

BENTON-FRANKLIN WORKFORCE DEVELOPMENT COUNCIL

Adult & Employer Linkage Committee Meeting

November 19, 2020 at 8:30 a.m.

Zoom

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

Promoting a prosperous community by providing a progressive workforce system

AGENDA

1. **Call to Order** – Melanie Olson/Adolfo de Leon
2. **Welcome & Introductions**
3. **Approval of Committee Minutes**
Adult & Employer Linkage – October 15, 2020 (Needs a vote)
4. **OSO Policy** – Cynthia/Jamilet (Needs a vote)
5. **Program Highlights** – Diana
6. **EcSA Update** – Jamilet
7. **Families Forward Washington Updates** – Jamilet
8. **WorkSource Columbia Basin Update** – Crystal
9. **Other Business**
10. **Next Meeting**
 - Adult & Employer Linkage Committee –
Thursday, December 17, 2020, at 8:30 a.m. on Zoom
 - Full Quarterly Board Meeting –
Tuesday, January 26, 2020, at 4:00 p.m. on Zoom
11. **Adjournment**

Attachments

- October 15, 2020, Adult & Employer Linkage Minutes
- OSO Policy
- WIOA Program/EcSA/FFW Performance Summaries – October
- Layoff Profile – October
- WS Operations Mgr. Report – October

Benton-Franklin Workforce Development Council
 Adult & Employer Linkage Committee
 October 15, 2020, at 8:30 a.m.
 Zoom

<u>Present</u>	<u>Excused</u>	<u>Absent</u>	<u>Staff/Partners</u>
Adolfo de Leon Jamie Rasmussen Jennie Weber Melanie Olson Todd Samuel	Karl Dye	Lori Mattson Michael Lee	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 Israel Delamora, OIC Heather Woodruff, CPS Jasmine Smith, CPS Kayci Loftus, CPS Rosa Reyna, GW Rosenda Henley, PFP

Call to Order

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

Approval of Committee Minutes

Minutes of September 17, 2020, Adult & Employer Linkage Committee Meeting were provided for members to review.

Todd Samuel moved to approve September 17, 2020, Adult & Employer Linkage Committee Meeting Minutes as presented, seconded by Adolfo de Leon. Motion carried.

Election of Committee Chair(s)

Tiffany shared that at this time of year, we choose the chairs for each committee. The committee chairs also sit on the Executive Committee. Melanie and Adolfo have agreed to serve as co-chairs for the next year. Melanie asked if anyone else was interested in serving as a chair. Once approved at the committee level, this item will move to the Full Board for a vote.

Todd Samuel moved to have Melanie Olson and Adolfo de Leon serve as co-chairs for the Adult & Employer Linkage Committee for the coming year, seconded by Jennie Weber. Motion carried.

Program Highlights – Diana

Diana shared that the WDC staff participated in a food security and funding discussion on assisting local food banks when the national guard leaves in December. They are working to coordinate a transition plan to provide support at food bank operations with our Disaster Relief employment positions. They will be having discussions with the food banks to determine the type of assistance they need and the number of disaster relief positions. We want to provide a warm handoff for those services. They have learned that the AmeriCorp program has also received funding to help with food banks, and they have placed individuals throughout Washington. We are working with them to coordinate efforts to make sure we don't overlap services. The sub-recipient staff has been working to develop Disaster Relief positions at Pasco Specialty Kitchen and the Farmer's Market. These positions will provide janitorial sanitation assistance. They are also working with the ESD Migrant Seasonal Farm Workers position to assist with outreach, awareness, and provide connections to community research. A lot of work has been happening in this area. Disaster Relief positions are being identified and developed to meet the needs of our community.

She shared that Sandvik is laying off 50 workers this month. Thirty impacted workers attended the Rapid Response sessions provided on the worksite. These workers are eligible for services in the Employment Recovery Program because they are permanently laid off. So far, two individuals have asked for services.

She pointed out the Performance Summaries. These show the outreach and recruitment efforts that are happening in all programs. We now have a new sign at WorkSource that says that we continue to do virtual services. The signage includes a QR code so the customer can connect quickly.

EcSA Update – Jamilet

Jamilet shared that we are at twelve participants enrolled, which is behind the target. There have been many challenges contributing to this low number. They continue to do outreach in the area.

