Summary (Cumulative)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of October 31, 2020	\$694,352	\$125,032	18%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	97	101	193
Exits			
Total Employed Exits	28	43	109
Placement Rate	90.32%	85%	N/A
Median Wage	\$14.00	\$14.50	\$14.50
Services			
Individual Training Account (ITA)	7	10	50
On-the-Job Training (OJT)	0	1	5
Work Experience (WEX)	1	1	6
Apprenticeship	0	N/A	N/A
Employability Enhancement	0	N/A	N/A

Subrecipient staff and leadership have stepped up program recruitment efforts to reach those most in need of services. A comparison of October and November reports shows a large increase in enrollments. This increase is due to the creation and distribution of a strategic flyer, development of virtual workshops (English and Spanish) to reach the public and count as a job search activity for Unemployment Insurance (UI), and a more robust cold call outreach effort. This new outreach effort includes calling potential customers and leaving a voicemail if they do not answer with a direct callback number. Staff immediately follow up with an email. This process is repeated, and if the potential customer still does not respond, then a manager calls to follow up on their experience and offer program services.

Total Served:

- A Group Service Task Force was created in September and continued through November to generate virtual workshops for current customers and the general public via WebEx. These workshops include topics like resume and interviewing from the employers perspective, maintaining a positive mindset on the job, being respectful of generational differences, navigating a new career, financial literacy, healthy mindset during this unprecedented time, etc., and they count as a job search activity for UI.
- WorkSource Columbia Basin's (WSCB) Outreach Task Force distributed English and Spanish flyers to potential customers at Tri-Cities Community Health, Women, Infant and Children (WIC) Office, Medical Offices, Pasco Public Library, and Fiesta Foods to increase awareness of WSCB services.
- Yolanda Tachiquin, the new Referral Coordinator, receives and distributes referrals to subrecipient staff. She is also responsible for program eligibility screening and collecting all required eligibility documentation for enrollment into WIOA programs.

Employed Exits:

- Subrecipient staff participated in a three-day training series hosted by the Business Services Team on labor market information and sectors. This training enabled staff to more effectively identify in-demand sectors in the local area and understand the hiring needs of employers to connect job seekers to employment.
- Subrecipient staff collaborates with the WSCB Business Services team and employers to connect customers to employment opportunities.

Median Wage: Median wage will increase as more customers obtain unsubsidized employment.

Individual Training Account (ITA): Ten ITA's are in progress with projected completion dates between December 2020 - March 2021.

OJT: As the employment climate evolves, subrecipient staff continues to work with the Business Services team and employers to market and utilize OJT opportunities for customers to increase their skills.

Benton-Franklin WDC is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. WA Relay Service: 711

November 2020

PY20 Dislocated Worker Program Performance Summary (Cumulative)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of October 31, 2020	\$746,048	\$210,325	28%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	75	89	186
Exits			
Total Employed Exits	29	45	105
Placement Rate	83%	85%	85%
Median Wage	\$22.00	\$19.00	\$19.00
Services			
Individual Training Account (ITA)	12	12	40
On-the-Job Training (OJT)	0	2	15
Employability Enhancement	0	N/A	N/A

Subrecipient staff and leadership have stepped up program recruitment efforts to reach those most in need of services. A comparison of October and November reports shows a large increase in enrollments. This increase is due to the creation and distribution of a strategic flyer, development of virtual workshops (English and Spanish) to reach the public and count as a job search activity for Unemployment Insurance (UI), and a more robust cold call outreach effort. This new outreach effort includes calling potential customers and leaving a voicemail if they do not answer with a direct callback phone number. Staff immediately follow up with an email. This process is repeated, and if the potential customer still does not respond, then a manager calls to follow up on their experience and offer program services.

Total Served:

- A Group Service Task Force was created in September and continued through November to generate virtual workshops for current customers and the general public via WebEx. These workshops include topics like resume and interviewing from the employers perspective, maintaining a positive mindset on the job, being respectful of generational differences, navigating a new career, financial literacy, healthy mindset during this unprecedented time, etc., and they count as a job search activity for UI.
- Subrecipient partnered with ESD staff to obtain the required UI documentation customers need for program enrollment. This partnership reduces customer effort, removes potential barriers to enrollment, enhances the customer service experience, and streamlines the enrollment process for customers.

Employed Exits:

- Collaboration continues with the WSCB Business Services team and employers to connect customers to employment opportunities.
- Subrecipient staff participated in a three-day training series hosted by the Business Services Team on labor market information and sectors. This training enabled staff to more effectively identify in-demand sectors in the local area and understand the hiring needs of employers in-order to connect job seekers to employment.

Placement Rate: This percentage will increase as more customers obtain unsubsidized employment.

OJT: As the employment climate evolves, subrecipient staff continues to work with the Business Services team and employers to market and utilize OJT opportunities for customers to increase their skills.



November 2020

PY19 Rapid Response Program Performance Summary (Cumulative)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of October 31, 2020	\$248, 679	\$102, 401	41%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	31	40	65
Exits			
Total Employed Exits	12	12	47
Placement Rate	92%	85%	85%
Median Wage	\$23.16	\$19.00	\$19.00
Services			
Individual Training Account (ITA)	9	14	27
Employability Enhancement	0	N/A	N/A

Total Served:

- Subrecipient partnered with ESD staff to obtain the required UI documentation customers need for program enrollment. This partnership reduces customer effort, removes potential barriers to enrollment, enhances the customer service experience, and streamlines the enrollment process for customers.
- Connected with Benton County Jail to offer rapid response services due to a confirmed layoff of 21 positions, including eight vacant positions.
- Subrecipient staff continues to stay connected to workers impacted by the Sandvik Special Metals layoff in October. To date, three customers have been enrolled to receive program services.

Individual Training Accounts (ITA):

- Seven ITA's are currently in progress with projected completion dates between December 2020 - June 2021.

