



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

May 20, 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 & Welcome** – Adolfo de Leon
- 2. Roll Call** - Becky
- 3. Approval of Committee Minutes**
Adult & Employer Linkage – April 15, 2021 (Needs a vote)
- 4. Program Highlights** – Diana
- 5. EcSA Update** – Jamilet
- 6. Families Forward Washington Updates** – Jamilet
- 7. Liaison Report** - David
- 8. WorkSource Columbia Basin Update** – Crystal
- 9. Other Business**
- 10. Next Meeting**
 - Adult & Employer Linkage Committee –
Thursday, June 17, 2021, at 8:30 a.m. on Zoom
 - Full Quarterly Board Meeting –
Tuesday, July 27, 2021, at 4:00 p.m. on Zoom
- 11. Adjournment**

Attachments

- April 15, 2021, Adult & Employer Linkage Minutes
- WIOA Program/EcSA/FFW Performance Summaries – April
- Layoff Profile – April
- Liaison Report – April
- WS Operations Mgr. Report – April

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

Benton-Franklin Workforce Development Council

Adult & Employer Linkage Committee

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

Zoom

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

Call to Order

Melanie welcomed everyone and called the meeting to order at 8:34 a.m. Becky read through the roll call while everyone responded.

Approval of Committee Minutes

The Minutes of March 18, 2021, Adult & Employer Linkage Committee Meeting were provided for members to review.

Todd Samuel moved to approve March 18, 2021, Adult & Employer Linkage Committee Meeting Minutes as presented, seconded by Jennie Weber. Motion carried.

WIOA Title 1 PY21 Adult and Dislocated Worker Service Provider Extension – Diana

Diana shared that the Benton-Franklin Workforce Development (BFWDC) Staff would like to recommend extending the WIOA Adult and Dislocated Worker Service Provider contracts to Career Path Services (CPS), beginning July 1, 2021, through June 30, 2022. She highlighted that when WorkSource Columbia Basin (WSCB) closed its door in March 2020 due to the pandemic, CPS quickly launched two new virtual platforms to transition program referrals and enrollments to an online environment. They have created virtual job clubs, work readiness, online training webinars to engage potential customers and new program participants. They have continued to develop new strategies throughout the year to provide alternative ways for customers to access services, engage with program participants, and get the word out that WSCB is open virtually. All of their efforts have been highlighted in the program summaries reviewed by the committee each month.

Additionally, the State Monitors completed their review of the BFWDC in January. They reviewed Adult and Dislocated Worker participant files, and there were no questioned costs, disallowed costs, or findings identified. This shows the quality work that CPS is accomplishing to provide case management services and help customers obtain their career goals while meeting compliance requirements. We also received a letter from the Employment Security Department (ESD) recognizing the positive performance outcomes for enrollment in the Adult and Dislocated Worker programs through December 2020. These accomplishments show the outstanding work that CPS has done to assist our community during COVID.

Melanie Olson moved to extend the WIOA Title 1 Adult Service Provider contract to Career Path Services for another year beginning July 1, 2021, through June 30, 2022, seconded by Todd Samuel. Motion carried. Jennie Weber Abstained.

Todd Samuel moved to extend the WIOA Title 1 Dislocated Worker Service Provider contract to Career Path Services for another year beginning July 1, 2021, through June 30, 2022, seconded by Melanie Olson. Motion carried. Jennie Weber Abstained.

Extension of Procurement Schedule - Diana

Diana shared that the BFWDC Staff would like to recommend extending the procurement schedule from every three years to every five years. There are no federal laws, regulations, state or local policies that stipulate a timeframe for procuring WIOA service providers. Every year the board has the option to extend service provider contracts based on performance, funding availability, and monitoring reviews. If the service provider is not doing a good job, the board can vote not to extend their contract. If the service provider is not meeting their performance and contractual obligations, the BFWDC has a corrective action process in place to help service providers correct compliance issues starting at the lowest level of resolution and then progressing up to a corrective action plan. Every month performance summaries are provided to board members to see how service providers meet their deliverables.