Todd asked what the main barriers were for this program. Jamilet shared that at the beginning of the program, SNAP was a requirement. This was a significant barrier because many fear anything that has to do with the government. Another barrier is that no one in that area has had any experience with WorkSource. We are trying to educate them about what WorkSource does, and that services are free. Another barrier is trying to virtually serve a community that doesn't have a lot of digital access. She explained that they are working on modifying the contract to add more ways to measure outcomes and a new plan of outreach and tracking.

Heather shared a few success stories from the EcSA program. These stories will be highlighted on social media to try to inspire others to take part in the program.

Todd asked what is being learned from the calls being made to those on unemployment. Heather shared that we do not see a high level of engagement. We are hearing that the lack of employment opportunities in the area has caused them not to have hope of getting a job. This is a long game. We will continue to reach out in many ways. This is a WorkSource effort as a whole.

Families Forward Washington (FFW) Updates – Jamilet

Jamilet shared that we continue to exceed the number of enrollments. We are currently at 62 participants. They are currently looking for ways to maximize the budget, especially for training. Jamilet has communicated with the FFW funding source, DCS, to discuss a potential contract modification to award Goodwill additional training dollars and avoid a surplus at the end of the grant. She will be requesting an e-vote should DCS approve the BFWDC's budget proposal to award the subrecipient. She did not have a dollar amount to share, as this is still pending approval from DCS.

Rosa shared a success story that was in the meeting packet.

WorkSource Update – Crystal

Crystal shared that there would be more information coming on the unemployment benefits outreach efforts being done by the center. Other outreach efforts include increasing awareness of the services being provided. This outreach includes the signage that was installed. There are also signs on the entryway doors that give a general glimpse of the types of services available, along with several ways to contact WorkSource. There is now have an incoming email address that goes to the Guest Resource Services Team and a QR code.

They are excited to continue building a more robust virtual service delivery menu. The team reached out to customers and asked what they are experiencing and what they would like to see. Based on that feedback, areas of opportunity were identified around group services and targeted services. A sub-group was created to address those that don't have a basic level of access to technology and need to connect by phone. The focus was on how to build equity at that basic level. They have created a job line for people to access job openings by phone. They continue to find creative ways to reach these people.

Task forces have been created to address the immediate needs of our customers. They have created a group services calendar that includes all workshops. They are using a new software called Whole Story that helps customers identify soft skills. There is a lot of work being done to stand up new workshops and group services. The local team continues to serve on the statewide workshops.

She encouraged everyone to read the report included in the meeting packet. There has been a small uptick in numbers, with the phone line volume also increasing a little bit. We are anticipating a landslide when the job search waiver goes away for unemployment.

The primary ways that people are accessing WorkSource are by phone and WorkSource.WA. With the libraries opening up, this will add more access for our customers to use computers. We will have resource documents at the libraries.

She shared that WorkSource will be hosting a virtual job fair on October 21. Seventeen businesses are participating. This job fair is open to all employers that are currently hiring and is not sector-based.

Other Business: None

Round Table: Members were given the opportunity to share what is happening in their areas of work.

Todd asked if there was anything that the committee or board members could do to help at this time. David shared that board members could help by extending our outreach on social media. He encouraged members to follow the BFWDC and WSCB and share those items. We also have a LinkedIn account. Diana also urged members to take and share the Keys to Success Survey for employers. Cynthia shared that board members could connect with employers to help obtain work experiences and OJT's. Please spread the word about what we do. Jamilet encouraged employers to participate in the Job Fairs. Melanie encouraged staff to highlight cohorts or areas that are hiring so they can pass along those needs.

Next Meeting: The next Adult & Employer Linkage Committee meeting is scheduled for Thursday, November 19, 2020, at 8:30 a.m. on Zoom.

Adjournment

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

Meeting Chair

Date

Becky Smith, Office Manager

Date



Subject: One-Stop Operator Policy

Policy No: 2015 - TBD

Effective Date: __/__/2020

1. Purpose

This policy provides guidance on the roles and responsibilities of the One-Stop Operator (OSO) at WorkSource Columbia Basin (WSCB) under the Workforce Innovation and Opportunity Act (WIOA).