November 2020

Disaster Recovery Dislocated Worker (Cumulative from July 2020 - March 2022)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of October 31, 2020	\$424,000	\$22,029	5%
Performance Factors	Actual Outcomes	Monthly to Date Target	Program Target
Total Served	7	6	32
Number of Participants both in Disaster-Relief and Career and Training Services	7	6	32
# of Participants in Training Services (excluding OJT)	1	0	10
# of Participants Placed in Work-Based Learning (WEX/Internship)	0	5	23
# of Participants entered unsubsidized employment at exit	0	0	22

Subrecipient staff and leadership have stepped up program recruitment efforts to reach those most in need of services. A comparison of October and November reports shows a large increase in enrollments. This increase is due to the partnership development for work experience opportunities, intentional recruitment for humanitarian positions, recruiting those who are long-term unemployed from the Unemployment list, and strategic flyer development and distribution.

Number of Participants Placed in Work-Based Learning (WEX/Internship):

- Second Harvest has committed to interviewing six candidates to fill four part-time, temporary Disaster Relief worker positions starting in mid-January.
- Active recruitment is currently happening for a cook position at Meals on Wheels and an Outreach Navigator position at the Employment Security Department.
- Subrecipient staff continues to focus their efforts on securing positions that meet the humanitarian definition associated with the paid internship scope of work. We continue to explore partnership opportunities with community-based organizations and other regional employers who might have a need that aligns with this work.



November 2020

Employment Recovery Dislocated Worker (Cumulative from July 2020 - March 2022)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of October 31, 2020	\$446,253	\$28,493	6%
Performance Factors	Actual Outcomes	Monthly to Date Target	Program Target
Total Served	8	8	55
# of Participants Enrolled in Training Services (excluding OJT)	0	0	30
# of Participants in On the Job Training (OJT)	0	0	3
# of Participants Place in Work-Based Learning (WEX/Internship)	0	0	10
# of Participants entered unsubsidized employment at exit	0	0	44

All performance measures are on target due to increased recruitment efforts. Efforts include strategic flyer distribution by the Outreach Task Force, implementing a more robust UI list cold call plan, coordinating with Rapid Response events to identify those who are permanently laid off, and working with the Business Services team to connect customers to employers.

November 2020

PY20 EcSA Program Performance Summary (Cumulative from September 2019-March 2022)			
Program Expenditures	Budget Total	Contract Spent	% Spent
As of October 31, 2020	\$700,000.00	319,817.10	46%
Enrollments	Actual Outcomes	Monthly to Date Target	Program Target
Total Served	12	81	138
Exits			
Total Employed Exits	5	53	115
Services			
Individual Training Account (ITA)	1	14	30
Self-Sufficiency Matrix Progression	12	58	115
Financial Literacy & Budget Training	10	81	138
Mentorship			
1:1 Mentoring	3	28	56
Group Membership	0	39	82

- Continue to work with the funding source on contact flexibility and modification for the EcSA-Connell model;
- **Transportation:** Continue to provide updated transportation information supported by People for People and their shuttle bus routes;
 - Program flyers were mailed to the People for People to display on the bus in English and Spanish.
- **Healthcare:** Staff has stayed informed of healthcare services available in the local communities of North Franklin County while also updating the major healthcare partners about EcSA services;
 - Continue to work with the Columbia Basin Health Association (Connell Clinic) and Health Insurance organizations providing services to low-income families.
- **Childcare:** In the following months, we will reconnect with The Imagine Institute, Child Care Aware, etc., to obtain updated information on childcare services within all Franklin County and increase awareness of in-home childcare training and employment opportunities via EcSA;
- **Employment:** The EcSA team maintains an active social media presence by posting local job listings, program information, and other community useful information to local Facebook pages;
 - The EcSA team continues to work with the WorkSource Columbia Basin Business Services team to assist employers such as the Dollar General store; they will be opening in Connell soon;
 - This employer has struggled to find applicants, and the EcSa team will advertise the available positions and screen for program eligibility.



November 2020

PY20 FFW Program Performance Summary (Cumulative from September 2018-June 2021)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of October 31, 2020	\$503,569.00	408,765.99	81.2%
Tracked Monthly	Monthly Outcomes	YTD Date Outcomes	Study Goal
# screened for potential FFW enrollment	14	385	
# enrolled in FFW	0	62	56
# enrolled in training tracks	0	60	56
# of participants who met with their career coach/job developer	35	60	56
# of participants who received financial capacity-building referrals	2	13	
Of those who began training:	0	60	
# completed training	3	44	
# earned certification	2	43	
#placed in employment	3	47	

- MDRC provided the BFWDC and Goodwill the opportunity to review the Families Forward Demonstrations (FFD) Study Report Draft:
 - FFD report included all 5 locations (WA, NY, Michigan, 2 Ohio);
 - Final publication to be released late March 2021;
 - FFD Final Report Draft Review;
- Outreach efforts include Facebook postings, community meetings presence, and mailing of program flyers via the Division of Child Support mailing list.
- Continued remote enrollments during COVID-19 to surpass our program goal of 56, currently at 62;
- Continued partnership with local training providers for occupational tracks such as Truck Driving, Welding, and Google IT;
- Continued job development and retention services for program participants through June 30, 2021.

December 2020

PY20 Adult Program Performance Summary (Cumulative)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of November 30, 2020	\$694,352	\$178,119	26%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	117	115	193
Exits			
Total Employed Exits	32	51	109
Placement Rate	86.49%	85%	N/A
Median Wage	\$15.00	\$14.50	\$14.50
Services			
Individual Training Account (ITA)	9	16	50
On-the-Job Training (OJT)	0	2	5
Work Experience (WEX)	2	1	6
Apprenticeship	0	N/A	N/A
Employability Enhancement	0	N/A	N/A

Employed Exits:

- Subrecipient is working with participants who have a large gap in employment or little work history to research and identify jobs in demand for which they are qualified.
- The Business Services team conducted outreach to determine employment needs and offer WEX/OJT to several employers. The list includes Burlington Coat Factory, Eastside Market, Westside Market, TTEC, Express Employment Professionals, Evergreen Consulting Group, Builders First Source, Bruker, CRF Metals, and Miramac Metals.
- Exits will increase as the current 14 participants who are in training complete and can job search.
- The Business Services team connected with 150 employers to recruit for participation in the January 2021 Virtual Job Fair.

