



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

March 18, 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** – Adolfo de Leon
- 2. Welcome & Roll Call**
- 3. Approval of Committee Minutes**
Adult & Employer Linkage – January 21, 2021 (Needs a vote)
- 4. Program Highlights** – Diana
- 5. EcSA Update** – Jamilet
- 6. Families Forward Washington Updates** – Jamilet
- 7. Brazen/LinkedIn Learning Opportunities** - David
- 8. Liaison Report** - David
- 9. WorkSource Columbia Basin Update** – Crystal
- 10. Other Business**
- 11. Next Meeting**
 - Adult & Employer Linkage Committee –
Thursday, April 15, 2021, at 8:30 a.m. on Zoom
 - Full Quarterly Board Meeting –
Tuesday, April 27, 2021, at 4:00 p.m. on Zoom
- 12. Adjournment**

Attachments

- January 21, 2021, Adult & Employer Linkage Minutes
- WIOA Program/EcSA/FFW Performance Summaries – January/February
- Layoff Profile – January/February
- Liaison Report – January/February
- WS Operations Mgr. Report – January/February

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

Benton-Franklin Workforce Development Council
 Adult & Employer Linkage Committee
 January 21, 2021, at 8:30 a.m.
 Zoom

<u>Present</u>	<u>Excused</u>	<u>Absent</u>	<u>Staff/Partners</u>
Jamie Rasmussen Jennie Weber Karl Dye Melanie Olson Todd Samuel	Adolfo de Leon Michael Lee	Lori Mattson	Tiffany Scott, BFWDC Becky Smith, BFWDC Cynthia Garcia, BFWDC David Chavey-Reynaud, BFWDC Diana Hamilton, BFWDC Jamilet Nerell, BFWDC Jessie Cardwell, BFWDC Crystal Bright, WSO Heather Woodruff, CPS Isreal Delamora, OIC Joyce Newsome, PFP Kayci Loftus, CPS Rosa Reyna, GW

Call to Order

Melanie 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 November 19, 2020, Adult & Employer Linkage Committee Meeting were provided for members to review.

Todd Samuel moved to approve November 19, 2020, Adult & Employer Linkage Committee Meeting Minutes as presented, seconded by Jennie Weber. Motion carried.

PY19 Rapid Response Increase Employment Contract Modification - Diana Hamilton

Diana shared that staff identified \$11,000 that will not be spent before June 30, 2021. After reviewing the December invoices, our sub-recipient has expended 98% of their contract. Staff requests approval to modify the Rapid Response Increase Employment (RRIE) contract with Career Path Services by \$11,000 to provide additional training opportunities. If approved, this will be placed on the Full Board Agenda for approval.

Todd Samuel moved to approve the Rapid Response Increase Employment Contract modification with Career Path Services to increase by \$11,000 to provide additional training, seconded by Melanie Olson. Motion carried. Jennie Weber abstained.

Program Highlights – Diana

- Diana recognized that the Benton-Franklin Workforce Consortium has put a lot of work into finding host sites for the Disaster Recovery Contract. They are now in the process of standing up Disaster Relief positions to help our community during this pandemic. The recruitment has concluded for the Meals on Wheels Kitchen Preparation Position. Final interviews have taken place for the Migrant Seasonal Farm Worker Outreach Support Position. Four resumes have been sent to Second Harvest for review for food distribution support. Our sub-recipient targeted waiters and waitresses off the UI list to utilize their transferrable skills for these positions.
- There has also been movement around the Employment Recovery. They are currently serving 11 participants, of which five are attending CDL training, and they are working with the Business Services Team to help identify work experiences.
- Diana shared that Sandvik has been certified by DOL for Trade Adjustment Assistance (TAA). TAA helps those that have lost their jobs as a result of increased imports. ESD is in the process of notifying these

individuals and setting up orientations to provide information on available services. TAA case managers will then go through the process of determining if each of these workers are eligible for TAA. The BFWDC is working with ESD and our subrecipient to develop a policy that will outline the referral process from TAA and the Dislocated Worker Program for co-enrollment. Once the policy is developed, it will be presented to the board for review and approval.

- Career Path Services has hired a Referral Coordinator to allow their Employment Specialist to serve newly enrolled customers and manage their current caseload. The Referral Coordinator is utilizing an online tool called Trello to streamline the referral and enrollment process. This will increase efficiency and improve the enrollment process for the customer.
- The state monitors conducted a virtual annual monitoring review of WDC programs, fiscal and administrative. It began on January 11 and concluded on January 20. The Youth program had a full comprehensive review, and Adult and DW had a partial review that covered eligibility and support services. Fiscal and Admin had a two-year comprehensive review. Even though the monitors have completed the monitoring, there is still a lot of work to scan and upload documents. We have 30 days to complete. After 30 days, the state will have 15 days to send the monitoring letter. We will let you know the results.
- Please take time to read the December Performance Summaries provided in the meeting packets. The sub-recipient has been working diligently to increase the numbers served in all programs. We are on track to closing the gap to those deliverables.
- Todd asked about the Resource Fair that recently happened. Crystal shared that we do not have final numbers for the Resource Fair. Todd shared that he likes the software being used. Crystal anticipates having the results in the January Operator Report. Melanie also shared her experience. Crystal recognized the Business Services Team's hard work and its outreach to recruit businesses; this included interviews with radio and tv. They did a great job of getting the word out.
- Kayci shared that there are further plans to take advantage of the Brazen Platform. There is a Healthcare Job Fair planned for the end of February. There is a lot of intentionality of what the local market is telling us what the needs are.

EcSA Update - Jamilet

Jamilet shared the November and December Performance Reports. The contract has been amended to provide flexibility to the current C-19 environment. There will be some modifications to the way we report outcomes, but we will continue to provide expenditures updates and key performance indicators to show our monthly progress. More information will be provided next month. The amendment allows us to provide services to all of Franklin County who meet WIOA Adult Eligibility.

Families Forward Washington (FFW) Updates – Jamilet

Jamilet shared that they were able to provide additional funding to help participants in this program. Enrollment targets have been met and exceeded. They now have 73 enrollments when the original goal was 56. The enrollment period is complete. They will now be focusing on job development, placement, and providing intensive training to individuals exiting out of the program on June 30, 2021, as the grant will be concluded.

WorkSource Update – Crystal

- Crystal shared that they have been busy reaching customers as they never have before. There is planning happening around events on the Brazen platform for the rest of the year. In alignment with the Business Services Team, there is a sector-based approach to ensure that the employers who have jobs in demand have the opportunity for engagement that makes sense to them.
- She pointed to the Operator Report. There was a virtual job fair in October, and there was follow-up outreach on the Keys to Success Survey in December, which brought those numbers up for those months. We do not see any significant trends in hiring or layoffs.
- In terms of Job Seeker Services, the Task Forces that were created to address outreach needs, assessments, and group services have concluded their work. Those have gone well, and they are now transitioning the work from immediate needs to longer-term strategies.
- Thank you to those that worked on outreach. Through their work, they have forged deeper relationships with community partnerships to communicate what we are providing and share the word of what WorkSource does.

They are getting the word out and helping to increase our call volumes. Thank you to the BFWDC and their support with branding.

- Extensive work has gone on around career assessments.
- There was extensive work during December with outreach to over 200 veterans that were on the UI list. These are people that have received benefits for 20 weeks or longer. They have reached out to them, shared our services, and engaged them to work in the direction of meaningful employment.
- The Barriers and Access Solutions Committee has changed its name to Access Solutions Committees. They are focused on creating access for all.
- Crystal reported that people have been pleasantly surprised to hear from us. We have received positive feedback from all of the outreach. This has provided increased engagement. These have uncovered needs for more intensive help through case management. The phone calls and personal touch have been very meaningful to people.
- Some of the virtual job fair events planned for the rest of the year are Healthcare, Apprenticeship, Entry Level, and Agriculture. There could be more as they see any needs arise.
- Crystal pointed out the work that has been done in building a relationship with CBC and WSU Tri-Cities. We have always partnered with them, but through the Business Services Team's work, we will be partnering with them in future Job Fairs instead of each having their own.