2. Background

As identified in WIOA legislation, the OSO shall be the entity best suited to implement a potentially redesigned service delivery system. WIOA sets the general expectation that local workforce boards, such as the Benton-Franklin Workforce Development Council (BFWDC), conduct procurement processes to identify appropriate providers of OSO and other services. The vision of the Department of Labor (DOL) and operational guidance for the One-Stop system under WIOA is outlined in [Training and Employment Guidance Letter \(TEGL\) 04-15](#) and [TEGL 16-16](#).

Policy and Administrative Procedures

The OSO oversees the operations and serves as the point of contact for WSCB.

A. One-Stop Operator Responsibilities

The OSO responsibilities fall under the following areas as specified in the current program year One-Stop Operator Statement of Work:

Customer-First and Human-Centric: Use data to ensure One-Stop delivery is accessible and meets the needs of customers;

Day-to-Day Operations: Ensure the seamless provision of services to customers;

Culture Development: Lead efforts to develop a team culture of excellence and a customer-first mindset;

Performance: Emphasize achievement results for job seekers, workers, and businesses by providing consistent, high-quality service delivery to ensure partners meet service outcomes;

One-Stop Center Certification: Lead activities for center certification; evaluate center progress.

All agencies with staff located at WSCB are responsible for understanding the roles of the OSO.

B. One-Stop Operator Administrative Functions

The OSO shall work with the BFWDC regarding WIOA Core and Required Partners to be in the center.

The OSO shall maintain records and communicate with the BFWDC of:

- a) Any agency seeking new, additional, or expanded workspace and projects;
- b) Staff members' duties that will impact any aspect of service delivery;
- c) All change requests regarding office furniture, office equipment, IT hardware and software;
- d) All accommodations requests and state-mandated changes;
- e) All Customers Concerns and Complaints.

The OSO shall create and maintain a form/process by which partner agencies can seek authorization to use classroom and/or meeting room space within WSCB.

C. One-Stop Operator May Not Perform the Following Duties

Per WIOA and associated guidance, the OSO may not perform the following:

- a) Develop, manage, or conduct the competitive procurement of service providers in which it intends to compete;
- b) Convene system stakeholders to assist in the development of the local plan.
- c) Prepare and submit local plans (as required under sec. 107 of WIOA).
- d) Be responsible for oversight of itself;
- e) Develop, manage, or participate, other than as a respondent, in the competitive selection process for OSOs;
- f) Select or terminate OSOs or WIOA Title I service providers;
- g) Perform monitoring functions of itself or any WIOA partners;
- h) Evaluate itself as OSO;
- i) Negotiate local performance accountability measures;
- j) Develop and/or submit a budget for activities of the BFWDC;
- k) Establish practices that create disincentives for providing services to individuals with barriers to employment who may require longer-term career and training services;
- l) The OSO is not required to authorize additional staff, cubicles, or any change to the service delivery.

D. Definitions

Contract: A legal instrument by which the fiscal agent, service provider, or subrecipient is committed to paying for goods, property, or services needed to accomplish the purposes of the contract/agreement. The term used in this policy does not include a legal instrument, even if the non-federal entity considers it a contract when the substance of the transaction meets the definition of a federal award or subaward (see 2 CFR 200.92 - Subaward).

Conflict of interest – Conflict between the official responsibilities and the private interests of a person or entity that is in a position of trust. A conflict of interest would arise when an individual or organization has a financial or other interest in or participates in the selection or award of funding for an organization. Financial or other interests can be established either through ownership or employment.

Contractor - An entity responsible for providing generally required goods or services related to the administrative support of the Federal award. These goods or services may be for the recipient's or subrecipient's own use or the use of participants in the program. Distinguishing characteristics of a contractor include:

- Providing the goods and services within normal business operations;
- Providing similar goods or services to many different purchasers;
- Operating in a competitive environment; and;
- Program compliance requirements do not pertain to the goods or services provided.

One-Stop Operator Statement of Work: A contractual agreement between the BFWDC and the OSO specifies the operator's role.

Partner: Any agency with staff located at WSCB.

One-Stop Center Certification: The certification process establishes a minimum level of quality and consistency of services in American Job Centers across a State. The certification criteria allow States to set standard expectations for customer-focused seamless services from a network of employment, training, and related services that help individuals overcome barriers to obtaining and maintaining employment.