ITA:

- Fourteen ITA's are currently in progress and scheduled to end between January and March of 2021.
- Subrecipient is working with participants to adjust training timelines due to delays, cancellations, and smaller class size requirements. Participants are working on resume review, researching training providers, and other career readiness services until training resumes.

OJT:

- Subrecipient connected with TCT Computer Solutions to discuss an OJT opportunity in a cybersecurity position. The employer is looking to hire several positions, and our subrecipient submitted a participant's resume and advocated for other qualified participants. The General Manager is reaching out to the owner for approval to conduct an OJT.
- Subrecipient is looking for a participant to do a WEX forklift, followed by an OJT at Pasco Processing.

December 2020

PY20 Dislocated Worker Program Performance Summary (Cumulative)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of November 30, 2020	\$746,048	\$261,621	35%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	86	104	186
Exits			
Total Employed Exits	34	50	105
Placement Rate	80.95%	85%	85%
Median Wage	\$22.00	\$19.00	\$19.00
Services			
Individual Training Account (ITA)	13	16	40
On-the-Job Training (OJT)	0	3	15
Employability Enhancement	0	N/A	N/A

Total Served:

- Subrecipient is utilizing a Referral Coordinator and the software Trello to increase efficiency when referring customers to services.
- The Outreach Taskforce placed flyers at the Mid-Columbia Library, Impact Compassion Center, Goodwill Industries, 2nd Harvest, grocery stores, Tri-Cities Community Health, and Women and Infant Children (WIC) to inform customers of WorkSource Columbia Basin (WSCB) services.
- Subrecipient staff will be utilizing the January Unemployment Insurance (UI) list to contact those who qualify for program services.
- Reemployment Services and Eligibility Assessment (RESEA) is starting back up in January, and our subrecipient will be coordinating a referral stream to refer these individuals to the Dislocated Worker program.

Employed Exits:

- Subrecipient is working with participants who have a large gap in employment or little work history to research and identify in-demand jobs for which they are qualified.
- The Business Services team conducted outreach to employers to determine their employment needs and offer WEX/OJT opportunities. Employers contacted include Burlington Coat Factory, Eastside Market, Westside Market, TTEC, Express Employment Professionals, Evergreen Consulting Group, Builders First Source, Bruker, CRF Metals, and Miramac Metals.
- Employed exits will increase as the nine participants attending training complete and begin to search for employment.
- The Business Services team connected with 150 employers to recruit for participation in the January 2021 Virtual Job Fair.

Placement Rate: This will increase as more participants exit into unsubsidized employment.

ITA:

- Nine ITA's are in progress and scheduled to complete between January - August of 2021.
- Subrecipient is working with participants to adjust training timelines due to delays, cancellations, and smaller class size requirements. Participants are working on resume review, researching training providers, and other career readiness services until training resumes.

OJT: The Business Services team is working with employers to overcome their concerns with participating in OJT's due to Covid restrictions.

December 2020

PY19 Rapid Response Program Performance Summary (Cumulative)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of November 30, 2020	\$248,679	\$111,630	45%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	40	45	65
Exits			
Total Employed Exits	16	16	47
Placement Rate	89%	85%	85%
Median Wage	\$22.50	\$19.00	\$19.00
Services			
Individual Training Account (ITA)	10	16	27
Employability Enhancement	0	N/A	N/A

Total Served:

- Subrecipient started utilizing a Referral Coordinator and the software Trello to increase efficiency when referring customers to program services.
- The Outreach Taskforce placed flyers at the Mid-Columbia Library, Impact Compassion Center, Goodwill Industries, 2nd Harvest, grocery stores, Tri-Cities Community Health, and Women and Infant Children (WIC) to inform customers of WSCB services.
- The Rapid Response Coordinator connected with Mission Support Alliance to offer Rapid Response services. They requested a virtual presentation, which will occur in January 2021. The presentation will include an overview of WSCB services, UI, Healthcare, 2-1-1 services, Worker Retraining, and Dislocated Worker services.
- Subrecipient staff will provide outreach to the ten impacted workers from Benton County Jail as they did not request a rapid response presentation.

ITA:

- There are four ITA's in progress, with expected end dates between January and June 2021.
- Targeted sector recruitment for industries that are hiring and require training such as flagging and forklift.
- Subrecipient is working with participants to adjust training timelines due to delays, cancellations, and smaller class size requirements. Participants are working on resume review, researching training providers, and other career readiness services until training resumes.



December 2020

Disaster Recovery Dislocated Worker (Cumulative from July 2020 - March 2022)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of November 30, 2020	\$424,000	\$31,604	8%
Performance Factors	Actual Outcomes	Monthly to Date Target	Program Target
Total Served	11	8	32
Number of Participants both in Disaster-Relief and Career and Training Services	11	8	32
# of Participants in Training Services (excluding OJT)	3	2	10
# of Participants Placed in Work-Based Learning (WEX/Internship)	0	6	23
# of Participants entered unsubsidized employment at exit	0	0	22

Number of Participants Placed in Work-Based Learning (WEX/Internship):

- A Meals on Wheels participant will begin a Disaster Relief position as a cook in January 2021.
- The Employment Security Department is conducting final interviews for a Migrant Seasonal Farmworker Outreach Navigator Disaster Relief position in the middle of January 2021.
- Subrecipient sent four resumes to Second Harvest in December 2020 for Disaster Relief positions.
- Continuing to utilize data from UI lists to recruit for Disaster Relief positions.



December 2020

Employment Recovery Dislocated Worker (Cumulative from July 2020 - March 2022)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of November 30, 2020	\$446,253	\$41,455	9%
Performance Factors	Actual Outcomes	Monthly to Date Target	Program Target
Total Served	11	10	55
# of Participants Enrolled in Training Services (excluding OJT)	5	0	30
# of Participants in On the Job Training (OJT)	0	0	3
# of Participants Placed in Work-Based Learning (WEX/Internship)	0	2	10
# of Participants entered unsubsidized employment at exit	1	0	44

Number of Participants Placed in Work-Based Learning (WEX/Internship):

- The Business Services team conducted outreach to determine employment needs and offer WEX/OJT to several employers. The list included Burlington Coat Factory, Eastside Market, Westside Market, TTEC, Express Employment Professionals, Evergreen Consulting Group, Builders First Source, Bruker, CRF Metals, and Miramac Metals.
- Subrecipient attended training on the World of Work Inventory (WOWI) Career Assessment tool, which provides a multi-dimensional career assessment that measures the interests, skills, and work style of the participant. WOWI helps determine which career will best suit participants and allows the subrecipient to recruit for WEX placements based on these outcomes.
- Subrecipient staff is currently working to develop WEX positions with Pasco Processing, West Eight Transport, Creatix Solutions, and a local Thrift and consignment store.