The benefit of extending the procurement cycle is that if the service provider is doing a good job, the board can vote annually to extend the service provider for up to five years before going through the procurement processes. This process requires an intensive amount of staff time to coordinate and facilitate, which is a challenge due to the small number of staff members to complete the work. Because this is an internal standard to procure every three years, we don't require a formal vote; however, we would like the approval of the committee to make this change.

Melanie asked how changes made to federal law or policies throughout the year are addressed in the contract. Diana answered that the contracts are modified, and local policies are updated or created.

Jennie asked if there were any adverse risks of extending the procurement schedule as far as public opportunity and bid review. Diana answered that we usually don't have very many bidders that go through the procurement processes.

There was a brief discussion among the board members, and it was decided to take this issue to the Executive Committee for further review and consideration.

Program Highlights – Diana

Diana shared that there are 12 participants actively engaged in disaster relief employment. Second Harvest has 2 Disaster Recovery workers helping with food distribution efforts. They have requested additional support, so recruitment is now underway. ESD has one Disaster Recovery worker helping the Migrant Seasonal Farmworkers. They have asked for additional support. Recruitment efforts are underway for a replacement for the Meals on Wheels position. The Department of Health (DOH) has requested up to 14 workers for the vaccination site. There are currently 9 workers there. All of these participants receive free vaccinations, lunches, and hot drinks. One of the DOH workers at the vaccination site received an award from the Kennewick Fire Department for volunteering to help his co-workers by taking a less desired shift to serve the community.

Rapid Response services are being coordinated for Bruker. Forty workers are impacted. Some of those workers will be transferred to other locations, and some of them will be retiring. Since the expected layoff date is not until the end of December, all presentations and workshops will be coordinated throughout the coming months. The TAA petition will be filed 60 days before that expected layoff date. There was also a Rapid Response presentation for Hanford Mission Integration Solutions on April 5. There were 27 impacted workers, with 21 of those attending the virtual presentation.

EcSA Update - Jamilet

Jamilet shared that most of the EcSA outcomes are on track. We are a tad behind on employment exits; however, most of the training placements are currently in heavy truck driving CDL, an in-demand occupation. After completion, these participants are likely to find employment right away.

The EcSA Employment Specialists continue to work with the WSCB Business Services Team to seek employment opportunities and connections with local employers. One of those employers is Home Care Solutions, a local employer with current employment opportunities for Certified Nursing Assistants (CNA). We have participants who are either enrolled in or aspiring to enroll in CNA training; therefore, we will see an increase in employment placements within the next month.

The BFWDC has been conducting annual monitoring of the EcSA program, which will be complete by the end of April. There were no questioned costs or findings, and all areas of concern have been resolved.

The BFWDC EcSA team has been in contact with other Workforce Development Areas (WDA) as they continue to explore EcSA funding for the second round. Last month, Jamilet presented at the Washington Workforce Association (WWA) Peer to Peer Meeting to ensure they had access to the BFWDC EcSA model. We will continue to be a part of the statewide EcSA Planning Initiative to help with technical assistance to other WDAs.

Todd asked how COVID-19 has affected performance in this program. Jamilet answered that many factors affected the EcSA outcomes. Working with the Latinx Communities and having SNAP as an eligibility requirement was a big challenge due to SNAP being a public charge implicating the process of seeking permanent naturalization in the United States. Serving a small area that had not been aware of WSCB services and serving a remote area brought other difficulties. Many in that area do not have technical access. We have now expanded the area to all of Franklin County. Removing the SNAP eligibility and utilizing the 200% below Federal Poverty Level Income Guideline has allowed us to work with this group of people. COVID made a considerable impact; however, CPS has done a great job at standing up different efforts to connect participants to remote enrollments. We are above target in enrollments and training placements. Employment placements continue to be an area that we are working to explore and adapt. Most of our training is for occupations in demand, and therefore there is no concern in making employment placements.

Tiffany shared that the success of the program hinges on Jamilet's leadership. Tiffany attended the State Workforce Training and Educational board meeting where Jamilet was a presenter and shared the success of EcSA and talked about it from a critical community impact perspective. Tiffany commended her for her effort in this program. Her peers around the state are looking to her for guidance to implement a program such as this.