E. References and Additional Guidance

- [Public Law 113-128](#), Workforce Innovation and Opportunity Act of 2014, Sections 107(d)(10), 107(g)(1), 121(d)(1-2), 123, 134(c)(2)(C) 20 CFR 678.600 635, 679.370(l), 679.410, 679.430, 680.160, 680.300, and 681.400
- [Training and Employment Guidance Letter \(TEGL\) 23-14, Section 8](#)
- [Training and Employment Guidance Letter \(TEGL\) 15-16, Section 11](#)
- [Customers Concern and Complaint Resolution Policy No: 2015-31](#) ;The BFWDC and all partners of the WSCB One-Stop Center have a legal obligation to ensure that all customer complaints are received and processed in accordance with federal, state and local policy.
- [Integrated Service Delivery with Co-enrollment](#); Integrated Service Delivery seamlessly address the training and employment needs of system customers: job seekers and businesses. ISD with co-enrollment is a voluntary approach to the delivery of WorkSource services.

October 2020

PY20 Adult Program Performance Summary (Cumulative)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of September 30, 2020	\$694,352	\$93,234	13%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	62	87	193
Exits			
Total Employed Exits	23	33	136
Placement Rate	92%	85%	N/A
Median Wage	\$15.00	\$14.50	\$14.50
Services			
Individual Training Account (ITA)	6	4	50
On-the-Job Training (OJT)	0	0	5
Work Experience (WEX)	1	0	6
Apprenticeship	0	N/A	N/A
Credentials Earned	0	N/A	N/A

Total Served:

- An Outreach Taskforce was created to generate new ideas on recruitment and outreach efforts. A flyer was created to send to Unemployment Insurance (UI) recipients promoting WorkSource Columbia Basin (WSCB) program services. Subrecipients staff also sent mass texts and emails to target low-income customers.
- Subrecipient leadership partnered with River’s Edge High School to support their efforts in having students graduate with a diploma and a credential. The combined effort is to refer eligible students 18 and older to the Adult program and engage in training services. This partnership will allow students to have a teacher in class to help them succeed in school and an Employment Specialist to help them succeed in job search, training, and career goals.
- The two new Employment Specialists are now positioned to make more of an impact on enrollment and exit outcomes as they have completed training and are eager to help customers obtain their career goals.
- Subrecipient leadership presented a Call to Action Plan to program staff. This plan showed current program performance, where outcomes need to be by the end of December to get back on track, and outlined strategies to get there. Strategies included how to think critically about current caseloads to serve all program customers to meet performance objectives, set clear expectations that increase participant engagement and ensure outreach efforts increase access to services for the most in need.

Exits:

- The WSCB Business Services team continues to conduct sector-based outreach in Healthcare, Transportation/Warehousing, Construction, Manufacturing, Ag/Food Processing, Government, and Entry Level occupations. Subrecipient staff work alongside the Business Services team to identify employer hiring needs and connect qualified participants/customers to open full-time unsubsidized positions. Other connections include Reser’s Fine Foods, Vintners Logistics, Elite Construction, and Hanford Contractors.
- The Business Services Team held its second virtual job fair on October 21st from 10:00 am - 2:00 pm. Twenty employers attended, presenting over 40 open positions, and 71% of chats with employers resulted in positive next steps, such as an interview, further screening, and pipeline for future opportunities. A total of 201 job seekers attended.

October 2020

PY20 Dislocated Worker Program Performance Summary (Cumulative)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of September 30, 2020	\$746,048	\$150,521	20%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	63	74	186
Exits			
Total Employed Exits	22	35	105
Placement Rate	81%	85%	85%
Median Wage	\$21.50	\$19.00	\$19.00
Services			
Individual Training Account (ITA)	11	8	40
On-the-Job Training (OJT)	0	1	15
Credentials Earned	0	N/A	N/A

Total Served:

- Subrecipient staff called or emailed UI recipients to promote WorkSource services, resulting in 118 customers engaging in services throughout the system, a 2.3% return on investment.
- The two new Employment Specialists are now positioned to make more of an impact on enrollment and exit outcomes as they have completed training and are eager to help customers obtain their career goals.
- A flyer promoting training opportunities in welding was sent to 10,000 customers, of which 250 requested additional information, a 2.5% return on investment. Employment specialists called each customer to discuss their career goals and connected them to services available to help them.
- Subrecipient leadership presented a Call to Action Plan to program staff. This plan showed current program performance, where outcomes need to be by the end of December to get back on track, and outlined strategies to get there. Strategies included how to think critically about current caseloads to serve all program customers to meet performance objectives, set clear expectations of increasing participant engagement, and discussed outreach efforts to increase access to services for the most in need.