December 2020

PY20 EcSA Program Performance Summary (Cumulative from September 2019-March 2022)			
Program Expenditures	Budget Total	Contract Spent	% Spent
As of November 30, 2020	\$700,000.00	\$328,429.90	48.3%
Enrollments	Actual Outcomes	Monthly to Date Target	Program Target
Total Served	12	87	138
Exits			
Total Employed Exits	5	58	115
Services			
Individual Training Account (ITA)	1	15	30
Self-Sufficiency Matrix Progression	12	63	115
Financial Literacy & Budget Training	10	87	138
Mentorship			
1:1 Mentoring	3	30	56
Group Membership	0	41	82

- The BFWDC and Employment Security Department (ESD) have executed Contract Amendment 2 to expand the area of service to all of Franklin County;
 - The BFWDC executed a subsequent Contract Amendment with our local service provider, Career Path Services;
 - This amendment also includes the revision of performance indicators to allow flexibility on overall outcomes;
 - January’s program performance summaries will reflect new performance indicators.
- The BFWDC presented at the EcSA Technical Advisory Group (TAG), state-level committee, the Partnership, and Implementation Plan to adapt the EcSA-Connell Initiative to the C-19 environment;
 - A quarterly high-level performance summary published by ESD, see attached, demonstrates all the four EcSA current happenings (July -September).
- In preparation for the area of service expansion, the EcSA team began to screen participants residents of all Franklin County to enroll them in the WIOA Adult Program with the plan to co-enroll into EcSA based on the customer’s needs and career plans;
- We have initiated discussion with Columbia Basin College’s (CBC) Able-Bodied Adults Without Dependents (ABAWD) program to discuss a direct referral process;
- In North Franklin County, the EcSA team and the WorkSource Columbia Basin Business Services Team worked with a new employer, the Dollar Tree Store, to support in finding qualified candidates for this agency;
- In January 2021, WorkSource Columbia Basin and TC Futures will host a Virtual Resource Fair to bring resources for healthcare, housing, employment, training, etc.;
 - The EcSA team will host a virtual booth at this event to engage potential EcSA participants and community partners.

December 2020

PY20 FFW Program Performance Summary (Cumulative from September 2018-June, 2021)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of November 30, 2020	\$503,569.00	\$432,508.76	85.9%
Tracked Monthly	Monthly Outcomes	YTD Date Outcomes	Study Goal
# screened for potential FFW enrollment	32	417	
# enrolled in FFW	11	73	56
# enrolled in training tracks	11	71	56
# of participants who met with their career coach/job developer	48	71	56
# of participants who received financial capacity-building referrals	0	13	
Of those who began training:	3	60	
# completed training	0	44	
# earned certification	0	43	
#placed in employment	1	48	

- The BFDWC, Department of Child Services (DCS), and service provider Goodwill had the opportunity to review the Families Forward Demonstration (FFD) draft report created by MDRC;
 - The draft report presents both the qualitative and quantitative findings across all FFD programs;
 - The report includes all five sites (Ohio with two pilots, Michigan, New York, and Washington State);
 - The report is slated for publication at the end of April 2021.
- Enrollments during COVID-19 surpass our program goal of 56; we exceeded this goal and have enrolled 73 participants total;
 - In December, participants enrolled in the following training tracks: 5 CDLs, 3 Welding, and 3 Google IT;
 - The enrollment period ended on December 31st, 2020.
- The upcoming months will focus on providing intensive training completion, job development and placement, and exiting participants who have been placed in employment and completed one-year of program services;
 - The FFW grant ends on June 30th, 2021.



**PY20 Dislocated Worker Lay-off Profile
Benton-Franklin Counties
December 2020**

Company Name	Date Notified	Industry	City	Layoff Date	WARN	Presentation	# Impacted
Sonoco Plastics #96580	10/20/2020	Manufacturing	Yakima	12/20/2020	Yes		133
<p>12/8/2020: Benton-Franklin rapid response staff was notified of TAA certification of Sonocco Plastics Petition. Since the Sonocco plant is located in Yakima, the Yakima rapid response coordinator Michelle Smith email: michelle.smith@co.yakima.wa.us connected with the employer to offer rapid response services. A potential partnership of both Benton-Franklin and Yakima is being established if any impacted workers reside in the Benton-Franklin area. No individuals have been identified yet.</p>							
Sandvik	7/21/2020	Manufacturing	Kennewick	10/30/2020	Yes	10/5,10/6,10/12	50
<p>12/11/2020: Staff has successfully enrolled 5 impacted workers.</p>							
MSA	12/15/2020	Government	Richland	Not Reported	No	1/19/2021	Not Reported
<p>12/16/2020: Staff connected with Criselda Swanson email: criselda_v_swanson@ri.gov about rapid response services for potential layoff, number of impacted workers has not been reported. Presentation is tentative for two virtual sessions on January 19th one at 6:30 am and the second at 9:00 am. Since some impacted workers also include Yakima Valley residents, both the Benton-Franklin and Yakima regions will be coordinating together to provide services. Information for both regions will be provided during the presentation.</p>							
Benton County Jail	12/30/2020	Government	Kennewick	12/31/2020	No		10
<p>12/30/2020: Jesus Alvarez contacted staff to provide contact information for impacted workers from the Benton County Jail. Impacted workers were reduced from 21 to 10, the last day of employment is scheduled for 12/31/2020. A rapid response presentation was offered, presentation has not been denied or requested.</p>							

Economic Security for All (EcSA)

Quarterly Summary

Quarter 5 (July – Sept. 2020)

Economic Security for All (EcSA) is an initiative to develop replicable models to measurably reduce poverty. Funds were awarded to four local partnerships in July 2019 – led by the local Workforce Development Council – to pilot the models they developed locally. These models intend to help more families receiving Supplemental Nutrition Assistance Program (SNAP) benefits move out of poverty, by streamlining access to benefits and services. Each pilot model was developed in partnership with individuals with lived experience in poverty. Each model includes: workforce training opportunities that lead to earnings above 200% of the Federal Poverty Level (FPL), mentorship opportunities, and efforts to address personal and financial stability.