Families Forward Washington (FFW) Updates – Jamilet

Jamilet shared that enrollments concluded in December 2020. We exceeded expectations by enrolling 73 instead of the goal of 56. This month we are working intensively one-on-one with participants who are still in training or seeking employment. The Goodwill Career Counselors continue the communication and intensive case management to ensure participants are placed in employment by the end of the program in June 2021.

The BFWDC received MDRC's FFW Study report draft. This final report will be issued later in April. We had the opportunity to provide feedback to ensure that the data in the report is accurate. Once it is issued, it will be provided to the committee. Families Forward Demonstration examined the new strategies to increase earnings of parents who owe child support but cannot fully meet their obligations due to low earnings. The four Families Forward Demonstrations are part of this report: there are four demonstrations in the nation, with one being in our area.

Todd asked how many more we anticipate will be placed in employment. Jamilet answered that some of those in training are in survival employment now. There are 58 individuals placed in employment within the training track they chose (this number is what we are tracking in the report), and the remaining are either in survival jobs or focusing on training only. We don't see a concern with participants being placed in employment at the end of June as their training is also in-demand occupations

Todd asked if we had an anticipated amount of money that would be spent per participant. Jamilet answered that the average had been \$5,000 for training per participant for occupations in demand.

Liaison Report – David

David continues to make improvements to this report. He reviewed the information on the report. Our WIOA programs and TC Futures continue to close the gap between services provided this year compared to last year.

WorkSource Update – Crystal

Crystal thanked the partners within WSCB for their collaboration in Rapid Response events. They are doing a great job of working together to collaborate on ways to help our job seekers and employers.

She urged everyone to read through the report. There is great work being done through the partnership as a whole. The Business services team is doing great. They had a virtual spring career fair in March with the surge in registrants attending.

As we walk the steps of integration that streamline the customer experience and ensure excellent service, we were monitored for the work we are doing to Migrant Seasonal Farmworkers (MSFW). During the monitoring, there was an opportunity to meet the state monitor advocate. After walking the process with us and seeing how we do business to ensure that anyone can help any MSFW who is seeking services and the concern and complaint process is streamlined are things that we got high praise for. We are excelling in and continue to work to make sure we are serving customers in a more complete manner in a streamlined way.

Todd asked if criteria had been established for re-opening. Crystal answered that there is a lot of work happening behind the scenes. They are working with the WWA, ESD, and Labor & Industries to establish safety criteria. She created a Return to Office Plan, which is meant to supplement the state safety guidelines. PPE has been purchased and installed. They continue to work with BFWDC, the Consortium, and WSCB Leadership to determine when the best and safest time would be.

Tiffany shared that currently, some counties are going back to phase 2 because of the data in the state. This is a very intentional effort and is not being done in a silo. Ultimately it will be the BFWDC decision to open and allow service to be provided beyond virtually in WSCB and TC Futures. We have spent countless hours on this, and we have a strong documented process. We are playing it as closely and intentionally as possible to ensure that our employees, their families, and the community are safe. We don't want to be premature in opening and then have increased rates. Vaccines are becoming more readily available.

Other Business: None

Next Meeting: The next Adult & Employer Linkage Committee meeting is scheduled for Thursday, May 20, 2021, at 8:30 a.m. on Zoom.

Adjournment

With no further business, the meeting adjourned at 9:27 a.m.

Meeting Chair, Melanie Olson Date

Becky Smith, Office Manager Date

April 2021

PY20 Adult Program Performance Summary (Cumulative)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of March 31, 2021	\$694,352	\$419,502.03	60.4%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	165	167	193
Exits			
Total Employed Exits	54	93	109
Placement Rate	68.35%	85%	85%
Median Wage	\$15.17	\$14.50	\$14.50
Services			
Individual Training Account (ITA)	30	42	50
On-the-Job Training (OJT)	0	5	5
Work Experience (WEX)	3	4	6
Apprenticeship	2	N/A	N/A

Total Served:

- Subrecipient and Veteran’s staff meet monthly to discuss co-enrollment opportunities.
- Oxarc will be placing program flyers in their new student packets to provide information on resources available that can pay for training opportunities and increase enrollments.
- Continued utilization of social media to post new flyers communicating funding is available to help individuals who need training assistance for new careers.