Other Business:

Todd asked about the overall employment situation in the Tri-Cities. Crystal shared that based on what they see at WSCB, that there are urgent hiring needs. They have been working to spread the word that there are jobs available. They are anticipating a very competitive market when things start opening up. Many businesses have or will be closing due to COVID. Kayci explained that we see businesses that need workers and many people nearing the end of unemployment benefits. RESEA has begun again, and it seems that people are in job search mode even without the job search requirement. People are looking for career transitions. We need to continue to provide services that people need. They see employers with needs but are resistant to filling them because they are cautious about what things will look like. Many employers are also eager to hire and are taking advantage of our Job Fairs, Work Experiences, OJTs, etc. It is an interesting time because all business' needs are different. We are trying to adapt and customize as much as possible.

Round Table: All

- Melanie shared that the Division of Behavioral Health and Recovery Services is having a webinar specific to engaging WorkSource. They have been very helpful.
- Joyce thanked everyone for their partnership. People for People continues to promote the free shuttle from Connell to the Tri-Cities. Their ridership remains steady. She highlighted the services of 2-1-1. They have been helping with the COVID Help Line. This continues to be a very busy helpline. Their resource line remains busy connecting people with transportation and food.
- David shared some highlights from the Liaison Report. He pointed out that since the jobs that have been lost in April, we have reclaimed 91.3% of them. We are up another 1,200 from November to December. The unemployment rate for December 6.1 % for Benton County and 7.2% for Franklin County. This report will be made available to the AEL Committee in the future.
- David reported that we are also moving on with Linked In Learning. This training will be made available to WSCB, TC Futures as well as for staff development.
- Isreal reported that their CDL training remains strong. Long-haul drivers are in demand. There are still challenges in CNA certification due to the challenges in testing.

Next Meeting: The next Adult & Employer Linkage Committee meeting is scheduled for Thursday, February 18, 2021, at 8:30 a.m. on Zoom.

Adjournment

With no further business, the meeting adjourned at 9:28 a.m.

Meeting Chair, Melanie Olson

Date

Becky Smith, Office Manager

Date

January 2021

PY20 Adult Program Performance Summary (Cumulative)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of December 31, 2020	\$694,352	\$235,702	33.9%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	130	128	193
Exits			
Total Employed Exits	36	62	109
Placement Rate	87.80%	85%	85%
Median Wage	\$15.13	\$14.50	\$14.50
Services			
Individual Training Account (ITA)	20	23	50
On-the-Job Training (OJT)	0	3	5
Work Experience (WEX)	3	2	6
Apprenticeship	0	N/A	N/A
Employability Enhancement	0	N/A	N/A

Total Employed Exits: Subrecipient staff is offering work readiness workshops to help participants prepare a strong resume, improved their interview skills, and understand what to say to potential employers during interviews to show they are the best candidate.

- Resume Back to Basics – Participants with limited work history, who are first-time job seekers, or who have worked one job for an extended period of time, learn how to create a resume focused on their skills and abilities. They also learn the importance of reading job descriptions and using keywords to tailor their resume to the job description and the importance of soft skills on a resume.
- Interviewing using the STAR Method – Participants gain insight on the STAR (Situation, Task, Action, Result) technique that provides customers with a framework for answering interview questions in detail.
- Workability – Participants learn their value within a company, how to interview, what “makes, saves, and costs” a company money, the chain of command within a company, and how to speak to these topics during an interview.
- LinkedIn Learning Courses – This on-line educational platform features more than 16,000 courses to help customers advance in their chosen fields and strengthen their employability skills.

ITA: 16 ITA’s are in progress with expected completion dates between February 2021 and April 2021.

OJT: Subrecipient staff reached out to Robinson Tech and Burlington Coat Factory on behalf of participants to offer OJT or work experience opportunities. The employer suggested participants apply to the open job posting, and if they fit the job order requirements, they will move to an in-person interview. Subrecipient will follow-up with the employer after the participant has applied.

January 2021

PY20 Dislocated Worker Program Performance Summary (Cumulative)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of December 31, 2020	\$746,066	\$328,273	44%
Enrollments	Actual	Monthly to Date	Ann
Total Served	93	123	186
Exits			
Total Employed Exits	36	60	105
Placement Rate	81.82%	85%	85%
Median Wage	\$22.25	\$19.00	\$19.00
Services			
Individual Training Account (ITA)	16	19	40
On-the-Job Training (OJT)	0	5	15
Employability Enhancement	0	N/A	N/A

Total Served:

- Subrecipient staff partnered with the Business Services Team to promote the virtual Resource Fair on January 13th. There were 17 organizations from the community that provided information on resources for housing, substance abuse, Medicare, education, workshops, career assessments, head start, language learning, and employment services. Subrecipient staff had a booth at the Resource Fair to provide information on the services available at WorkSource Columbia Basin (WSCB).
- The Referral Coordinator now has direct access to the open availability times on each Employment Specialists' calendars to schedule enrollment appointments for potential customers. This new process will increase enrollment efficiency and allow for a better customer experience.
- Subrecipient staff is disseminating virtual flyers through social media and email to increase recruitment by advertising program services.
- Subrecipient staff is discussing modifying outreach efforts from focusing on long-term unemployed (LTU) recipients to recent UI recipients to offer WSCB services. This modification was due to staff's inability to engage LTU recipients and, when a connection was made, finding out they were already employed.

Total Employed Exits: Subrecipient staff is offering work readiness workshops to help participants prepare a strong resume, improved their interview skills, and understand what to say to potential employers during interviews to show they are the best candidate. (Descriptions of the workshops are included in the Adult Performance Summary).

- Resume Back to Basics
- Interviewing using the STAR Method
- Workability
- LinkedIn Learning

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

ITA: 12 ITA's are currently in progress with expected completion dates between February 2021 and August 2021.

OJT: Four employers expressed interest in further discussing WEX and OJT opportunities: Pasco Processing, Eastside Market, Westside Market, and Plastic Injection Molding (PIM).

January 2021

PY19 Rapid Response Program Performance Summary (Cumulative)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of December 31, 2020	\$248, 679	\$121,687	48.9%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	43	50	65
Exits			
Total Employed Exits	16	18	47
Placement Rate	89%	85%	85%
Median Wage	\$22.50	\$19.00	\$19.00
Services			
Individual Training Account (ITA)	15	18	27
Employability Enhancement	0	N/A	N/A

Total Served:

- Subrecipient staff partnered with the Business Services Team to promote the virtual Resource Fair on January 13th. There were 17 organizations from the community that provided information on resources for housing, substance abuse, Medicare, education, workshops, career assessments, head start, language learning, and employment services. Subrecipient staff had a booth at the Resource Fair to provide information on the services available at WorkSource Columbia Basin.
- Sandvik’s TAA petition was certified on January 13th, and the Employment Security Department is notifying all 50 impacted workers to attend orientations to learn about the services available. All TAA workers interested in receiving Dislocated Worker service will be co-enrolled if they are determined eligible.
- Rapid response services were offered to Mission Support Alliance (MSA) and the Benton County Jail. Mission Support Alliance requested a rapid response presentation for January 19th. A total of 26 out of 30 impacted workers attended, and recruitment efforts are underway.

Total Employed Exits:

- Subrecipient staff is offering work readiness workshops to help participants prepare a strong resume, improved their interview skills, and understand what to say to potential employers during interviews to show they are the best candidate. (Descriptions of the workshops are included in the Adult Performance Summary).
 - Resume Back to Basics
 - Interviewing using the STAR Method
 - Workability
 - LinkedIn Learning Course
- Subrecipient continues to meet with WSCB team to get updated and new information from businesses to provide the most current job leads to participants.

ITA: Five ITA’s are in progress with expected completion dates between February 2021 and August 2021.