The four pilots concluded their fifth quarter of activities in September 2020. The information below provides an update on activities, successes and challenges that occurred between July and September 2020.

Q5 Activity Summary

This quarter, the EcSA programs continued to develop and implement new ways of providing services remotely and facilitating effective partnership virtually. They also started working with their partners on more significant adaptations in response to the COVID-19 environment, based on additional contractual flexibility provided by ESD. Program activities focused largely on assessing participant needs, providing supports to keep participants stabilized and engaged during this challenging time, and laying the ground work and developing plans so that participants are prepared to effectively engage in employment and training activities as more opportunities become available.

The effects of the pandemic have continued to present similar challenges to those seen in the last quarter, including participant safety concerns, the limited availability of viable training and employment opportunities, and the unintended consequences of expanded unemployment benefits. Similar to other workforce development programs across the state, these challenges have led to lower numbers of new participants and struggles to keep them engaged through virtual service delivery. Despite these challenges, enrollment rates started to pick up slightly this quarter and we are starting to see additional participant successes.

Key Progress:

- 54 new enrollments
- Total of 20 participants households moved above 200% of FPL
- All 4 areas began moving forward with adaptations to EcSA to allow greater flexibility to respond to the COVID-19 challenges, through collaborative conversations with WDCs and TAG
- Expanded partnerships focused on access to additional resources for participants and increased outreach and community engagement
- Ensuring technology needs are not a barrier to participant engagement - Providing computers when needed, connecting to partner resources, paying monthly internet service bills, or helping with other resources such as transportation or utilities to offset internet costs
- Focusing on providing participants with COVID-19 related relief to keep them engaged and support them so they have a plan to engage in more intensive training opportunities as the economy and opportunities start to open
- Partnering with federal CARES funding for more robust, longer-term rental assistance

Key Challenges:

- Continued lack of interest from potential participants in engaging in employment and training opportunities – Remote schooling responsibilities have added an additional challenge on top of the safety concerns, lack of employment and training opportunities, and expanded benefits that were already impacting potential participant interest
- Keeping participants engaged during this period when limited intensive training and work-based learning opportunities are available
- Inability to provide in-person services – slows delivery of services and creates a significant barrier for low-income families that often have limited internet access and digital literacy skills
- Closures of public resources for internet access, such as WorkSource centers and public libraries
- Lack of living wage jobs currently available in many communities
- Continued burden on DSHS staff of complicated partnership processes on outreach, to overcome data sharing challenges

Enrollment through September 2020 (Quarter 5)

Like most of Washington’s workforce programs, EcSA enrollments and services came to an abrupt halt as service delivery locations closed in the middle of March in response to the COVID-19 outbreak. Enrollments started to increase slightly last quarter (April to June) and that trend has continued into this quarter, with new enrollments 20% higher this quarter (54). Though enrollment growth continues to be modest, due to the challenges identified below, there appears to be acceleration, with 50% of new enrollments occurring in the final month of the quarter.

Outcome	Area	July - Dec. 2019	Jan – Mar 2020	Apr – June 2020	July – Sept 2020	
		Actual Performance	Actual Performance	Actual Performance	Original Target	Actual Performance
Participants Enrolled	Pierce (Eastside/Salishan)	17	51	52	270	74
	Spokane	27	71	99	200	117
	Kelso/ Longview	0	17	29	220	38
	Connell	1	3	7	69	12
	STATEWIDE	45	142	187	759	241

Individual Success Stories

EcSA – Kelso/Longview - Jeff

Jeff came to WorkSource in need of a new career after being laid off as a cook due to the COVID-19 pandemic. He recently became a single dad and knew that he a career that he could financially support his small family. He enrolled in Work First, WIOA Title I and EcSA to upgrade his skills and explore training options.

Jeff had an extensive history of justice involvement and had served six prison sentences. He knew he needed to make a change in his life and was working extremely hard to stay on the right path. However, his background has made it difficult for him to find adequate work that is self-sufficient. He found himself working in food service or low paying maintenance positions and struggled to advance because of his background and lack of skills.

He enrolled in the Work First program through DSHS and began working with his case manager to conduct job searches and explore other resources at WorkSource. He was then referred to EcSA to explore training. Through Work First and EcSA, he immediately began taking workshops offered to prepare him to re-enter the workforce, including Resume and

Cover Letter Writing, Top Skills of 2020, and Workforce Communication. He even attended the Interviewing Technique workshop three times so he could understand how to answer difficult questions and properly address his background in an interview.

Jeff and his EcSA case manager explored truck driving as a career option. Together they researched the job market and the different schools offering CDL training in the area. He attended Trans 360 truck driving school and earned his Class A commercial truck driving license.

Jeff received additional financial support from the EcSA and Work First to ensure he was successful, before, during, and after his training. EcSA assisted with gas money so he could commute 90 miles per day back and forth to training. Work First provided gas support for job searching and EcSA helped him purchase the work clothes and boots he needed for his new driving job. He has started a new job as a truck driver and is hauling and delivering beverage products to businesses. He is working fulltime and is making \$44,408 a year in his new career. His new career has led him and his family to self-sufficiency.