Employed Exits:

- Subrecipient staff participated in a meeting with Amazon’s hiring staff to discuss their hiring process and current openings.
- Offered a new job club Speaker series, with Benton-Franklin WDC CEO Tiffany Scott presenting on the importance of “Portfolios,” Career Path Services (CPS), Human Resources (HR) Manager Amy Trosine is presenting on “How to Get the Job” from the HR perspective, and CPS Employment Specialist, Nick Huges is presenting on “Inside Out Job Development,” to help participants build confidence.

Placement Rate: The placement rate will increase as participants obtain unsubsidized employment.

ITA: Thirteen (13) ITA’s in Commercial Driver’s License (CDL), Nursing Assistant Certified (NAC), Project Management, and Information Technology are currently in progress with expected end dates between May and June 2021.

OJT and WEX:

- Subrecipient staff connected with CRF Metal Works and Amazon to discuss WEX and OJT opportunities.
- The Business Services team conducted additional outreach to Lamb Weston, Gesa Credit Union, Red Bento Teriyaki Restaurant, Douglas Fruit, Best Buy, Chicken Shack, and Tyson Foods.

Update: Subrecipient hired two new Employment Specialists to their team, Marco Roman and Amy Deist.



April 2021

PY20 Dislocated Worker Program Performance Summary (Cumulative)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of March 31, 2021	\$746,066	\$494,071.07	66.2%
Enrollments	Actual	Monthly to Date	Annual Target
Total Served	117	173	186
Exits			
Total Employed Exits	51	90	105
Placement Rate	78.46%	85%	85%
Median Wage	\$19.50	\$19.00	\$19.00
Services			
Individual Training Account (ITA)	23	31	40
On-the-Job Training (OJT)	0	12	15
Employability Enhancement	0	N/A	N/A

Total Served:

- Subrecipient and Veteran’s staff meet monthly to discuss co-enrollment opportunities.
- Oxarc will be placing program flyers in their new student packets to provide information on resources available that can pay for training opportunities and increase enrollments.
- Continued utilization of social media to post new flyers communicating funding is available to help individuals who need training assistance for new careers.

Employed Exits:

- Subrecipient staff participated in a meeting with Amazon’s hiring staff to discuss their hiring process and current openings.
- Offered a new job club Speaker series, with Benton-Franklin WDC CEO Tiffany Scott presenting on the importance of “Portfolios,” Career Path Services (CPS) Human Resources (HR) Manager Amy Trosine is presenting on “How to Get the Job,” from the HR perspective, and CPS Employment Specialist, Nick Huges is presenting on “Inside Out Job Development” to help participants build confidence.

Placement Rate: The placement rate will increase as participants obtain unsubsidized employment.

ITA: Thirteen (13), ITA’s in CDL, Welding, Admin. Tech., Phlebotomy, Workforce Education and Development, Applied Business, and Information Technology are currently in progress with expected end dates between May and June 2021.

OJT and WEX:

- Subrecipient staff connected with CRF Metal Works and Amazon to discuss WEX and OJT opportunities.
- The Business Services team conducted additional outreach to Lamb Weston, Gesa Credit Union, Red Bento Teriyaki Restaurant, Douglas fruit, Best Buy, Chicken Shack, and Tyson Foods.

Update: Subrecipient hired two new Employment Specialists to their team, Marco Roman and Amy Deist.



April 2021

PY19 Rapid Response Program Performance Summary (Cumulative)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of March 31, 2021	\$259,679.00	\$155,711.94	60%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	49	65	65
Exits			
Total Employed Exits	24	40	47
Placement Rate	89%	85%	85%
Median Wage	\$21.21	\$19.00	\$19.00
Services			
Individual Training Account (ITA)	16	24	27
Employability Enhancement	0	N/A	N/A

Total Served:

- Subrecipient and Veteran’s staff meet monthly to discuss co-enrollment opportunities.
- Oxarc will be placing program flyers in their new student packets to provide information on resources available that can pay for training opportunities and increase enrollments.
- Continued utilization of social media to post new flyers communicating funding is available to help individuals who need training assistance for new careers.
- Provided Rapid Response orientations for 21 impacted workers from Hanford Mission Integration Solutions (HMIS) and 33 impacted workers from Bruker.