Exits:

- The WSCB Business team continues to do sector-based outreach in Healthcare, Transportation/Warehousing, Construction, Manufacturing, Ag/Food Processing, Government, and Entry Level occupations. Subrecipient staff work alongside the Business Services team to identify employer hiring needs and connect qualified participants/customers to open full-time unsubsidized positions. Other connections include Reser’s Fine Foods, Vintners Logistics, Elite Construction, and Hanford Contractors.
- The Business Services Team held its second virtual job fair on October 21st from 10:00 am - 2:00 pm. Twenty employers attended, presenting over 40 open positions, and 71% of chats with employers resulted in positive next steps, such as an interview, further screening, and pipeline for future opportunities. A total of 201 job seekers attended.

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

OJT: Connected with J & S Transport and LifeQuest Fitness Center for OJT opportunities.

October 2020

PY19 Rapid Response Program Performance Summary (Cumulative)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of September 30, 2020	\$248, 679	\$86,929	35%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	30	35	65
Exits			
Total Employed Exits	8	9	47
Placement Rate	89%	85%	85%
Median Wage	\$23.69	\$19.00	\$19.00
Services			
Individual Training Account (ITA)	9	12	27
Credentials Earned	0	N/A	N/A

Total Served:

- An Outreach Taskforce was created to generate new ideas on recruitment and outreach efforts. A flyer was created to send to Unemployment Insurance (UI) recipients promoting WSCB program services.
- In October, subrecipient staff called or emailed UI recipients to promote WorkSource services, resulting in 118 customers engaging in services throughout the system, a 2.3% return on investment.
- The two new Employment Specialists are now positioned to make more of an impact on enrollment and exit outcomes as they have completed training and are eager to help customers obtain their career goals.
- Total served will increase as staff co-enroll to leverage funding for training and other services.
- Subrecipient leadership presented a Call to Action Plan to program staff. This plan showed current program performance, where outcomes need to be by the end of December to get back on track, and outlined strategies to get there. Strategies included how to think critically about current caseloads to serve all program customers to meet performance objectives, set clear expectations of increasing participant engagement, and discussed outreach efforts to increase access to services for the most in need.

Exits:

- The WSCB Business team continues to do sector-based outreach in Healthcare, Transportation/Warehousing, Construction, Manufacturing, Ag/Food Processing, Government, and Entry Level occupations. Subrecipient staff work alongside the Business Services team to identify employer hiring needs and connect qualified participants/customers to open full-time unsubsidized positions. Other connections include Reser's Fine Foods, Vintners Logistics, Elite Construction, and Hanford Contractors.
- Business Services held its second virtual job fair on October 21st. from 10:00 am - 2:00 pm. Twenty employers attended, presenting over 40 open positions, and 71% of chats with employers resulted in positive next steps, such as an interview, further screening, and pipeline for future opportunities. A total of 201 job seekers attended.

ITA:

- Six individuals are currently participating in training, and four will complete in November.
- Subrecipient staff is encouraging customers to enroll in online training programs. Online training provides the opportunity to upskill and increase their employability once they begin to job search.

October 2020

Disaster Recovery Dislocated Worker (Cumulative from July 2020 - March 2022)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of September 30, 2020	\$424,000	\$12,560	3%
Performance Factors	Actual Outcomes	Monthly to Date Target	Program Target
Total Served	0	4	32
Number of Participants both in Disaster-Relief and Career and Training Services	0	4	32
# of Participants in Training Services (excluding OJT)	0	0	10
# of Participants Place in Work-Based Learning (WEX/Internship)	0	4	23
# of Participants entered unsubsidized employment at exit	0	0	22

Total Served: Community outreach continued throughout October, targeting local employers and community-based organizations with employment needs.