Progress and Challenges by Area

Spokane

Progress

- Total of 10 participants moved to household income above 200% of FPL
- Partnership:
 - All 18 EcSA partners have been able to continue to provide coordinated services, through a combination of in-person collaboration at the Spokane Resource Center and working remotely
 - Working with the WorkSource Business and Talent Solutions Team to identify employer needs as the economy starts to open back up; expect to move more customers into unsubsidized employment in Q6
- Service/Support Delivery:
 - Developing career plans that define action steps and timeframes to accomplish specific activities that can be completed during COVID-19; including but not limited to career and vocational education exploration, online workshops, and supportive services that the customer needs to remain job ready
 - Focused on preparing participants to engage in work-based learning and other subsidized job trainings in quarter 6, as more opportunities become available
 - Continuing to utilize the Arizona Self-sufficiency matrix to assess needs and focusing on providing supports to keep participants afloat and stabilized so they can continue to participate in job seeker activities during this widespread economic crisis; including but not limited to emergency rental and utility assistance and food distribution.
- Total Spending through September: \$607,074

Challenges

- Keeping enrolled participants engaged during this period when limited training, work-based learning, and employment opportunities are available
- Closure of publicly available, free computer labs and internet access points, such as the SRC computer room or those offered throughout the Spokane Public Library system
- All planned mentorship and networking events continue to be on hold because they were designed to occur in person

Southwest (Longview/Kelso)

Progress

- Total of 6 participants moved to household income above 200% of FPL
- 10 participants placed into training this quarter; CDL, CNA, HS Diploma, others through Lower Columbia College
- More than 23 clients and potential clients (neighborhood residents) have participated in one-on-one mentorship activities over the quarter, working with Community Organizers.
- Partner Engagement/Coordination:
 - Engaging new partners and programs, including Goodwill of the Olympics & Rainier Region, bring additional supports to participants and increase access to rental assistance
 - Increased success through DSHS outreach, through improvements to the recruitment and referral process, including working with WSW on a new EcSA call script and steps to collect additional information upfront to ensure a smooth handoff to EcSA case managers
- Outreach:
 - Opened limited in-person service hours directly in the target community, at the Highlands Community Center – showing early success connecting to new EcSA participants
 - Community Organizers collaborated with several partners in specific neighborhood outreach projects designed to connect with potential EcSA participants and to support marginalized communities and residents feeling the impacts of the pandemic disproportionately
 - Efforts included: a Chuukese outreach event, a Mexican Independence Day celebration, a school backpack give-away, emergency preparedness presentations, free costumes for neighborhood kids, free haircut days for neighborhood residents, and providing dental hygiene supplies
 - Continued to build new outreach avenues, including working with Longview School District Resource Center, Faith Center Church, and coordinated entry programs and Community House Homeless Shelter to connect with individuals facing homelessness
- Service/Support Delivery: Offering more intensive enrollment support, piloting new workshop times to accommodate parents homeschooling during the day, focusing on housing and utility assistance and other COVID-19 relief to keep participants engaged and support them until the economy and opportunities start to open up more broadly
- Total Spending through September: \$605,861

Challenges

- Seeing more extensive barriers and increased incidences of homelessness among potential participants that is making it harder to engage them in initial steps to enroll and develop plans
- Continued lack of responsiveness and interest from participants/potential participants due to the overwhelming challenges they face, limited available training and employment opportunities, safety concerns related to COVID-19, and expanded benefits
- Delays due to the time intensive nature of serving clients one-on-one in all aspects of the program, because of in-person restrictions and a decrease in the availability of workshops and programs previously provided by partners
- Current resource allocation limits prevent some partners from covering a participants' complete range of needs, even with the co-enrollment of multiple resources
- Retention Coach work, focused on business engagement and onsite access to partner resources, has been on hold with many employer partners until the county enters stage 4 reopening

Pierce (Eastside/Salishan)

Progress

- Enrollments started to pick back up this quarter (22 new enrollments); Most new enrollments came near the end of the quarter.
- 1 household moved above 200% of FPL – completed CDL training and obtained employment as a Truck Driver.
- 5 participants currently enrolled in training (1 CDL program, 3 High School completion programs, and 1 Bachelor's degree); 3 participants approved for training to start in October for Forklift/Flagging Certificate combined course through Clover Park Technical College.
- July launch of Goodwill's Digital Work Opportunity Center (DWOC). This will host many new online curricula for participants and be utilized as an outreach and recruitment tool.
- EcSA partners hosted a Drive-Thru Resource fair at the Family Investment Center in partnership with Nourish Food Bank. After driving up to collect food boxes, customers also received bags of hygiene kits, household items, cloth face masks, school supplies, and flyers for EcSA and other community programs and resources.
- Working with Clover Park Technical College to create EcSA workshops for participants to learn more about financial aid opportunities and specific programs available through the community colleges.
- Partner Coordination:
 - Developing updates to the EcSA Common Referral System: coordinating a user assessment survey; adding better tracking of eligibility and action on referrals; working to add DSHS to the system.
 - Hosted EcSA/WIOA basic eligibility and suitability sessions with DSHS to provide more context around the intake and enrollment process
 - Developing an EcSA Outreach Subgroup to engage more partners directly in leading outreach, engagement, and recruitment
- Total Spending through September: \$311,460

Challenges

- Continued lack of responsiveness and interest from participants/potential participants – people are in survival mode, focused on meeting their basic needs; the remote schooling added an additional challenge for participants to overcome to effectively engage in the program
- Inability to engage in-person - Salishan historically hosts a wide range of events, fairs, workshops, and classes that were incorporated into EcSA. Due to COVID, the majority of these have been placed on pause until further notice.
- Continued challenges with partner capacity and staff turnover – this has led to the need to renegotiate some partner contracts, statements of work, and targets
- Data base usage/data sharing:
 - Requiring all partner services to be entered into ETO has caused timing challenges with program enrollment and tracking duplications because partners are required to enter the same services in multiple platforms
 - The EcSA Common Referral System (211) lacks information regarding referral and enrollment updates. This information is only available in ETO, which causes coordination issues, because many partners don't access to this system.
 - The EcSA Common Referral System is being underutilized by many partners – this has led to some confusion among participants and partners on the reason for referrals
 - Verification of SNAP benefits for income eligibility continues to be a challenge

Benton-Franklin (Connell)