Employed Exits:

- Subrecipient staff participated in a meeting with Amazon’s hiring staff to discuss their hiring process and current openings.
- Offered a new job club Speaker series, with Benton-Franklin WDC CEO Tiffany Scott presenting on the importance of “Portfolios,” Career Path Services (CPS) Human Resources (HR) Manager Amy Trosine is presenting on “How to Get the Job” from the HR perspective, and CPS Employment Specialist Nick Hughes is presenting on “Inside Out Job Development” to help participants build confidence.

ITA: Eight (8) ITA’s are currently in progress with expected end dates between May and June 2021.

April 2021

Disaster Recovery Dislocated Worker (Cumulative from July 2020 - March 2022)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of March 31, 2021	\$424,000	\$98,572.32	23.3%
Performance Factors	Actual Outcomes	Monthly to Date Target	Program Target
Total Served	24	20	32
Number of Participants both in Disaster-Relief and Career and Training Services	24	20	32
# of Participants in Training Services (excluding OJT)	8	5	10
# of Participants Placed in Work-Based Learning (WEX/Internship)	13	11	23
# of Participants entered unsubsidized employment at exit	8	0	22

Participant Success Story: Jackie (29) entered the Disaster Recovery program in January 2021 after being laid off from Terra Blanca as a host due to the COVID-19 shutdown. Upon entering the Disaster Recovery Program, Jackie requested assistance in obtaining transferable skills to find full-time employment. Jackie was placed in a Disaster Relief Employment Opportunity with 2nd Harvest, which helped her gain transferable skills to re-enter the workforce. Jackie also received employment coaching and referrals to assist her in becoming highly employable. Her employment specialist proactively reached out to Solgen Power and spoke with a recruiter on Jackie's behalf. It was this call with Solgen Power that resulted in a face-to-face interview. Jackie was hired with Solgen Power as a Conflict Resolution Specialist and started on April 19, 2021. She is working full-time, earning \$17.00 per hour with benefits available after 90 days and 401k after one year of employment.

April 2021

Employment Recovery Dislocated Worker (Cumulative from July 2020 - March 2022)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of March 31, 2021	\$446,253	\$111,964.28	25.1%
Performance Factors	Actual Outcomes	Monthly to Date Target	Program Target
Total Served	16	25	55
# of Participants Enrolled in Training Services (excluding OJT)	8	9	30
# of Participants in On the Job Training (OJT)	0	1	3
# of Participants Placed in Work-Based Learning (WEX/Internship)	0	4	10
# of Participants entered unsubsidized employment at exit	5	11	44

Total Served:

- Subrecipient and Veteran’s staff meet monthly to discuss co-enrollment opportunities.
- Oxarc will be placing program flyers in their new student packets to provide information on resources available that can pay for training opportunities and increase enrollments.
- Continued utilization of social media to post new flyers communicating funding is available to help individuals who need training assistance for new careers.
- Provided Rapid Response orientations to 21 impacted workers from Hanford Mission Integration Solutions (HMIS) and 33 impacted workers at Bruker.

Employed Exits:

- Subrecipient staff participated in a meeting with Amazon’s hiring staff to discuss their hiring process and current openings.
- Offered a new job club Speaker series, with Benton-Franklin WDC CEO Tiffany Scott presenting on the importance of “Portfolios,” Career Path Services (CPS) Human Resources (HR) Manager Amy Trosine is presenting on “How to Get the Job” from the HR perspective, and CPS Employment Specialist Nick Huges is presenting “Inside Out Job Development” to help participants build confidence.

Training Services: Three (3) Training services are in progress for Commercial Driver’s License (CDL) and IT Specialist with expected end dates in May of 2021.

OJT and WEX: The WorkSource Columbia Basin (WSCB) Business Services team continues to connect with local businesses within Manufacturing, Ag/Food Processing, Healthcare, Government, Transportation/Warehousing, Construction, and Entry-Level sectors. As opportunities for OJT/WEX/direct employment placements arise, the WSCB Business Services Team works with program staff to help match qualified job seekers to employers in need.