January 2021

Disaster Recovery Dislocated Worker (Cumulative from July 2020 - March 2022)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of December 31st, 2020	\$424,000	\$41,540.82	9.8%
Performance Factors	Actual Outcomes	Monthly to Date Target	Program Target
Total Served	14	11	32
Number of Participants both in Disaster-Relief and Career and Training Services	14	11	32
# of Participants in Training Services (excluding OJT)	3	3	10
# of Participants Placed in Work-Based Learning (WEX/Internship)	4	7	23
# of Participants entered unsubsidized employment at exit	0	0	22

Number of Participants Placed in Work-based Learning (WEX/Internship): Subrecipient staff continues to explore partnerships with community-based organizations and other regional employers who might have a need that aligns with the humanitarian scope of work.

- Two disaster relief workers were placed with 2nd Harvest Food Bank to support the food distribution effort in our community. Staff will continue to work with the host site to discuss future disaster relief position needs.
- One disaster relief worker was placed with the Employment Security Department for a Migrant Seasonal Farm Worker Outreach Support Assistant to provide information on community resources available and COVID-19 safety precautions to our farmworker population.
- Recruitment efforts have resumed for a Kitchen Prep Support Position with Meals on Wheels to assist with food preparation and distribution support for our high-risk senior population. The Kitchen Prep Support position was filled and started in the middle of January but was terminated when the worker stopped showing up for work.
- Subrecipient staff reached out to the Department of Health in Benton and Franklin counties to see how disaster relief employment positions can support the COVID-19 vaccination efforts within our community. Discussions are focused on the types of positions needed, the number of workers needed, job duties, and the recruitment/referral process.



January 2021

Employment Recovery Dislocated Worker (Cumulative from July 2020 - March 2022)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of December 31, 2020	\$446,253	\$66,896	15%
Performance Factors	Actual Outcomes	Monthly to Date Target	Program Target
Total Served	14	13	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	2	0	44

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

- Pasco Processing has shown an interest in WBL opportunities, and our subrecipient staff is working with the Business Services team to develop this connection.
- The WSCB Business Services team (made up of the Employment Security Department, Division of Vocational Rehabilitation, and Career Path Services) is still identifying WBL opportunities. They are working with Employment Specialist's to place participants into future WBL openings by identifying employers willing to host WEX's/OJT opportunities.

January 2021

PY20 EcSA Program Performance Summary (Cumulative from September 2019-March 2022)			
Program Expenditures	Budget Total	Contract Spent	% Spent
As of December 31, 2020	\$700,000.00	\$355,538.46	50.8%
Enrollments	Actual Outcomes	Monthly to Date Target	Program Target
Total Served	24	18	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

- Due to the area of expansion, we are now able to serve all Franklin County;
 - We continue to serve North Franklin County communities by working with community leaders and partners as well as posting program information on Facebook Groups designated to Connell and its surroundings;
 - The WIOA WorkSource Referral Intake Specialist continues to work across all programs to identify potential EcSA customers;
 - Several referrals are from customers residing in Pasco City.
- We continue to work on the Partnership and Implementation Plan execution;
 - Social medial continues to be the primary channel for outreach activities;
 - Facebook’s Job Search pages continue to be great places for EcSA to post-program information and draw customers to use online services like JotForm to self-refer to the program;
 - The EcSA program will be participating in monthly meetings hosted by the Local Planning Area Partnerships (LPAs) to connect, coordinate, communicate with community organizations and entities serving participants living in poverty - can succeed.
 - In partnership with the Department of Social and Health Services, we have identified approximately 6,000 households receiving food assistance;
 - In February, we will send approximately 1,000 EcSA program flyers via mail to start and evaluate the return on investment on this effort.
- Employment Security Department has informed Washington’s Local Investment Boards that due to the severe C-19 impact in communities and the current promising EcSA pilots, the Governor has approved a total of 5.5 million in WIOA Statewide Activities to be allocated for EcSA;
 - The BFWDC Leadership will soon engage in discussion with the funding source to discover essential details;
 - The second round of EcSA will continue to focus on reducing poverty and increase economic inclusion with a strong racial lens.

January 2021

PY20 FFW Program Performance Summary (Cumulative from September 2018-June, 2021)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of December 31, 2020	\$503,569.00	\$470,230.54	93.4%
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	28	71	56
# of participants who received financial capacity-building referrals	2	13	
Of those who began training:	6	66	
# completed training	2	46	
# earned certification	2	45	
# placed in employment	0	48	

- During January, we continued to focus on job development and retention activities;
 - Many of the participants enrolled in November and December are set to complete training in the upcoming months.
 - Participants are enrolled in a variety of training tracks: welding, CDL, and Google IT.
- We continued to attend and conduct outreach efforts building community partnerships;
 - The FFW Career Coach continues to engage with community events such as local job fairs to refer participants seeking employment opportunities.
- For January, barriers continued to arise keeping Non-Custodial Parents fully engaged in the program; however, providing information on schools who are providing laptops for students to use at home and providing free cell phone service information to participants due to the lack of computer access;
 - Assisting non-custodial parents inquiring about child support cases, including (payments, arrears, license suspensions, and child support barriers) and guiding them to their child support caseworker.
- The FFW team continues providing, at minimum, weekly E-Services (customized resources regarding FFW and the pandemic all done virtually (i.e., email and text, as well as phone calls) along with needed resources during this unprecedented time to FFW participants.

February 2021

PY20 Adult Program Performance Summary (Cumulative)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of January 31, 2021	\$694,352	\$313,673.64	45.2%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	144	141	193
Exits			
Total Employed Exits	42	72	109
Placement Rate	79.25%	85%	85%
Median Wage	\$15.17	\$14.50	\$14.50
Services			
Individual Training Account (ITA)	26	29	50
On-the-Job Training (OJT)	0	4	5
Work Experience (WEX)	3	2	6
Apprenticeship	0	N/A	N/A

Total Employed Exits:

- Subrecipient leadership created a tracking tool in Microsoft Teams for staff to update daily with ready-to-hire participants who have completed training, have a resume in hand, and look for employment. The Business Services team refers to this tool for qualified candidates when employment opportunities arise.
- Subrecipient staff spoke with the administrator of System Transport regarding job opportunities available within their three divisions. Staff referred eligible participants to apply.
- The WorkSource Business Services team held a virtual job fair on February 24th focused on healthcare. 29 employers attended, and outcomes included:
 - 211 chats
 - 22 scheduled for further interviews
 - 31 selected for further screening
 - 58 kept in the pipeline for future positions

ITA:

- There are 17 ITA's in progress with anticipated completion dates between March-May 2021.
- Subrecipient completed research on short-term, low-cost training available to assist participants in entering high-demand occupations. Subrecipient staff attended a CBC workshop to navigate their short-term training opportunities.

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

OJT:

- Subrecipient staff and the Business Services Team visited Pasco Processing to discuss WEX and OJT opportunities and obtained information on 12 job descriptions, salary ranges, and orientation and hiring steps to share with participants. Staff completed a site survey to authorize WEX and OJT on the premises and coordinated a future WEX and OJT discussion with the HR Assistant.
- Subrecipient staff contacted the owner of EFC Equipment Feed and Pet to discuss their needs and employment requirements. OJT/WEX benefits were discussed, and opportunities are being identified.

February 2021

PY20 Dislocated Worker Program Performance Summary (Cumulative)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of January 31, 2021	\$746,066	\$394,403.75	52.9%
Enrollments	Actual	Monthly to Date	Ann
Total Served	100	138	186
Exits			
Total Employed Exits	43	70	105
Placement Rate	78.18%	85%	85%
Median Wage	\$20.00	\$19.00	\$19.00
Services			
Individual Training Account (ITA)	18	22	40
On-the-Job Training (OJT)	0	8	15
Employability Enhancement	0	N/A	N/A

Total Served:

- All subrecipient staff created social media accounts to share information about programs and services and remind customers that even though WSCB is physically closed, services are available virtually.
- Friends and Family referral flyers were sent to participants to increase recruitment efforts through word-of-mouth referrals.