Progress

- Total of 3 participants moved to household income above 200% of FPL
- Established new partnerships with community leaders in North Franklin County, including the Mesa City Administrator and the head of North Franklin's food distribution network
- Ensuring technology needs are not a barrier to participant engagement - Providing computers when needed, connecting to partner resources, paying monthly internet service bills, or helping with other resources such as transportation or utilities to offset internet costs
- Outreach Efforts:
 - Continuing to partner with DSHS on outreach to SNAP recipients; also focusing on targeted outreach to Unemployment Insurance recipients who have been unemployed for 20 weeks or more
 - Distributed bilingual marketing postcards to all residences in North Franklin County with a simple message and contact instructions
 - Partnering with North Franklin School District to distribute EcSA flyers along with free daily meal deliveries to qualifying students.
 - Currently developing an informational video to try and address EcSA misconceptions and highlight the supports available through the program
- Total Spending through September: \$360,462

Challenges

- Continued lack of interest from participants in engaging in employment and training activities due to expanded benefits, limited available training and employment opportunities, and safety concerns related to COVID-19
- Continued inability to provide in-person services in an area that is remote, with limited internet access – many public internet access resources have been closed
- Limited living-wage employment opportunities in North Franklin County
- Misconception amongst North Franklin residents that the Economic Security for All program is a physical training site, not a program that provides supports to assist with training and employment



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WorkSource Operator Report
 Benton Franklin Workforce Consortium
 November 2020

November Highlights:

- Six WSCB Business Services Team members graduated from the Business U Certified Business Engagement Professional Program.
- The WSCB career assessment portfolio continues to grow; this month 3 team members received training in administering and interpreting the World of Work Inventory (WOWI).
- WSCB team members continue to provide services virtually and to expand our virtual menu of services.

WorkSource Site Operations:

Customer Counts 11/1/20 to 11/30/20		
Total Staff Assisted Seekers	369	
Total Staff Assisted Services	745	
	<i>Basic Services</i>	592
	<i>Individualized, Training & Support Services</i>	153
Unique Number of Businesses Served	48	
Staff Provided Business Services	82	
	Services Provided	Businesses Served
Business Assistance WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	6	6
Employee Training Assessment, referral, enrollment, etc.	11	3
Other Employer outreach visit, marketing business services, etc.	25	22
Recruitment Hiring events, referrals, etc.	40	24
Wage & Occupation Information 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.



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November 2020 Customer Satisfaction Survey:

- 36 survey responses received (*8% response rate*):
 - Of the customers who responded, 97% will refer family and friends.
 - Top 3 services rated: training resources, virtual workshops, and job search assistance.
- Customer Feedback – What we did well:
 - “Michele Brown and Dan Seitz are fantastic in coaching and uplifting in a very dark time.”
 - “Miss Sandra D-R has been awesome. She has been very helpful, upfront and attentive.”
 - “Jose and Brenda gave an outstanding presentation! They provided guidance and solutions to my questions and immediately sent me links to relevant websites.”
 - “The convenience of looking for employment virtually.”
- Customer Feedback – What we can do better:
 - Resend the link to attend the workshop 30 minutes before it starts
 - Maybe advertise
 - More interaction (in workshop)

Service Delivery

Career Services:

- The Career Assessment Taskforce completed administration and interpretation of the World of Work Inventory (WOWI) assessment. They have also been working to finalize a presentation on the assessments available at WSCB which will be available on demand to our customers via our YouTube channel. Next steps include wrap up of basic assessment training and introduction to the WOWI for all staff.
- The Group Services Taskforce launched 3 new group services this month, to include a workshop for customers who have experienced long term unemployment, mature workers, and an open forum for customers to have an opportunity to ask questions about WorkSource services and receive information live, from a WorkSource professional. The group is also working to standardize processes for scheduling and gathering data, such as attendance and customer surveying to inform future adjustments.
- The Outreach Taskforce continues to create additional flyers to highlight our services. The group is working with community partners to distribute informational materials to our community. They have also been working to increase visibility of services available through increased use of the WSCB Facebook page by increasing posts.
- Outreach to customers who have received Unemployment Insurance benefits for 20 weeks or longer continues. This work will be reviewed in early January, after the end of the quarter, allowing the team to identify strategies which were most successful. That information will inform our outreach to this group for the following quarter.
- The revised Customer Satisfaction Survey launched the first week of November with a focus on engaging customers in providing more actionable feedback. Results will continue to be monitored monthly to ensure they have the intended impact.



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Business Services:

- Our Business Services Team hosted a Labor Market and Sector information training series for WSCB System staff the first week of November. Each representative shared information about the sector they specialize in, including employers, job opportunities and qualifications, and job search tips.
- In partnership with TTEC, Business Specialists held a Facebook Live event on 11/12 to promote the company's hiring efforts, including a national virtual job fair held 11/19. You can see the interview [here](#).
- The Brazen contract has been extended, allowing our Business Services Team to continue to host virtual hiring events. Training on the software is scheduled for 12/4 and the team is planning upcoming events, including a virtual Resource Fair, to be held in January.

Community Connections:

- 11/2 & 11/17: Attended the COVID-19 Local Decision Maker Briefing, a bi-weekly meeting hosted by the Benton Franklin Health Department, to provide updates from local health, government, and community officials.
- 11/12: Introductory meeting with Kirk Williamson, Program Manager at the Benton Franklin Community Health Alliance in collaboration with Joyce Newsome of 2-1-1 and Sara Schwan of Mid-Columbia Libraries to discuss how we can work together to share information about the resources available to the community.

Staff Training & Development:

Training/Development Attended:

- 11/3, 4, & 5: Labor Market & Sector Information (WSCB Business Services Team)
- 11/10: Concern & Complaint Training
- 11/17: Foreign Labor Certification Program Overview Training (ESD)
- 11/18: EO Complaint Training
- 11/18: *Rescheduled* - Future State Retreat Session with Operations Leadership (Paul Casey)

Upcoming Training/All Staff Meetings:

- 12/2: Water Cooler, WSCB Assessments
- 12/9: WOWI Assessment (taken by all staff)
- 12/10: Migrant Seasonal Farm Worker (MSFW) Training: H2A Job Referrals
- 12/14: WOWI Assessment Interpretation Training
- 12/16: Water Cooler, Safety Spotlight
- 12/16: WOWI Assessment Interpretation Training
- 1/20: Future State Retreat Session with Operations Leadership (Paul Casey)



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Facilities:

- 11/3: Laptop cable repair completed allowing final set up of new customer computers.
- 11/4: HVAC filter maintenance completed.
- 11/3-11/5: Installation of sneeze guards, sign holders, and floor stickers throughout the WSCB facility in preparation for office reopening. *Return date TBD.*

Respectfully submitted by: C. Bright on 12/10/20; updated 12/13/20



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WorkSource Operator Report
 Benton Franklin Workforce Consortium
 December 2020

December Highlights:

- WorkSource Columbia Basin will host our first virtual community resource fair in January 2021.
- Through outreach we have focused on deepening relationships with community partners to meet mutual customer needs, for example, informing of services available through WSCB and leaning on Mid-Columbia Libraries to meet customer computing needs related to employment and training.
- WSCB team members continue to provide services virtually and to expand our virtual menu of services through taskforce work.