April 2021

PY20 EcSA Program Performance Summary (Cumulative from September 2019-March 2022)			
Program Expenditures	Budget Total	Contract Spent	% Spent
As of March 31, 2021	\$700,000.00	\$417,721.00	59.7%
Enrollments	Actual Outcomes	Monthly to Date Target	Program Target
Total Served	41	38	138
Training Placements			
Participants placed in subsidized training (for employment at or above \$34,480)	12	7	30
Participants continuing subsidized training at grant conclusion	N/A	N/A	20
Exits			
Total Employed Exits (at or above \$34,480)	9	15	95
Total participants entering employment above \$34,480 or continuing training at grant conclusion	N/A	N/A	115

- Employed Exits are below target. Employment placements have slowed down due to the impacts of Covid-19 and the barriers it has created on the labor market and social implications.
- Most participants placed in training are being trained in Heavy Truck Driving and Certified Nurse Assistant Programs. There are six occupational trainings in progress; outcomes will be captured in the upcoming months.
- Staff continues to work with WorkSource Columbia Basin’s Business Service team to ensure participants who are ready to obtain employment are being referred to local employers. Also, participants continue being invited and encouraged to attend job fairs or any other virtual events that may get them connected to an employer in the occupation desired;
- Staff continues to work with the following partners strategizing referrals and co-enrollments among community agencies: Opportunities Industrialization Center (OIC) to work on referrals and co-enrollments to leverage funds; Department of Social and Health Services (DSHS) to continue with the outbound call campaign similar to that from months prior; and Franklin PUD is to promote the EcSA program on their web page, create a referral system by training staff, and possibly have a mailer campaign to reach even more people who may not have the ability to access the internet;
- The BFWDC will continue to represent Workforce Development Area (WDA)11 at the second round of State-wide EcSA Planning Sessions scheduled for May and June to provide technical assistance to WDAs as they build EcSA program service models.

April 2021

PY20 FFW Program Performance Summary (Cumulative from September 2018-June, 2021)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of March 31, 2021	\$503,569.00	\$490,806.10	97.5%
Tracked Monthly	Monthly Outcomes	YTD Date Outcomes	Study Goal
# 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	23	71	56
# of participants who received financial capacity-building referrals	1	18	
Of those who began training:	0	66	
# completed training	1	50	
# earned certification	2	50	
#placed in employment	6	64	

- Staff continue to focus on intensive one-on-one job development to ensure FFW participants who have completed occupational training and those in survival jobs are placed in sectoral employment by the end of the program; the program ends on June 30th, 2021;
- Goodwill continues to host Virtual Job Hiring events; FFW participants are invited and encouraged to attend job fairs. FFW staff continue to provide virtual job leads for a business who are currently; some of the business include Amazon.com, Self-Help Services Corp, Devfusion IT, Market and Design, Inline Computer & Communications, Alpha Transport LLC, Legend Transportation, Tryee Oil Inc., Sysco, C.R. England, Harbor Wholesale Foods, Pasco School District, CleanHarbors, K&A Transport, PCA, Metalcraft Northwest, Inc. Permobil, Jeff's Lawn Care, Senske, Express Employment Professionals, Your Home Care Solutions, Pigeon Freight, Pacific Steel & Recycling, ESD, T-Mobile, WA State L&I, First Federal, etc. along with the daily job posting to participants who have expressed it has become hard to find employment during COVID-19;
- FFW team continue to work closely in partnership with the Google IT program for current FFW participants earning their Google IT 2.0 certificate remotely (i.e., resume assistance, mock interviews, and job development);
- Community resources for non-custodial parents inquiring about child support cases, including (payments, arrears, license suspensions, and child support barriers) are services staff continue providing to all FFW active participants;
- MDRC Families Forward Demonstration (FFD) report has been published. This report presents the findings from the implementation and outcome studies of FFD <https://www.mdrc.org/publication/connecting-parents-occupational-training>.
- The Department of Child Support (DCS) will issue a State-Level Families Forward Washington report in July 2021 to highlight the local collaboration and best practices implemented in WA State Families Forward Study& Program to fully capture detailed efforts conducted by the BFWDC, DCS, and other key partners.