Total Employed Exits:

- Subrecipient staff and leadership created a tracker on Microsoft Teams to update daily with ready-to-hire participants who have a resume in hand and have completed training. Business Services staff can refer to the tracker when employment opportunities arise.
- Subrecipient staff obtained information from HR/Administrator of System Transport on job opportunities available for new CDL drivers within their three divisions. Staff will refer eligible participants to apply.
- The WorkSource Business Services team held a virtual job fair on February 24th focused on healthcare. 29 employers attended, and outcomes included:
 - 211 chats
 - 22 scheduled for further interviews
 - 31 selected for further screening
 - 58 kept in the pipeline for future positions

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

ITA:

- There are 12 ITA's in progress with anticipated completion dates between March-August 2021.
- Subrecipient completed research on short-term, low-cost training available to assist participants in entering high-demand occupations. Subrecipient staff attended a CBC workshop to navigate their short-term training opportunities.

OJT:

- Discussed employment needs and requirements with owner/manager of EFC as well as OJT opportunities.
- The Business Services team uncovered multiple OJT opportunities when connecting with Local Pumpkin, Tri-City Animal Control, Pasco Processing, Plastic Injection Molding, and Oxarc.

February 2021

PY19 Rapid Response Program Performance Summary (Cumulative)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of January 31, 2021	\$248, 679	\$133,455.71	53.7%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	44	55	65
Exits			
Total Employed Exits	16	20	47
Placement Rate	87%	85%	85%
Median Wage	\$20.42	\$19.00	\$19.00
Services			
Individual Training Account (ITA)	16	20	27
Employability Enhancement	0	N/A	N/A

Total Served:

- All subrecipient staff created social media accounts to share information about programs and services and remind customers that even though WSCB is physically closed, services are available virtually.
- Subrecipient staff is collaborating with partners at WSCB to develop co-enrollment plans to assist customers in obtaining training opportunities and support services.

Total Employed Exits:

- Subrecipient staff and leadership created a tracker on Microsoft Teams to update daily with ready-to-hire participants who have a resume in hand and have completed training. Business Services staff can refer to the tracker when employment opportunities arise.
- Subrecipient staff obtained information from HR/Administrator of System Transport on job opportunities available for new CDL drivers within their three divisions. Staff will refer eligible participants to apply.
- The WorkSource Business Services team held a virtual job fair on February 24th focused on healthcare. 29 employers attended, and outcomes included:
 - 211 chats
 - 22 scheduled for further interviews
 - 31 selected for further screening
 - 58 kept in the pipeline for future positions

ITA:

- Seven ITA's are in progress with anticipated completion dates between March-June 2021.
- Subrecipient completed research on short-term, low-cost training available to assist participants in entering high-demand occupations. Subrecipient staff attended a CBC workshop to navigate their short-term training opportunities.

February 2021

Disaster Recovery Dislocated Worker (Cumulative from July 2020 - March 2022)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of January 31st, 2021	\$424,000	\$60,857.44	14.4%
Performance Factors	Actual Outcomes	Monthly to Date Target	Program Target
Total Served	14	14	32
Number of Participants both in Disaster-Relief and Career and Training Services	14	11	32
# of Participants in Training Services (excluding OJT)	4	6	10
# of Participants Placed in Work-Based Learning (WEX/Internship)	4	9	23
# of Participants entered unsubsidized employment at exit	2	0	22

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

- Relationship building with the Department of Health resulted in 3 disaster relief employment positions to start in March to aid in the humanitarian efforts related to vaccine distribution. All disaster relief workers placed with the Department of Health will receive free vaccinations.
- The Department of Health needs 11 additional disaster relief workers to aid in vaccine distribution for a total of 14.
- Recruitment efforts are underway for a disaster relief placement at Meals on Wheels.
- Second Harvest is thrilled with the two placements they have received. Subrecipient staff will be reaching out to them to offer additional support.

February 2021

Employment Recovery Dislocated Worker (Cumulative from July 2020 - March 2022)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of January 31, 2021	\$446,253	\$84,025.22	18.8%
Performance Factors	Actual Outcomes	Monthly to Date Target	Program Target
Total Served	14	17	55
# of Participants Enrolled in Training Services (excluding OJT)	6	0	30
# of Participants in On the Job Training (OJT)	0	0	3
# of Participants Placed in Work-Based Learning (WEX/Internship)	0	3	10
# of Participants entered unsubsidized employment at exit	4	0	44

Total Served:

- All subrecipient staff created social media accounts to share information about programs and services and remind customers that even though WSCB is physically closed, services are available virtually.
- Subrecipient staff is collaborating with WSCB partners to develop co-enrollment plans to assist customers in obtaining training opportunities and support services.

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

- The Business Services team uncovered multiple OJT opportunities when connecting with Local Pumpkin, Tri-City Animal Control, Pasco Processing, Plastic Injection Molding, and Oxarc.
- Additional business outreach for WEX development includes Broadmore RV, Walmart, Concrete Coatings Repair and Restorations LLC, Zorich Automotive Performance, DunRight Construction, Qual Rock Construction, and Farmers Exchange.
- The WSCB Business Service team is connecting with businesses regularly to offer WEX opportunities. They are focusing on Manufacturing, Ag/Food Processing, Healthcare, Government, Transportation/Warehousing, Construction, and Entry-Level sectors.



February 2021

PY20 EcSA Program Performance Summary (Cumulative from September 2019-March 2022)			
Program Expenditures	Budget Total	Contract Spent	% Spent
As of January 31, 2021	\$700,000.00	\$375,917.85	53.7%
Enrollments	Actual Outcomes	Monthly to Date Target	Program Target
Total Served	31	24	138
Training Placements			
Participants placed in subsidized training (for employment at or above \$34,480)	10	3	30
Participants continuing subsidized training at grant conclusion	N/A	N/A	20
Exits			
Total Employed Exits (at or above \$34,480)	6	5	95
Total participants entering employment above \$34,480 or continuing training at grant conclusion	N/A	N/A	115

- With the expansion of EcSA to serve all Franklin County, the staff has been working on establishing new partnerships to increase program awareness and engage in public forums serving families in poverty;
 - The WDC and service provider engaged the Franklin PUD Public Relations Director to discuss a partnership with EcSA, including support with outreach and referrals efforts for households identified needing EcSA resources.
 - EcSA staff were happy to re-establish the monthly provider meetings for February to strategically plan on collaborative events such as working with Child Care Aware.
 - EcSa staff have been invited to join the Tri-Cities Latino Community Network by Cinthia Alvarez, Columbia Basin College’s High-School Equivalency Program Recruiter, and TC Futures Ex-Officio Youth Committee member.
 - EcSA staff presented in the January Local Planning Area Meeting.
 - Continued partnership with DSHS for program flyer distribution via mail; outcomes will be shared next month.

- The Second Round of EcSA continues to be discussed by WDC’s Leadership and ESD;
 - The Second Round of EcSA will allow all WDC’s in WA State to be awarded, in a non-competitive manner, to access EcSA funding for April 2022- March 2024.

- In March, The BFWDC EcSA Lead will participate at the Quarterly Workforce Board to represent our local “Yes We Can – Si Se Puede” program model to State-wide Leaders.