- Recruitment is underway for a cook position at Meals on Wheels to help with the increased demand for meals during Covid.
- In partnership with the Employment Security Department, started recruitment for an Outreach Navigator position to provide migrant seasonal farmworkers with safety training, information on community resources, distribution of personal protective equipment, and employment opportunities during Covid
- Local National Guard foodbank support will transition to Spokane at the end of December. Recruitment for disaster relief positions will begin in November to assist Second Harvest with staffing needs starting in January 2021.
- The two new Employment Specialists are now positioned to make more of an impact on enrollment and exit outcomes as they have completed training and are eager to help customers obtain their career goals.
- Subrecipient leadership presented a Call to Action Plan to program staff. This plan showed current program performance, where outcomes need to be by the end of December to get back on track, and outlined strategies to get there. Strategies included how to think critically about current caseloads to serve all program customers to meet performance objectives, set clear expectations of increasing participant engagement, and discussed outreach efforts to increase access to services for the most in need.

Number in Disaster-Relief and Career and Training Services: This number will increase as Total Served numbers increase.

The number of participants placed in Work-Based Learning (WEX/Internship): This number will increase as Total Served numbers increase.

October 2020

Employment Recovery Dislocated Worker (Cumulative from July 2020 - March 2022)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of September 30, 2020	\$446,253	\$15,442	4%
Performance Factors	Actual Outcomes	Monthly to Date Target	Program Target
Total Served	1	6	55
# of Participants Enrolled in Training Services (excluding OJT)	0	0	30
# of Participants in On the Job Training (OJT)	0	0	3
# of Participants Place in Work-Based Learning (WEX/Internship)	0	4	10
# of Participants entered unsubsidized employment at exit	0	0	44

Total Served:

- Subrecipient staff called or emailed UI recipients to promote WorkSource services, resulting in 118 customers engaging in services throughout the system, a 2.3% return on investment.
- The two new Employment Specialists are now positioned to make more of an impact on enrollment and exit outcomes as they have completed training and are eager to help customers obtain their career goals.
- Total served will increase as staff co-enroll to leverage funding for training and other services.
- The Rapid Response team coordinated multiple orientations for Sandvik in October for partners to provide information on UI, community resources, 211, Columbia Basin College, and WorkSource services to their 50 permanently laid-off workers. A total of 30 employees attended the orientations. All of these workers are eligible to participate in the Employment Recovery program.
- Subrecipient leadership presented a Call to Action Plan to program staff. This plan showed current program performance, where outcomes need to be by the end of December to get back on track, and outlined strategies to get there. Strategies included how to think critically about current caseloads to serve all program customers to meet performance objectives, set clear expectations of increasing participant engagement, and discussed outreach efforts to increase access to services for the most in need.

Number of Participants Placed in Work-Based Learning (WEX/Internship): This number will increase as Total Served numbers increase.

October 2020

PY20 EcSA Program Performance Summary (Cumulative from September 2019-March 2022)			
Program Expenditures	Budget Total	Contract Spent	% Spent
As of September 30, 2020	\$700,000.00	273,690.52	39%
Enrollments	Actual Outcomes	Monthly to Date Target	Program Target
Total Served	12	75	138
Exits	Actual Outcomes	Monthly to Date Target	Program Target
Total Employed Exits	4	48	115
Services	Actual Outcomes	Monthly to Date Target	Program Target
Individual Training Account (ITA)	1	13	30
Self-Sufficiency Matrix Progression	12	53	115
Financial Literacy & Budget Training	9	75	138
Mentorship	Actual Outcomes	Monthly to Date Target	Program Target
1:1 Mentoring	3	26	56
Group Membership	0	37	82

- Continued outreach activities to engage new enrollments:
 - Social media program flyer posting;
 - Social media program flyer posting to local job/employment groups and/or pages;
 - Biweekly program flyer distribution to North Franklin School District (NFSD) distributed to 850 students;
 - Will transition to 6 every week distributions in November;
 - Physical flyers, following all CDC guidelines, posted in North Franklin locations such as health clinics, eateries, local markets, and other popular local spots for maximum exposure.
- Continue to follow up with participants via three points of contact (i.e., phone, text, and email) to ensure stable communication during this time;
- EcSA contract flexibility currently being evaluated and developed as the BFWDC continues to work with subrecipient, Career Path Services, to identify areas needing evaluation;
- BFWDC continues to work with the Employment Security Department and other EcSA awardees to discuss contract flexibility among the EcSA initiative statewide.