PY20 Dislocated Worker Lay-off Profile
Benton-Franklin Counties
April 2021

Company Name	Date Notified	Industry	City	Layoff Date	WARN	Presentation	# Impacted
HMIS (Hanford Mission Integration Solutions)	3/29/2021	Government	Richland	4/15/2021	No	4/6/2021	27
4/6/2021: Staff provided a rapid response presentation to impacted workers, 21 workers were in attendance. One employee survey was received.							
Bruker	3/1/2021	Manufacturing	Kennewick	12/31/2021			40
4/20/2021: Staff conducted an Introduction to WorkSource Services presentation to Bruker impacted workers. There were 33 workers in attendance.							

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

April 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: 405
Total Staff Assisted Services to Job Seekers: 990
Unique Number of Businesses Served: 111
Staff Provided Business Services: 174

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): 292
Out-of-School Youth (OSY) Program: 178
Open Doors Program: 179
Co-enrolled in Both Programs: 65
Youth Attained General Education Development (GED): 42
Total OSY Employed and/or Post-Secondary Exits: 46
Average Wage: \$14.43
Placement Rate: 73%

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): 549

Monthly-to-Date Target: 658

Total Employed Exits (YTD): 190

Monthly-to-Date Target: 344

Additional BFWDC Programs

Economic Security for All (EcSA)

Participants Served (YTD): 41 Total Employed Exits: 9
Monthly-to-Date Target: 38 Monthly-to-Date Target: 15

Families Forward Washington (FFW)

Enrolled: 73 Study Goal: 56
Placed in Employment: 64

NOTE: Although the doors of WorkSource Columbia Basin and TC Futures are closed to the public due to COVID- 19, staff continues to provide virtual services to job seekers and businesses. Please visit [WorkSourceWA.com](#) or [TCFutures.org](#) for a full menu of services. As of June 29th, TC Futures started providing GED testing services by appointment only.

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
 April 2021

April Highlights:

- Starting in May, WSCB will partner with Shared Work to offer a monthly Business Friendly Programs presentation. Sessions will focus on resources available to local businesses.
- WSCB staff and leadership collaborated to finalize the 2021 Certification Application.

WorkSource Site Operations:

Customer Counts 4/1-4/30/2021		
Total Staff Assisted Seekers	405	
Total Staff Assisted Services	990	
<i>Basic Services</i>	813	
<i>Individualized, Training & Support Services</i>	177	
Unique Number of Businesses Served	111	
Staff Provided Business Services	174	
	Services Provided	Businesses Served
<i>Business Assistance</i> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	10	10
<i>Employee Training</i> Assessment, referral, enrollment, etc.	13	8
<i>Other</i> Employer outreach visit, marketing business services, etc.	67	52
<i>Recruitment</i> Hiring events, referrals, etc.	83	53
<i>Wage & Occupation Information</i> Labor Market Info, etc.	1	1

Data reporting Sources - Job Seeker Services: ETO Local Reporter Services Report OPTIMIZED & Business Services: ETO Staff Provided Business Services (5/10/21)

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



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April 2021 Customer Satisfaction Survey:

- 28 survey responses received (7% response rate):
 - Of the customers who responded, 93% would refer family and friends
 - Top 3 services rated: one-on-one career guidance, job search, and training
- Customer Feedback – What we did well:
 - “Staff person I spoke with, Gena, was very helpful and supportive.”
 - “Every aspect of the RESEA initial interview was very informative...Bessie Garza was a pleasure to work with.”
 - “The person that I spoke to on the phone was very professional and had a lot of good ideas for me and avenues of employment and retraining that I didn’t even know about.”
- Customer Feedback – What we can do better:
 - “I found entering work search history (UI) difficult from a cellphone. Perhaps developing an app would help.”