February 2021

PY20 FFW Program Performance Summary (Cumulative from September 2018-June, 2021)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of January 31, 2021	\$503,569.00	\$480,147.45	95.3%
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	35	71	56
# of participants who received financial capacity-building referrals	3	16	
Of those who began training:	0	66	
# completed training	1	48	
# earned certification	1	48	
#placed in employment	7	52	

- Remote Participant enrollments during COVID-19 are finalized;
 - We have surpassed our program goal of 56, currently at 73.
- Continued partnership with local training providers during COVID-19 to ensure participants enrolled are placed in training and completing and obtaining sectorial certification;
- Continued job development and retention services for program participants;
 - Continue to work closely with participants as they complete their training and transition into the job development phase (i.e., resume assistance, soft skills, mock interviews, job readiness, and job leads).
- Via one-on-one sessions and monthly FFW Newsletter to all active participants, staff provides connections to resources to mitigate the challenges of COVID;
 - Providing information on schools who are providing laptops for students to use at home and providing free cell phone service information to participants due to the lack of computer access;
 - They are assisting non-custodial parents inquiring about child support cases, including (payments, arrears, license suspensions, and child support barriers) and guiding them to their child support caseworker.
 - Providing virtual job leads for the business that is currently hiring, like Hanford Mission Integration Solutions, Saia LTL Freight, Oxarc INC., Norco INC., Apollo Mechanical Contractors, along with the daily job posting to participants who have expressed it has become hard to find employment during COVID-19.



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

Company Name	Date Notified	Industry	City	Layoff Date	WARN	Presentation	# Impacted
Sandvik	1/13/2021	Manufacturing	Kennewick	10/30/2020	Yes	10/5,10/6,10/12	50
<p>2/10/2021: WSCB has continued to hold mandatory meetings twice a week for impacted workers. Orientations are scheduled for Tuesdays and Thursdays weekly. 2/16/2021: 25 impacted workers were invited to TAA orientation; nine attended. 2/18/2021: 25 impacted workers were invited to TAA orientation; two attended. 2/19/2021: 20 impacted workers have attended orientations with 23 left to attend.</p>							
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CONNECT | ADVANCE | INNOVATE

NAWDP Advantage

National Association of Workforce Development Professionals

Men make successful reentry into the workforce

Jonathan was referred to the WIOA Adult program by the Rapid Reentry program to receive support and assistance in his job search efforts after being released from incarceration. He had served four years in prison for theft, possession, and trafficking of stolen property. Before being arrested and sentenced, Jonathan had been a self-employed HVAC installer but struggled to maintain steady employment due to his substance use.

Upon release, Jonathan was eager and ready to start a new life and transition back into the community. He was, however, met with challenges and was feeling stressed and overwhelmed. Jonathan did not have a current driver's license due to fines, no income, and no access to technology to create a resume or job search, as all community resources were closed due to COVID. Jonathan didn't even know where to start rebuilding his life, but he knew that

he wanted and deserved better for himself and his twin children. He did not let these challenges bring him down, as he was motivated to keep moving forward and was grateful for every opportunity.

Career Path Services Practitioner Jodi Mackie connected with Jonathan and started to help him overcome these barriers, one by one. The WIOA Adult program provided

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Calendar of Events

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New CWDPs
Workforce Chatter

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The Essentials
Tools & Resources

NAWDP publishes policy positions

The Board of Directors of the National Association of Workforce Development Professionals (NAWDP) will submit a letter to the White House and all members of both the United States Senate Committee on Health, Education, and Labor, and the United States House of Representatives Committee on Education and Labor. The letter outlines NAWDP's perspective on COVID-19 and the future of work.

The letter is centered around three key points: the devastation facing the American economy due to the COVID-19 pandemic, the public workforce system being the premier tool to regenerate the economy,

and outlining how that can be done through the support of elected officials. NAWDP asks elected officials to 1) fully fund the public workforce system, 2) expand emergency grant programs, and 3) invest in helping Americans re-skill for a future of changing work. Accompanying the letter is a list of eight policy positions supported by NAWDP.

[Click here](#) to read the full letter. NAWDP's accompanying Policy Positions can be view by [clicking here](#). All of NAWDP's policy positions and call to action requests can be found on NAWDP's website at www.nawdp.org under the News section on the top menu bar.

A Letter from Melissa Robbins, NAWDP CEO

Spring has sprung here at NAWDP, and you may have noticed we've been very busy. NAWDP continues to work to provide professional development opportunities to assist you in your career development. This spring, you will have two opportunities for NAWDP events full of high-value content: the Career Planning Virtual Academy March 29-31 and the Virtual Annual Conference May 17-19. Please check NAWDP's website regularly under the "Events" tab as new information is regularly added for both events.

NAWDP's Advocacy Taskforce has made ground by writing a policy letter outlining NAWDP's perspective on COVID-19 and the future of work. This letter, along with the accompanying policy positions, will be sent to the White House and all members of the United States Senate Committee on Health, Education, and Labor, and the United States House of Representatives Committee on Labor and Education. I encourage all members to read the letter and policy positions on NAWDP's website under the "News" tab.



Melissa Robbins

As always, THANK YOU for all the work you do each and every day. We continued to work has to support you.

Sincerely,

Melissa Robbins
NAWDP CEO



The Executive Director has the responsibility of assisting the Mayor and the Maui County Workforce Development Board in the creation of the Local Area Plan, the Maui County Business Services Framework, and the Policies and Procedures of the Maui County American Job Center. As a liaison between the

One-Stop Operator, the Maui County Workforce Development Board, and the Hawaii Workforce Development Council, it is my pleasure to ensure that the implementation and execution of the local area's vision, goals, and objectives are brought to fruition with continuous improvement. The best part of the position is working with all our American Job Center Partners to assist the residents of Maui County.

How did you get started in Workforce Development?

I was hired by Mayor Mike Vic-

torino as a half-time Grant Specialist and half-time Fiscal Specialist for the Maui County Workforce Development Board. In August of 2019, I was promoted to the position of Executive Director. I have many years of Nonprofit Administrative Management and was very happy to make the transition to County government.

What do you value most about your NAWDP membership?

There are so many levels of com-

[*continued on page 5*](#)

UPCOMING EVENTS

MARCH

Career Planning Virtual Academy
Registration Closes

For more information: <https://bit.ly/2ZRM6FI>

MARCH 25

MARCH 31

2021 Virtual Annual Conference
Early Bird Registration Closes

Pricing increases April 1 [Click for more information](#)

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[continued from page 1](#)

monetary assistance in purchasing a Chromebook to create a resume and actively look for work. Jodi connected him with the NW Justice Project to help address some of the fines he owed for his driver's license; Jonathan is currently working with them on developing a plan to reinstate his license. Jonathan was also referred to the team's Life Coach, Phil York, CPC, to successfully transition from incarceration to society.

Recognizing that participants would benefit from connection to someone who could provide more intensive support, encouragement, and guidance, Career Path Services created a Certified Life Coach position within their organization to meet this need. Phil works in conjunction with the Employment Practitioners to help participants successfully move through their program and achieve educational

and employment goals. Phil's responsibility is to assist participants with socio-emotional development and address significant employment barriers. He helps participants develop their internal capabilities to become more resilient and confident, acquiring a belief in their abilities to accomplish their goals.

In Jonathan's situation, Phil provided a safe space where he felt comfortable working through his challenges, which allowed him to identify what he wanted for his life moving forward. The support created the space he needed to let himself dream and not just settle. Jonathan quickly realized that he wanted to use his lived experiences to help others overcome their barriers; he strongly felt this was his calling.

Jodi and Phil helped Jonathan create a targeted resume to focus on employment opportunities that fit his desired goals. Jonathan applied for a Treatment Attendant

position with a local treatment center, which would allow him to use his lived experience as an asset to assist others who are currently in treatment. Phil helped Jonathan prepare for his interview, focusing on speaking to his employment gap and his strengths in helping this specific population, as he can relate to their journey and challenges faced. Jonathan was offered the position and is now working full-time, earning \$15/hour. This position is precisely what Jonathan was looking for, and with the coaching from Jodi and Phil, he felt confident and prepared for this next chapter in his life.

Jonathan is on a great path and

[continued on page 6](#)

WORKFORCE CHATTER

In February 2021, the unemployment rate was 2.7 percentage points higher than it was in February 2020, before the pandemic. What's more, many communities of color are facing higher levels of unemployment and the United States is still down about 9.5 million jobs.

The latest jobs report from the Bureau of Labor Statistics shows we have lost a total of 9,475,000 jobs since February 2020. The industry most impacted is leisure and hospitality, which accounts for about 36% of jobs lost.