WorkSource Site Operations:

Customer Counts 12/1/20 to 12/31/20		
Total Staff Assisted Seekers	412	
Total Staff Assisted Services	765	
	<i>Basic Services</i>	613
	<i>Individualized, Training & Support Services</i>	153
Unique Number of Businesses Served	92	
Staff Provided Business Services	122	
	Services Provided	Businesses Served
<i>Business Assistance</i> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	9	8
<i>Employee Training</i> Assessment, referral, enrollment, etc.	12	7
<i>Other</i> Employer outreach visit, marketing business services, etc.	58	49
<i>Recruitment</i> Hiring events, referrals, etc.	43	32
<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.



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December 2020 Customer Satisfaction Survey:

- 27 survey responses received (7% response rate):
 - Of the customers who responded, 96% will refer family and friends.
 - Top 3 services rated: one-on-one career guidance, job search, and workshop.
- Customer Feedback – What we did well:
 - “I’ve worked with different people at WS over the last year and Sandy, R, Michele B and Olivia M are some of my favorite people. All of these ladies have been so supportive (of my educational/employment journey.”
 - “The very competent, caring, and professional Erin DeClercque has been an absolute joy to work with over the phone!”
 - “Communication and follow through was excellent.”
- Customer Feedback – What we can do better:
 - Send a list with links to TED talks/videos shown in workshops
 - Examples of what a resume should look like

Service Delivery

Career Services:

- The Outreach Taskforce continued their work creating and distributing educational materials and strengthening community partnerships. A highlight of this effort was working with Mid-Columbia Libraries to have flyers distributed to library patrons using the library’s resources for job search/ Unemployment Insurance and in all drive thru book pick up bags.
- The Career Assessment Taskforce completed an introduction to the World of Work Inventory (WOWI) and a follow up training for interpretation of results following the opportunity for WSCB staff to take the assessment. Additional training will be offered in the new year for staff interested in learning more.
- The Group Services Taskforce continued to work on standardizing processes for scheduling and gathering data, such as attendance and customer surveying, which will inform future adjustments.
- Outreach to over 200 veterans who have received Unemployment Insurance benefits in the last few months has resulted in increased customer engagement to include one-on-one appointments and enrollment in services. To serve these customers seamlessly, our Disabled Veteran Case Manager and a member of our Title 1b Case Management team have worked closely to refine the referral process.
- The Barriers and Access Solutions Committee (BASC) met in December. The committee voted to change the group’s name and is now the Access Solutions Committee (ASC). Highlights of the meeting include report outs from the Customer Access and Outreach subcommittee, which included updates to the WSCB Customer Satisfaction Survey to assess accessibility wins and needs, as well as outreach efforts, including collaboration with the Outreach Taskforce and upcoming Facebook Live planning.



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Business Services:

- The Business Services Team is actively promoting our first virtual community resource fair, to include recruitment of local businesses and community partners who have resources to share with our community. The resource fair is scheduled for Wednesday, 1/13/21.
- The team is also planning additional virtual events for PY20, to include a Healthcare Career Job Fair, Apprenticeship event, Entry Level event in partnership with TC Futures, and Agricultural Job Fair. We will be partnering with CBC/WSU Tri-Cities on future virtual job fairs.
- Business Services members and Employment Specialists have increased communications and are working closely to increase job referrals and provide opportunities for Work Experience (WEX) and On the Job Training (OJT).
- In collaboration with the BFWDC Keys to Success group, the WSCB Business Services team conducted follow up with businesses who responded to the needs survey.

Community Connections:

- 12/1, 12/15, 12/29: 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.
- 12/10: Collaboration call with Mid-Columbia Libraries and Comprehensive Health Care to discuss service delivery, customer needs/trends, and to finalized branding details of outreach campaign to launch in new year.
- 12/18: Collaboration meeting with Sara Schwan, Advocacy & Development Manager with Mid-Columbia Libraries, to discuss how we connect our mutual customers with services and ways we can partner to meet customer needs.
- 12/21: Met with Sara Schwan to deliver WSCB branded USBs. These flash drives are pre-loaded with resume resources and will support customers who are meeting employment and training related computing needs through use of library computers.
- 12/21: Collaboration with our BFWDC partners to issue a series of press releases informing the community of the upcoming Virtual Community Resource Fair and recruiting local businesses & community partners for the event.
- 12/23: Interview with Neil Fischer of KAPP/KVEW news to inform the community of resources offered at WSCB. The interview can be heard [here](#).

Staff Training & Development:

Training/Development Attended:

- 12/2: Water Cooler, WSCB Assessments
- 12/9: WOWI Assessment (taken by all staff)
- 12/10: Migrant Seasonal Farm Worker (MSFW) Training: H2A Job Referrals
- 12/14: WOWI Assessment Interpretation Training
- 12/16: Water Cooler, Safety Spotlight
- 12/16: WOWI Assessment Interpretation Training



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Upcoming Training/All Staff Meetings:

- 1/6: WSCB Assessments, Water Cooler
- 1/20: Water Cooler, Safety Spotlight
- 1/20: Future State Retreat Session with Operations Leadership (Paul Casey)

Facilities:

- 12/8: Cisco WebEx data cables installed
- 12/21: Light bulbs changed, update of holiday hours signage, record of Equal Opportunity posters in preparation for EO Monitoring, conference room calendars updated
- 12/22: Additional facility signage installed to indicate that in person services are not currently available; all services available virtually or by phone

Respectfully submitted by: C. Bright on 1/11/21