October 2020

PY20 FFW Program Performance Summary (Cumulative from September 2018-June 2021)			
Program Expenditures	Budget Total	YTD Spent	% Spent
As of September 30, 2020	\$477,894	393,219.21	82.3%
Tracked Monthly	Monthly Outcomes	YTD Date Outcomes	Study Goal
# screened for potential FFW enrollment	9	371	
# enrolled in FFW	0	62	56
# enrolled in training tracks	0	60	56
# of participants who met with their career coach/job developer	36	60	56
# of participants who received financial capacity-building referrals	0	11	56
Of those who began training:	0	60	
# completed training	0	41	
# earned certification	0	41	
#placed in employment	5	44	

- Continued outreach efforts to surpass our program goal of 56, currently at 62;
 - Social media program flyer posting;
 - In November, the Division of Child Support will mail out program flyers to non-custodial parents in our counties;
 - Attending local community partners meetings.
- Continued job development, placement, and retention activities for current program participants;
- 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);
- Continue to follow up with participants via three points of contact (i.e., phone, text, and email) to ensure stable communication during this time.



A proud partner of the AmericanJobCenter network

WorkSource Operator Report

Benton Franklin Workforce Consortium

October 2020

October Highlights:

- Taskforces continue to meet immediate need of our customers by providing additional virtual service delivery options and increasing our ability to connect with customers to inform of resources available.
- WSCB Business Services Team members hosted our 2nd Virtual Job Fair on 10/21/20.
- WSCB team members continue to provide services virtually. Number of customers seeking our services continue to be low as compared to last year, however, we did see an increase in interactions with job seeker customers of 39% and an increase of 22% with business customers from September 2020 to October 2020.

WorkSource Site Operations:

Customer Counts 10/1/20 to 10/31/20		
Total Staff Assisted Seekers	541	
Total Staff Assisted Services	866	
<i>Basic Services</i>	690	
<i>Individualized, Training & Support Services</i>	176	
Unique Number of Businesses Served	87	
Staff Provided Business Services	131	
	Services Provided	Businesses Served
<i>Business Assistance</i> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	5	3
<i>Employee Training</i> Assessment, referral, enrollment, etc.	13	6
<i>Other</i> Employer outreach visit, marketing business services, etc.	35	34
<i>Recruitment</i> Hiring events, referrals, etc.	78	51
<i>Wage & Occupation Information</i> Labor Market Info, etc.	0	0

***Note:** Due to continued engagement with new customers who do not have a WorkSourceWa.com account, these figures may not accurately reflect the number of services provided.



A proud partner of the AmericanJobCenter network

October 2020 Customer Satisfaction Survey:

- 38 survey responses received (7% response rate):
 - Of the customers who responded, 91% will refer family and friends.
 - Top 3 services rated: training resources, virtual workshops, and job search assistance.
- Customer Feedback:
 - "I went to a Virtual Job Fair and it was a great experience. Lots of contacts and it was easy to access."
 - "The jobs club meeting subject matter is very relevant to today's job markets uncertainty and how to overcome those obstacles."
 - "The level of caring and helpful staff they have there, they truly want you to succeed! And they go above and beyond to help you achieve it!"
 - "The convenience of looking for employment virtually."
- Note: The Customer Satisfaction Survey has been revised as of 10/1/20 in an effort to increase response rates and actionable customer feedback. This revision will be reviewed in November and adjustments made as needed to meet these objectives.