New CWDPs Announced

The National Association of Workforce Development Professionals is pleased to announce the workforce professionals who have successfully earned their Certified Workforce Development Professional (CWDP) credential in January. A full list of all current CWDPs can be accessed on NAWDP's website: <https://www.nawdp.org/page/AboutTheCWDP>

Name	State	Name	State
Maria Bozoklian	OH	Cyndi Pohl	WI
Natalie Wilson	IL	Twana Roots	GA
Neng Thor	WI	Samantha Stallybrass	MD
Steven Brown	VA	Valencia Alexander	SC
Frank Davis	CO	Bernice Milaszewski	NV
Constance Green	VA		

The CWDP is a nationally recognized credential for individuals who have demonstrated they have the skills and competencies required for success in the workforce development industry. The CWDP designation is valid for three years from the date of award. More information about the CWDP can be found at www.nawdp.org.

[continued from page 2](#)

pliance for the administration of the Workforce Innovation and Opportunity Act (WIOA) grant programs. At first, I read all the information that the NAWDP sent but it wasn't until the COVID-19 Pandemic hit us so very hard here in Maui County that I truly began to appreciate the workshops and support the organization provides. Recently, I attended the "The Best of Times or the Worst of Times" workshop and felt very supported by the self-care ideas presented. It was also good to know that other professionals are struggling with the workload.

What do you like to do for fun or what is a unique fact about you?

Besides hanging out with my eight grandchildren, my partner and I enjoy riding on our Trike (three wheel motorcycle) all over the nooks and crannies of Maui. We love camping, fishing on our boat, and hiking to the beautiful waterfalls of Maui.

There is a saying on Maui, "Maui No Ka Oi" which means, Maui is the best!

The Essentials

UIPL 16-20 - To provide states with updated guidance for the PUA program, specifically regarding expanded eligibility provisions authorized under Section 2102(a)(3)(A)(ii)(I)(kk) of the Coronavirus Aid, Relief, and Economic Security (CARES) Act. **Read more here:** [UIPL 16-20](#)

TEN 18-20 - To remind the workforce community that during the COVID-19 Pandemic, ETA Advisories issued using the following signature block "SUZAN G. LEVINE/s/" constitute official guidance. **Read more here:** [TEN 18-20](#)

[Click here](#) to review all ETA Advisories on the U.S. Department of Labor's Employment and Training Administration webpage.

How to Optimize Work-Based Learning After COVID-19

A guide based on insights from 50+ work-based learning programs.

Written by
Creighton Taylor, CFA
Emily Alonso, MPA
Larry Taylor, PhD



Sponsored by **Guided Compass**, a work-based learning technology platform that helps scale programs effectively and efficiently.

Tools & Resources

The Federal Reserve Bank of Atlanta has developed a Career Ladder Identifier Financial Forecaster (CLIFF) tool that gives more information about which in-demand careers are likely to help someone overcome a loss of public assistance and leave them in a better position financially. The dashboard also shows how long it will take to achieve self-sufficiency on a chosen career path.

The left-side navigation pane can be used to select a family type most similar to the participant's own and to identify careers of interest in various in-demand industries. The tabs at the top of the tool show how much a typical worker in the chosen career can expect to earn locally, pay in taxes, and how much the worker's family can expect to receive in public assistance over time.

You can customize the results further by selecting different public assistance packages using the dropdown menus in the left-side navigation pane.

[Click here](#) to access the CLIFF tool.

[*continued from page 4*](#)

feels so blessed for the support provided to him when he felt discouraged and hopeless. He now has a job that he loves, has a great support system in his transitional housing, and can help his children financially. He finally feels that he has the foundation to rebuild his life and help others through the process.

Career Path Services is a contractor for the Pacific Mountain Workforce Development Council, providing Department of Labor funding services throughout the five counties that comprise the PAC MTN Region in Washington State.

Christopher

The holidays were approaching, and Christopher had a growing concern about how he would make it through the rest of the year without a job or a stable place to call home. He was discouraged by the challenges he faced, including his former incarceration. Christopher knew his past mistakes would always be there and would impact his ability to connect to employment. He was losing hope.

A few weeks passed by, and Chris had run into an old acquaintance, Jon. Jon ran a successful upholstery business and had an abundance of projects. Jon was aware of Chris' upholstery skills and offered him an opportunity to work from home repairing damaged furniture pieces. Chris was excited about the prospect of this opportunity but was unsure how he could afford to set up a shop with the necessary tools and equipment to do this piecework.

Chris's significant other had previous experience with America's Job

Center, WorkSource Columbia Basin. She encouraged him to reach out, and he did. Unfortunately, due to the COVID-19 outbreak and Shelter in Place order, the offices were closed. Chris didn't give up; he found contact information and connected with Jessica Ramirez, Employment Specialist, to inquire about financial assistance to set up shop with this new opportunity.

Jessica worked with Chris, conducted an assessment, and determined that he was eligible for assistance in reaching his self-employment goal. There were two programs he would benefit from WIOA-Title 1 Adult and Economic Security for All (EcSA). EcSA is one of four pilot projects in Washington State to test models that move individuals to self-sufficiency. Through those programs, he received coaching, mentoring, and supportive services as he worked on his employment goals.

Chris received funding that provided the necessary equipment to set up a home upholstery workshop. During a support service outing

searching for additional materials, Chris befriended the hiring manager from Final Touch Upholstery, a local material shop. After their pleasant encounter, the hiring manager was impressed with Chris' upholstery repair talents and determination. He offered Chris a full-time job with medical benefits repairing large items for their shop.

Chris had secured two positions with excellent starting wages within a few weeks. One as an independent contractor for Jon earning \$150-\$300 per job and the other with Final Touch Upholstery earning \$21 per hour. Chris has now been working for five weeks and has had the opportunity to rebuild his life. He is beginning to save money to repair his Cadillac, has a stable home, provides for himself, and is happy to have found a meaningful career.

Career Path Services is a contractor for the Benton-Franklin Workforce Development Council, providing Department of Labor-funded services at WorkSource Columbia Basin in Kennewick, Washington.



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- ★ Facilitating Career Development (FCD) Training
- ★ Maintaining Professional Boundaries as a Career Advisor

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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

January 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: 355
Total Staff Assisted Services to Job Seekers: 692
Unique Number of Businesses Served: 193
Staff Provided Business Services: 127

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): 299
Out-of-School Youth (OSY) Program: 158
Open Doors Program: 141
Co-enrolled in Both Programs: 38
Youth Attained General Education Development (GED): 25

Total OSY Employed and/or Post-Secondary Exits: 20
Placement Rate: 69%

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): 420

Monthly-to-Date Target: 483

Total Employed Exits (YTD): 110

Monthly-to-Date Target: 210

Additional BFWDC Programs

Economic Security for All (EcSA)

Participants Served (YTD): 24 Total Employed Exits: 5
Monthly-to-Date Target: 18 Monthly-to-Date Target: 58

Families Forward Washington (FFW)

Enrolled: 73 Study Goal: 56
Placed in Employment: 48

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

Benton-Franklin Workforce Development Council (BFWDC)

Local Business Demands (November)

Employment Security Department Labor Market Information

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

Benton County

Franklin County

Top 5 Occupations

1. Registered Nurses
2. Retail Salespersons
3. Managers, All Other
4. Customer Service Representatives
5. Sales Representatives

1. Teacher Assistants
2. Laborers and Freight, Stock, and Movers
3. Heavy and Tractor-Trailer Truck Drivers
4. Registered Nurses
5. Maintenance and Repair Workers

Top 5 Licenses and Certifications

1. Driver's License
2. First Aid CPR AED
3. Registered Nurse
4. Advanced Cardiac Life Support Certification
5. CDL Class A

1. Driver's License
2. Certified Teacher
3. CDL Class A
4. Registered Nurse
5. Licensed Practical Nurse

Unemployment Rates

6.4%

7.4%

Other News

The January 2021 Customer Satisfaction survey had 26 responses, of which 100% will refer family and friends. Top 3 services rated were Training Resources, Job Search, and Workshop.