Service Delivery

Career Services:

- Despite efforts to engage customers, demand for services continues to be low as compared to April 2020. Engagement efforts include, but are not limited to:
 - Development of a postcard mailer to connect Migrant Seasonal Farm Worker customers receiving UI benefits with WS services. This mailer will be sent early in May 2021.
 - Sector based 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.
 - Use of social media, including Facebook and LinkedIn, to share upcoming events and services available to businesses and jobseekers.
 - 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.
- During April, WSCB provided 69 group services to 46 individuals through our local workshops and group sessions. The most attended workshop during April was the Strategies for Success series, followed by the Job Hunter workshops “Effective Resumes and Cover Letter” and “Perfecting Applications.”
- LinkedIn Learning licenses continue to be offered to all customers accessing WSCB services where it is identified that the tool may benefit them. In addition to focusing on managers, restaurant workers, and youth customers receiving Unemployment Insurance benefits, we also launched a broad marketing campaign and targeted outreach with business to provide incumbent worker training this month.



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1/4/2021 – 4/30/2021	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
Customers	23	27	4	168	139
Staff	65	221	88	1636	1476

- The 2021 Certification Application was submitted and a Q&A session scheduled with the BFWDC Certification Committee for 5/12/21.

Business Services:

- WSCB, in collaboration with ESD’s Shared Work, will offer four Business Friendly Programs presentations. Each session is designed to inform local businesses of resources available to them. Outreach includes GovDelivery email, mailers, and letters.
- In preparation for Future Fest, an entry level job fair scheduled for May 13, Business Services issued collaborative press releases, connected one-on-one with local business via phone and email, and used GovDelivery to engage both businesses and job seekers. Information was shared within the WSCB partnership as well as with community partners to promote the event. As of April 27th, a total of 25 businesses and training providers were registered for booths. Workshops for businesses and job seekers in preparation for the event are also being promoted.
- Bruker, a local manufacturer is closing its doors in December 2021. WSCB is partnering to provide a 9 month transition plan to ensure workers are quickly reconnected to meaningful employment. 50 individuals will be impacted and the company is applying for TAA certification. We have strategized with their HR department to create a weekly plan for connection to WSCB reemployment and community services, which commenced in April to include:
 - WSCB Overview: Programs and Services
 - Dislocated Worker and Worker Retraining
 - CBC: Degrees offered / In demand degrees
 - Workshops: Skills Assessment, Tips on UI, Job Search, Interview Prep, Resume and Cover Letters
 - Job Fair / Customized Hiring Events

Note - WSCB team members continue to provide services 100% virtually at this time. Preparation for return to office is in progress in alignment with CDC guidance and the Governor’s Roadmap to Recovery plan.

Community Connections:

- 4/2: Connected with Joyce Newsome of 2-1-1 to discuss ways we are partnering and ideas for deepening that partnership moving forward, including increased collaboration and involvement in community meetings.
- 4/6 & 4/20: 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.



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- 4/22: Met with Brooke Myrland, Workforce & Education Manager with the Tri-City Regional Chamber of Commerce to learn more about the Washington Workforce Portal pilot. Discussed ways we can partner in the future.
- 4/27: Partnership call with Department of Corrections to inform on WSCB resources, how to connect with services, and increased engagement of shared customers

Staff Training & Development:

Training/Development Attended:

- 4/7: WSCB Business & Process Updates; LinkedIn Learning Refresher Training
- 4/20: Unconscious Bias – Facilitated discussion as follow up to LiL video (Spokane Community College)
- 4/21: Computer Skills Classes with CBC; Water Cooler
- 4/23: Diversity, Inclusion, and Belonging – Facilitated discussion as follow up to LiL video (Spokane Community College)
- 4/26: Communicating about Culturally Sensitive Issues – Facilitated discussion as follow up to LiL video (Spokane Community College)

Upcoming Training/All Staff Meetings:

- 5/2: Career Assessment Refresher Training
- 5/19: Serving Customers with Backgrounds
- LinkedIn Learning focus – staff choice (TBD)

Facilities:

- 4/12: Installation of exterior signage by Mustang Signs; HVAC maintenance completed by Jacob & Rhoades.
- 4/20: HVAC duct cleaning bids from ZeroRez, Pringles, and BF Power Vac.
- 4/22: Hot water heater inspection by Traveler's Insurance completed
- 4/28: Repair of restroom faucets completed by Riggle Plumbing.

Respectfully submitted by C. Bright on 5/10/21