Service Delivery

Career Services:

- The Group Services Taskforce created and implemented a new schedule for offering virtual group services, including workshops, job clubs, etc. The group has proposed the addition of 3 additional group services and pilot of workshops to be available outside of our regular business hours based upon customer feedback. Both will launch in November.
- The Career Assessment Taskforce finalized materials for the launch of a career assessment workshop. Next steps include training for the group leads on administration and interpretation of the World of Work Inventory (WOWI) and Myer's Briggs Type Indicator (MBTI) assessments.
- The Outreach Taskforce worked to identify customers we are not currently reaching, advise on educational materials needed to inform our community of the services we have available, and creation of talking points to lead efforts.
- The Guest Resource Specialist Team charter was finalized in October; review will occur in November and the team will launch in December.
- Team WSCB is conducting outreach to over 8,500 customers who have received Unemployment Insurance benefits for 20 weeks or longer. Contact methods include GovDelivery emails, postcard mailers, and our customer's preferred way of connecting at this time: telephone.
- The revised Customer Satisfaction Survey launched the first week of October. After reviewing results, the Barriers and Access Solutions subcommittee focused on accessibility opted to revise further to encourage more actionable customer feedback. These changes will take place the first week of November and will be monitored at the end of the month to ensure they have the intended impact. Response rate will also be monitored.



A proud partner of the AmericanJobCenter network

Business Services:

- The team held WSCB's 2nd Virtual Job Fair on 10/21 from 10am-2pm with a focus on filling open jobs across all sectors in our community. The group's outreach efforts included networking with local employers, email, and ETO Engage (text messaging), and resulted in a successful event with 19 businesses in attendance. Awaiting final outcomes; will share when available.
- In collaboration with CBC, the team also held a Virtual Career Fair on October 14th from 10am-4pm, with a focus on connecting recent graduates and interns to employment with local business.
- The team stood up a "Jobs Line" to connect local businesses with qualified candidates who do not have access to technology. The recording gives information about who is hiring, what they are hiring for, qualifications, and how to apply. This is updated
- Business Services kicked off a series of training by facilitating a presentation about who the members of the team are and the sectors they represent. The group will host Labor Market and Sector information training the first week of November.

Community Connections:

- 10/6: Attended the COVID-19 Local Decision Maker Briefing, a meeting hosted by the Benton Franklin Health Department, to provide updates from local health, government, and community officials. This is a reoccurring meeting which is schedule every two weeks. Information will be shared with partners at BFWDC and WSCB, and will be used to inform service delivery options.
- 10/7: Connected with Melanie Olson, Director of Outpatient Services at Lourdes, to discuss how we might partner to connect customers to the resources they offer.
- 10/8: Virtual meeting with Matthew West, Executive Director of Elijah Family Homes, to identify partnership opportunities. Matthew introduced met to Kirk Williams, Program Manager with the Benton Franklin Community Health Alliance.
- 10/21: Touched base with Jim Bischoff, President of ACCESS Tri-Cities to learn more about the impact that COVID-19 has had on the agency's annual event, Building Bridges and Breaking Down Barriers. Jim confirmed that the event will be held in the Spring moving forward and that due to the pandemic, may be virtual rather than in person. The group is recruiting for two board members.
- Continued work with with Mid-Columbia Library and Comprehensive HealthCare refine outreach campaign outline and scripting. Review of first of a series of messages to be released in partnership with these partners and other community stakeholders.

Staff Training & Development:

Training/Development Attended:

- 10/7: Water Cooler, Technical Assistance – UI eServices Assistance
- 10/14: Introduction to WholeStory (John Roach & Erin Anacker, Founders)
- 10/14: Change Management Application Session with Operations Leadership (Paul Casey)
- 10/15: Great Shake Out Earthquake Drill (Safety Committee)
- 10/16: Hawk Career Readiness (Elisa Hernandez, CBC)
- 10/21: Concern Training, Workforce Development Professional Celebration



A proud partner of the AmericanJobCenter network

- Virtual Leadership Development with Paul Casey (Operations Leadership) - *Ongoing*

Upcoming Training/All Staff Meetings:

- 11/3, 4, &5: Labor Market & Sector Information (WSCB Business Services Team)
- 11/10: Complaint Training
- 11/18: EO Complaint Training
- 11/18: Future State Retreat Session with Operations Leadership (Paul Casey)

Facilities:

- 10/1: Facility signage installed by Mustang signs to inform customers of resources available and how to connect with us. Includes signage on the main entry doors and side windows as well as at the base of the reader board.
- 10/13: Customer computer refresh.
- Work on the Safe and Healthy Return to Office plan continues in preparation for re-opening of WSCB, including procurement and placement of PPE and service planning. *Return date TBD.*

Respectfully submitted by: C. Bright on 11/10/20