WorkSource Columbia Basin hosted their first virtual community resource fair on 1/13/21. Results included: 19 employers with 41 representatives and 51 community members in attendance; 52 job referrals made.

In preparation for a LinkedIn Learning pilot launch WSCB stakeholders attended a kick-off meeting with LinkedIn representatives. This pilot will support professional development of staff within the WorkSource system and will serve as an additional tool for customers.

Preparation for the 2021 WSCB Certification commenced in January and will be followed by a collaborative systemic evaluation process guided by the full WSCB Leadership team.

For up-to-date information regarding upcoming resource fairs, job postings, available training, and other programs offered please follow BFWDC, WorkSource, and/or TC Futures on Facebook.

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

www.bentonfranklinwdc.com
Contact us at 509-734-5980



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



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February 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: 419
Total Staff Assisted Services to Job Seekers: 763
Unique Number of Businesses Served: 163
Staff Provided Business Services: 192

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): 299
Out-of-School Youth (OSY) Program: 140
Open Doors Program: 163
Co-enrolled in Both Programs: 41
Youth Attained General Education Development (GED): 25
Total OSY Employed and/or Post-Secondary Exits: 20
Average Wage: \$14.18
Placement Rate: 69%

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): 456

Total Employed Exits (YTD): 141

Monthly-to-Date Target: 538

Monthly-to-Date Target: 256

Additional BFWDC Programs

Economic Security for All (EcSA)

Participants Served (YTD): 31 Total Employed Exits: 6
Monthly-to-Date Target: 24 Monthly-to-Date Target: 5

Families Forward Washington (FFW)

Enrolled: 73 Study Goal: 56
Placed in Employment: 52

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.

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Benton-Franklin Workforce Development Council (BFWDC)

Local Business Demands (January)

Employment Security Department Labor Market Information

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

Benton County

Franklin County

Top 5 Occupations

1. Registered Nurses
2. Managers, All Other
3. Retail Salespersons
4. Heavy and Tractor-Trailer Truck Drivers
5. Customer Service Representatives

1. Teacher Assistants
2. Heavy and Tractor-Trailer Truck Drivers
3. Laborers and Freight, Stock, and Movers
4. Registered Nurses
5. Maintenance and Repair Workers

Top 5 Licenses and Certifications

1. Driver's License
2. First Aid CPR AED
3. Registered Nurse
4. Advanced Cardiac Life Support Certification
5. CDL Class A

1. Driver's License
2. Certified Teacher
3. CDL Class A
4. Registered Nurse
5. First Aid CPR AED

Unemployment Rates

6.5%

7.9%

Other News

The February 2021 Customer Satisfaction survey had 29 responses, of which 100% will refer family and friends. Top 3 services rated were Training Resources, Job Search, and Workshop.

The Business Services Team hosted a Virtual Healthcare Career Fair on 2/24/21. 160 individuals registered and 109 attended (68% of registrants.) Over 25 local employers attended, in addition to training providers. The event resulted in 69 employment referrals for 68 job seekers.

During February, WSCB provided 79 group services to 53 individuals through our local workshops and group sessions. One highlight of our group services is Job Club, which featured a speaker series on employment and training related topics of interest to our job seeker customers.

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.

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

Questions about this report?
Contact David Chavey-Reynaud
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WorkSource Operator Report
 Benton Franklin Workforce Consortium
 January 2021

January Highlights:

- WorkSource Columbia Basin hosted our first virtual community resource fair in January.
- Outreach efforts to inform customers of the resources available at WSCB and how to connect with us continue.
- WSCB team members continue to provide services 100% virtually at this time.

WorkSource Site Operations:

Customer Counts 1/1/21 -1/31/21		
Total Staff Assisted Seekers	355	
Total Staff Assisted Services	692	
<i>Basic Services</i>	527	
<i>Individualized, Training & Support Services</i>	165	
Unique Number of Businesses Served	193	
Staff Provided Business Services	127	
	Services Provided	Businesses Served
Business Assistance WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	6	6
Employee Training Assessment, referral, enrollment, etc.	11	6
Other Employer outreach visit, marketing business services, etc.	118	92
Recruitment Hiring events, referrals, etc.	58	32
Wage & Occupation Information Labor Market Info, etc.	0	0

Data reporting Sources - Job Seeker Services: ETO Local Reporter Services Report OPTIMIZED & Business Services: ETO Staff Provided Business Services (2/9/21)

***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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January 2021 Customer Satisfaction Survey:

- 26 survey responses received (7% response rate):
 - Of the customers who responded, 100% will refer family and friends
 - Top 3 services rated: training resources, job search, and workshops
- Customer Feedback – What we did well:
 - “Sandy has been so much support and very helpful.”
 - “Talked to me as a person, with feelings.”
 - “Always willing to help....excellent job by entire staff.”
- Customer Feedback – What we can do better:
 - “A few technical hiccups for a few of the workshops but material, presentation has been great.”

Service Delivery

Career Services:

- Outreach to customers receiving Unemployment Insurance benefits continues through multiple channels with a heavy emphasis on contact by phone. Previous efforts were focused on customers who had received benefits long term; this quarter’s focus will be on engaging newer claimants.
- In preparation for a LinkedIn Learning pilot launch WSCB stakeholders attended a kick off meeting with LinkedIn representatives. This pilot will support professional development of staff within the WorkSource system and will serve as an additional tool for customers. We will do a soft launch with customers the first week of February.
- The Group Services Taskforce has created a quarterly schedule for upcoming workshops/group services. Customer feedback is being reviewed to identify best practices and areas of opportunity. During the month of January, 80 group classes were offered to 48 unique customers.
- The Career Assessment Taskforce developed a 2-part workshop which will be available to customers on demand. The workshop will guide them to career assessments, as well as other resources, to help them reach their employment goals.
- Preparation for the 2021 WSCB Certification commenced in January and will be followed by a collaborative systemic evaluation process guided by the full WSCB Leadership team.
- The Outreach Taskforce has worked to strengthen relationships with community partners, to inform of the services we provide and how to connect with us, and to enlist the help of these partners in distributing informational materials and referring customers. This taskforce was designed to meet immediate need to connect with customers during the pandemic. Moving forward, this work will transition to the Access Solutions Committee (ASC) Outreach Subcommittee to provide long term outreach solutions. The group will use established best practices and will identify additional venues and methods of engaging customers.



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Business Services:

- The Business Services Team hosted our first virtual community resource fair on 1/13/21. Local businesses, community partners, job seekers, and community members who attended were able to connect virtually to gain information and interview. Promotion of the event included sharing of a press release and radio interviews which were featured on Eagle 102.5 and Cherry Creek Media channels. Results included: 19 employers with 41 representatives and 51 community members in attendance; 52 job referrals made.
- In preparation for the Healthcare Career Fair, the team has been working to recruit local training providers and businesses, and to invite job seekers. Outreach efforts have included one on one connections, issuance of a press release, creation and distribution of flyers/information materials. These efforts have resulted in over 30 registered business and training provider participants. This event is in partnership with CBC and TC Futures.
- Continued support of local businesses to meet hiring needs, including collaboration between WSCB Business Services Team members and Employment Specialists to identify work based learning opportunities such as Work Experience (WEX) and On the Job Training (OJT) opportunities.
- Regional collaboration, in partnership with CBC and WSU – Tri-Cities, is underway for an all-sector Career Fair in March.

Community Connections:

- 1/4: Informational interview with Cherry Creek Media to inform and engage customers in WSCB services. Listen to the interview [here](#).
- 1/8: Educational presentation for students with Kennewick School District to increase awareness of WSCB resources and how to connect with us.
- 1/26: 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.

Staff Training & Development:

Training/Development Attended:

- 1/6: WSCB Assessments, Water Cooler
- 1/20: Water Cooler, Safety Spotlight
- 1/20: Future State Retreat Session with Operations Leadership (Paul Casey)
- 1/27: LinkedIn Learning Coaches Training (LinkedIn Learning)

Upcoming Training/All Staff Meetings:

- 2/2-2/5: Myers Briggs Type Indicator Certification (for Assessment Taskforce)
- 2/3: Certification 101 & Water Cooler
- 2/10: Certification – Partnership



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- 2/17: Certification – Functional & Programmatic Integration
- 2/22, 2/23, 2/24, 2/26: Blood Borne Pathogens Training (Spokane Community College)
- 2/24: Certification – Customer Satisfaction
- 2/26: World of Work Inventory (WOWI) Interpretation Training (Dr. Neidert, WOWI)

Facilities:

- 1/8: Pointe Pest Control completed external facility maintenance spray
- 1/19-1/22: Alarm system testing by Guardian

Respectfully submitted by C. Bright on 2/10/21



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WorkSource Operator Report
 Benton Franklin Workforce Consortium
 February 2021

February Highlights:

- The WSCB Business Services Team hosted a Virtual Healthcare Career Fair in partnership with WSU and TC Futures.
- The Outreach Taskforce was expanded to ensure continued and increased customer engagement efforts.
- 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.

WorkSource Site Operations:

Customer Counts 2/1-2/28/21		
Total Staff Assisted Seekers	419	
Total Staff Assisted Services	763	
<i>Basic Services</i>	662	
<i>Individualized, Training & Support Services</i>	101	
Unique Number of Businesses Served	163	
Staff Provided Business Services	192	
	Services Provided	Businesses Served
Business Assistance WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	7	6
Employee Training Assessment, referral, enrollment, etc.	20	13
Other Employer outreach visit, marketing business services, etc.	75	64
Recruitment Hiring events, referrals, etc.	164	104
Wage & Occupation Information Labor Market Info, etc.	0	0

Data reporting Sources - Job Seeker Services: ETO Local Reporter Services Report OPTIMIZED & Business Services: ETO Staff Provided Business Services (3/10/21)

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



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February 2021 Customer Satisfaction Survey:

- 29 survey responses received (7% response rate):
 - Of the customers who responded, 100% would refer family and friends
 - Top 3 services rated: job search, training resources, and workshops
- Customer Feedback – What we did well:
 - “Maria Z. Was very helpful and knowledgeable. I appreciate her very much.”
 - “ I appreciated that my instructor (Michele Brown) spent some time getting to know each of the attendees....that I received specific advice for my situation in a follow-up email. The youtube videos on polishing your linkedin profile were great.”
 - “Strategies for success is amazing with Olivia and Kelly.”
- Customer Feedback – What we can do better:
 - “I've been in a couple of worksource workshops where the audio didn't work when the instructor was trying to share a video. A tech workaround would be great.”

Service Delivery

Career Services:

- Despite efforts to engage customers, demand for services continues to be low as compared to February 2020. Engagement efforts include, but are not limited to:
 - Distribution of flyers and WS branded USBs with preloaded resume and WorkSourceWA information to support the Sembrando Amor y Esperanza (Sowing Love and Hope) event.
 - Outreach to 1,640 customers receiving Unemployment Insurance (UI) benefits by phone and GovDelivery email. A sector based strategy is being used to personalized connections and information shared. For example, 600 UI claimants were contacted by our Migrant Seasonal Farm Worker Outreach Assistant.
 - Creation and distribution of additional materials to educate our community on the services we provide and how to connect with us. We continue to work with community partners, such as the local food bank and libraries to distribute flyers.
 - 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 February, WSCB provided 79 group services to 53 individuals through our local workshops and group sessions. One highlight of our group services is Job Club, which featured a speaker series on employment and training related topics of interest to our job seeker customers. We also offered two new workshops facilitated by our partners at CBC:
 - CBC 101: An information session to equip customers who are interested in learning more about the courses of study CBC offers. First workshop results: 50 registered and 28



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attended; CBC reached out to customers who were unable to attend. The workshop was recorded and is available on demand on the WSCB YouTube Channel.

- CBC Career Pathways Assessment Workshop: Connecting customers interested in training/education to learning pathways based upon the Strong Inventory. Workshop results to date: 3 attendees; all attendees registered or plan to register for courses at CBC.
- The Assessment Taskforce attended a 4-day assessment training for administration and interpretation of the Myers Briggs Type Indicator, which will be added to our menu of services. The group also hosted a second round of World of Work Inventory (WOWI) assessment training for staff, updated career assessment outreach materials, and finalized a two part recorded workshop called Navigating Career Paths. The workshop provides career assessment information and online resources, such as labor market information, to aid customers in connecting to career choices based on their individual strengths, interests, and personalities. It is available on demand on the WSCB YouTube channel, [here](#).
- Our Outreach Taskforce has expanded to include additional WSCB team members. This extended group will take on long term outreach initiatives. To support their work, the group attended brand training and received access to Canva, our online platform for content creation.
- We conducted a soft launch of the LinkedIn Learning platform with WSCB customers in February, with a focus on familiarizing staff with how to use the platform.
- Preparation for the 2021 WSCB Certification continued into February. WSCB partners are actively engaged in a self study process, using multiple methods to gather feedback and hold meaningful dialogue around what we are doing well and how we can improve together.

Business Services:

- The Business Services Team hosted a Virtual Healthcare Career Fair on 2/24/21. 160 individuals registered and 109 attended (68% of registrants.) Over 25 local employers attended, in addition to training providers. The event resulted in 69 employment referrals for 68 job seekers.
- The team has also been preparing for the upcoming Spring 2021 Virtual Career Fair in partnership with CBC and WSU. Outreach to engage businesses and candidates from all sectors included a collaborative press release, one on one connections with local business via phone and email, use of GovDelivery to engage job seekers, and information sharing within the WSCB partnership as well as with community partners. TriHealthcare Career Fair, the team has been working to recruit local training providers and businesses, and to invite job seekers. Flyers identifying local businesses were also created and shared via email and social media (Facebook & LinkedIn.)
- Business Services hosted a meet and greet with Yakima Valley Farm Worker (YVFW) recruiters and WS partners to support the grand opening of a new full service YVFW Clinic in Kennewick in April.
- In preparation for the upcoming certification, Business Services Team members led efforts to gather feedback regarding our systemic efforts around employer engagement. This information was then used to inform the business services portion of the certification application.



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Community Connections:

- 2/3 & 2/10: Press Release issued to recruit local businesses and community members for the upcoming Healthcare Career Fair.
- 2/9 & 2/23: 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.
- 2/10: Interview with KONA Radio (Cherry Creek Media) coordinated with CBC to increase awareness of the upcoming Healthcare Career Fair.
- 2/10: Digital consultation with Town Square Media to learn about ways we can boost customer engagement via our website and online search tools.

Staff Training & Development:

Training/Development Attended:

- 2/2-2/5: Myers Briggs Type Indicator Certification (for Assessment Taskforce)
- 2/3: Certification 101 & Water Cooler
- 2/10: Certification – Partnership
- 2/17: Certification – Functional & Programmatic Integration
- 2/22, 2/23, 2/24, 2/26: Blood Borne Pathogens Training - *Spokane Community College*
- 2/23: Apprenticeship Training (for Business Services Team) – *AhShalla Harris, L&I*
- 2/24: Certification – Customer Satisfaction
- 2/26: World of Work Inventory (WOWI) Interpretation Training - *Dr. Neidert, WOWI*

Upcoming Training/All Staff Meetings:

- 3/3: Certification – Functional & Programmatic Integration
- 3/10: Certification – Staff Competence and Training Participation
- 3/17: Certification – Performance & Accountability
- 3/24: Certification – Service Provision
- 3/31: WOWI Quick Start Training (Dr. Neigert, WOWI)

Facilities:

- 2/5: Fire Extinguishers tested and recharged by ABC

Respectfully submitted by C. Bright on 3/10/21